

**TRAXTION**



# **PAIA MANUAL**

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



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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. **"CEO"** Chief Executive Officer;
- 1.2. **"DIO"** Deputy Information Officer;
- 1.3. **"IO"** Information Officer;
- 1.4. **"Minister"** Minister of Justice and Correctional Services;
- 1.5. **"PAIA"** Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.6. **"POPIA"** Protection of Personal Information Act No. 4 of 2013;
- 1.7. **"Regulator"** Information Regulator;
- 1.8. **"Republic"** Republic of South Africa; and
- 1.9. **"Traxtion"** Traxtion Sheltam (Pty) Ltd.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 2.1 check the categories of records held by Traxtion which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of Traxtion, by providing a description of the subjects on which Traxtion holds records and the categories of records held on each subject;
- 2.3 know the description of the records of Traxtion which are available in accordance with any other legislation;
- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if Traxtion 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if Traxtion 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
- 2.10 know whether Traxtion has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF TRAXTION SHEL TAM (PTY) LTD**

#### **3.1. Chief Information Officer**

Name: James Hunt Holley  
Tel: +27 (0)10 465 0010  
Email: [jamesh@traxtion.africa](mailto:jamesh@traxtion.africa)

#### **3.2. Deputy Information Officer**

Name: Carl Grundlingh  
Tel: +27 (0)12 454 0001  
Email: [carlg@traxtion.africa](mailto:carlg@traxtion.africa)

Name: Thando Makoyi  
Tel: +27 (0)12 454 0001  
Email: [thandom@traxtion.africa](mailto:thandom@traxtion.africa)

Name: Liezel Kuhn  
Tel: +27 (0)41 581 4400  
Email: [liezelk@traxtion.africa](mailto:liezelk@traxtion.africa)

Name: Liezel Kuhn  
Tel: +27 (0)41 581 4400  
Email: [liezelk@traxtion.africa](mailto:liezelk@traxtion.africa)

Name: Maryke Smit  
Tel: +27 (0)41 581 4400  
Email: [marykes@traxtion.africa](mailto:marykes@traxtion.africa)

Name: Ofentse Molatedi  
Tel: +27 (0)10 465 0010  
Email: [ofentsem@traxtion.africa](mailto:ofentsem@traxtion.africa)

#### **3.3. Access to information of general contacts**

Email: [nnoni@traxtion.africa](mailto:nnoni@traxtion.africa)

#### **3.4. Head Office**

Postal Address: PO Box 15148  
Emerald Hill  
Port Elizabeth  
6011

Physical Address: Unit 1002, 9th Floor  
Firestation Building  
16 Baker Street  
Rosebank  
Johannesburg  
2196

Telephone: +27 (0)10 465 0010

Email: [nnoni@traxtion.africa](mailto:nnoni@traxtion.africa)

Website: [www.traxtion.africa](http://www.traxtion.africa)

#### 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of -
  - 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3. the manner and form of a request for -
    - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. 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 -
    - 4.3.6.1. an internal appeal;
    - 4.3.6.2. a complaint to the Regulator; and
    - 4.3.6.3. 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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<sup>1</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
  - 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 4.4. 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.
- 4.5. The Guide can also be obtained-
- 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

## **5. CATEGORIES OF RECORDS OF TRAXTION SHEL TAM (PTY) LTD WHICH ARE AVAILABLE**

All documents that are available from the website of Traxtion ([www.traxtion.africa](http://www.traxtion.africa)).

## **6. DESCRIPTION OF THE RECORDS OF TRAXTION SHEL TAM (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of legislation as amended from time to time, however, due to the number of laws applicable to Traxtion, the list of legislation applicable to Traxtion may not be exhaustive.

Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of any piece of legislation, the requester is required to indicate what legislative right the request is based on, to allow the Chief Information Officer or any relevant Deputy Information Officer the opportunity to consider the request in light thereof.

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- a) any matter which is required or permitted by this Act to be prescribed;
- b) any matter relating to the fees contemplated in sections 22 and 54;
- c) any notice required by this Act;
- d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



## 7. DESCRIPTION OF THE SUBJECTS ON WHICH TRAXTION SHEL TAM (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY TRAXTION SHEL TAM (PTY) LTD

The information contained in this section is intended to identify the main categories of records held by Traxtion and to help the requester to gain a better understanding of the main business activities of Traxtion. Further assistance in identifying the records held by Traxtion is obtainable from the Chief Information Officer or any relevant Deputy Information Officer.

Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the following (non-exhaustive) aspects of Traxtion's business and operations:

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Company Records	<ul style="list-style-type: none"><li>• Documents of incorporation;</li><li>• Memorandum and Articles of Association or Memorandum of Incorporation (as applicable);</li><li>• Records relating to the appointment of directors/auditors; and</li><li>• Share Register and other statutory registers.</li></ul>
Financial Records	<ul style="list-style-type: none"><li>• Annual financial statements;</li><li>• Tax returns;</li><li>• Accounting records;</li><li>• Banking records;</li><li>• Bank statements;</li><li>• Electronic banking records;</li><li>• Rental agreements; and</li><li>• Invoices.</li></ul>



<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Income Tax Records	<ul style="list-style-type: none"><li>• PAYE records;</li><li>• Documents issued to employees for income tax purposes;</li><li>• Records of payments made to SARS on behalf of employees; and</li><li>• All other statutory compliance records that relate to VAT, UIF, COIDA and Skills Development Levies.</li></ul>
Safety, Health and Environment (SHE) Records	<ul style="list-style-type: none"><li>• SHE policy; and</li><li>• Mandatory SHE records.</li></ul>
Income Tax Records	<ul style="list-style-type: none"><li>• HR policies and procedures;</li><li>• Advertised posts;</li><li>• Employees records;</li><li>• Salary records;</li><li>• Leave records;</li><li>• Training records;</li><li>• Training manuals;</li><li>• Pension fund records; and</li><li>• Medical aid records.</li></ul>





## **8. PROCESSING OF PERSONAL INFORMATION**

### **8.1 Purpose of Processing Personal Information**

The purpose for which personal information is processed by the Traxtion will depend on the nature of the information. In general, personal information is processed by Traxtion for business administration purposes, including, which list is not exhaustive:

- to carry out actions for the conclusion or performance of a contract;
- to comply with obligations imposed by law;
- to protect the legitimate interests of the data subjects; or
- where it is necessary for pursuing the legitimate interests of Traxtion.

### **8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto**

Traxtion processes personal information relating to the following categories of data subjects and information, which lists are not exhaustive:

#### **CATEGORIES OF DATA SUBJECTS**

- Employees;
- Consultants;
- Contractors;
- Customers;
- Investors;
- Service providers
- Suppliers
- Other third parties with whom Traxtion conducts business.

#### **CATEGORIES OF INFORMATION**

- In respect of natural persons may include: name, identifying number (identity or passport number), date of birth, citizenship, age, gender, race, marital status, language, telephone number(s), email address(es), physical and postal addresses, income tax number, banking information, disability information, employment history, background checks, fingerprints, CVs, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures. ;
- In respect of juristic persons may include: name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, BEE certificates, payment details (including bank accounts), invoices and contractual agreements.

### **8.3 The recipients or categories of recipients to whom the personal information may be supplied**

The categories of recipients to whom Traxtion may supply the personal information will depend on the nature of the information. In general, such categories of recipients would include, which list is not exhaustive:

- Other companies in the Group;
- Service providers;
- Medical aid, pension or provident funds;
- Auditing and accounting bodies (internal and external);
- Third parties with whom Traxtion has contracted for the retention of data;
- Relevant authorities, government departments, statutory bodies or regulators;
- A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules.



#### **8.4 Planned transborder flows of personal information**

Traxtion envisages that it may transfer personal information to third parties or other companies in the Group, who are situated in a foreign country and such transfers would be subject to the relevant provisions of the POPI Act.

#### **8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Traxtion strives to take appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in its possession or under its control at all times.

#### **8.6 Objection to the processing of personal information by a Data Subject – Regulation 2 – POPIA Regulations**

A data subject may at any time object to the processing of his/her/its personal information (as contemplated in Section 11(3)(a) of the POPIA) in the prescribed form, subject to exceptions contained in the POPIA.

#### **8.7 Request for correction or deletion of personal information – Regulation 3 – POPIA regulations**

A data subject may request that his/her/its personal information be corrected or deleted (as contemplated in Section 24 of the POPIA) in the prescribed form.

### **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available -

The purpose for which personal information is processed by the Traxtion will depend on the nature of the information. In general, personal information is processed by Traxtion for business administration purposes, including, which list is not exhaustive:

9.1.1 on [www.traxtion.africa](http://www.traxtion.africa);

9.1.2 head office of Traxtion for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4 – size photocopy made.

### **10. UPDATING OF THE MANUAL**

The head of Traxtion will on a regular basis update this manual.

**TRAXTION**



**Issued by**

James Hunt Holley  
Chief Executive Officer  
Traxtion Sheltam (Pty) Ltd  
December 2021

**THINK EXPONENTIAL**