

## **PAIA MANUAL FOR HD FIRE & SECURITY HOLDINGS (PTY) LTD**

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

### **1. The Purpose of the PAIA manual**

This PAIA Manual is useful for the public to –

- 1.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
  - 1.2 have a sufficient understanding of how to make a request for access to a record of the body by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
  - 1.3 know the description of the records of the body which are available in accordance with any other legislation;
  - 1.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
  - 1.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
  - 1.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
  - 1.7 know the description of the categories of data subjects and of the information may be supplied;
  - 1.8 know the recipients or categories of recipients to whom the personal information may be supplied.
  - 1.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
  - 1.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
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## **2. Key contact details for access to information of HD Fire & Security Holdings (Pty) Ltd**

a. **Chief Information Officer**

Name: **Dylan Barry**  
Tel: **012 0040 803**  
Email: **dylan@hdfire.co.za**  
Fax number: **N/A**

b. **Deputy Information Officer** (NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.

NO Deputy Information Officer

c. **Access to information general contacts**

Email: **betsie@hdfire.co.za**

d. **Head office details**

Postal address: **597 Mendelssohn Street, Constantia Park, Pretoria**

Physical address: **597 Mendelssohn Street, Constantia Park, Pretoria**

Telephone: **012 004 0803**

Email: **betsie@hdfire.co.za**

Website: **n/a**

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### **3. Guide on how to use PAIA and how to obtain access to the guide**

- 3.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ('Guide'), in an easily comprehensible form and manner as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 3.2 The Guide is available in each of the official languages and in Braille.
- 3.3 The aforesaid Guide contains the description of –
  - 3.3.1 the objects of PAIA and POPIA
  - 3.3.2 the postal and street address, phone and fax number and, if available, the electronic mail address of:
    - 3.3.2.1 The Information Officer of every public body, and
    - 3.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA.
  - 3.3.3 the manner and form of a request for –
    - 3.3.3.1 access to a record of a public body contemplated in section 11, and
    - 3.3.3.2 access to a record of a private body contemplated in section 50.
  - 3.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA.
  - 3.3.5 the assistance available from the Regulator in terms of PAIA and POPIA
  - 3.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging –
    - 3.3.6.1 an internal appeal;
    - 3.3.6.2 a complaint to the Regulator; and
    - 3.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

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- 3.3.7 the provisions of section 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to such a manual;
- 3.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 3.3.9 the notice issued in terms of sections 22 and 54 regarding fees to be paid in regulation to requests for access; and
- 3.3.10 the regulations made in terms of section 92.
- 3.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 3.5 The Guide can also be obtained –
- 4.5.1 upon the request to the Information Officer;
- 4.5.2 from the website of the Regulator  
(<https://www.justice.gov.za/infoereg/>)
- 3.6 A copy of the Guide is also available in English, for public inspection during normal office hours –

#### **4. Records available in terms of other legislation– SECTION 51(1)(d)**

- Basic Conditions of Employment Act, No. 75 of 1977
  - Companies Act, No. 71 of 2008
  - Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
  - Employment Equity Act, No. 55 of 1998
  - Income Tax Act, No. 68 of 1962
  - Labour Relations Act, No. 66 of 1978
  - Occupational Health and Safety Act, No. 85 of 1993
  - Unemployment Contribution Act, No. 4 of 2002
  - Unemployment Insurance Act, No. 30 of 1966
  - Consumer Protection Act, No 68 of 2008
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**5. Description of the subjects on which the body holds records and categories of records held on each subject by HD Fire & Security Holdings (Pty) Ltd. processing of personal information and reasons thereof.**

Employment Records

- Employment contracts
- Disciplinary records
- Salaries and wages records
- Leave records
- Banking details
- PAYE records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- UIF records
- Section 51 PAIA Manual for **HD Fire & Security Holdings (Pty) Ltd**

Customer records

- Records provided by customers, including FICA documents
  - Records provided by a client to a third party acting for and on behalf of **HD Fire & Security Holdings (Pty) Ltd**
  - Records provided by third parties
  - Records generated by or within **HD Fire & Security Holdings (Pty) Ltd**
  - Fee agreements, quotations and mandates
  - Financial and accounting records
  - Insurance records
  - Asset register
  - Customer, supplier and document databases
  - Internal and external correspondence
  - Commercial agreements
  - Tax compliance documents
  - Accounting records
  - Bank statements
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- Invoices

(The above information will only be made available subject to the provisions of the Act.)

Strategic documents, plans or proposals

- Annual reports
- Strategic planning
- Annual performance plans

Human Resources

- HR policies and procedures
- Advertised post
- Employee records

**6. Descriptions of the categories of data subjects and of the information or categories of information relating thereto.**

1. With suppliers, if needed, in order to order goods for customers
2. With offsite accountants for bookkeeping purposes
3. With internal staff for accounting purposes
4. For delivery purposes
5. To any other body that might lawfully require the information to be shared with them.
6. Credit Bureaus in order to obtain credit information.

**7. General description of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.**

Our information is kept safe in our offices. Hard copies are kept in locked filing cabinets. Digital information is being kept on secure computers and servers. We have all of the anti-virus and firewall software in place to adequately protect all information.

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## **8. Availability of the manual**

- The manuals are available on request from **dylan@hdfire.co.za**
- Manuals are also available at our offices at **597 Mendelssohn Street, Constantia Park, Pretoria.**
- The name of a person from whom the manual can be requested, is **Rochelle Barry**. Her e-mail address is **rochelle@hdfire.co.za**.
- Information Regulator

## **10. Updating of the manual**

The information officer of **HD Fire (Pty) Ltd, Dylan Barry**, will on a regular basis update this manual.

Issued by

**Dylan Barry, Managing Director of HD Fire (Pty) Ltd**

Information officer

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**FORM C**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY Section 53(1) of the  
Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation 10]**

**A. Particulars of private body**

**Designated person: Dylan Barry**

**[dylan@hdfire.co.za](mailto:dylan@hdfire.co.za) or [betsie@hdfire.co.za](mailto:betsie@hdfire.co.za)**

**012 004 0803**

**B. Particulars of the person requesting access to the record.**

Full names and surname:

\_\_\_\_\_

Identity number:

\_\_\_\_\_

Postal address:

\_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:

\_\_\_\_\_

**C. Particulars of person on whose behalf the request is made**

Full names and surname:

\_\_\_\_\_

Identity number:

\_\_\_\_\_

**D. Particulars of record**

1. Description of record or relevant part of the record:

\_\_\_\_\_



2. Reference number, if available:

\_\_\_\_\_

3. Any further particulars of record:

\_\_\_\_\_

**E. Fees**

**(Fees depend on the form in which the record is provided and also the time and effort it takes to provide the record)**

Reason for being exempt from paying fees:

\_\_\_\_\_

**F. Particulars of right to be exercised or protected**

1. Indicate which right is to be exercised or protected:

\_\_\_\_\_

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

\_\_\_\_\_

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record? \_\_\_\_\_

Signed at \_\_\_\_\_ this the \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

WITNESSES:

1. \_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

Signature of person who has made the request / person on whose behalf the request was made