



A subsidiary company of Mettus

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PAIA MANUAL

1. Introduction

- 1.1. The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to access to information. The Promotion of Access to Information Act 2 of 2000 ("the Act"), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.
- 1.2. The Act establishes the following statutory rights of requesters to any record of a private body if:
 - 1.2.1 That record is required for the exercise or protection of any of his or her legal rights.
 - 1.2.2 That requester complies with all the procedural requirements; and
 - 1.2.3 Access is not refused in terms of any ground referred to in the Act.
- 1.3 In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

2. Principles

This PAIA Manual is useful for the public to:

- 2.1. Have insight into the categories of records held by the company 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 the company, by providing a description of the subjects on which the company holds records and the categories of records held on each subject.
- 2.3. Know the description of the records of the company which are available in accordance with any other legislation.
- 2.4. Access all the relevant contact details of the information officer and deputy information
- 2.5. Officers who will assist the public with the records they intend to access.
- 2.6. Know the description of the guide on how to use PAIA as updated by the regulator and how to obtain access to it;
- 2.7. Know if the company will process personal information, the purpose of processing of personal.
- 2.8. Information and the description of the categories of data subjects and of the information or categories of information relating thereto.

3. Who may request Access to Information

The Promotion of Access to Information Act (PAIA) allows access to a record only if it's needed to exercise or protect a right. Requesters can make a request as a personal requester, agent requester (with consent), third-party requester (with consent), or a public body if certain conditions are met.

Function	Deputy Information Officer
Name	Jessica De Beer
Contact Number	083 635 7403
Email Address	jessicaj@mie.co.za
General Email	informationofficer@xds.co.za
Company's Physical Address	Jean Park Chambers, Building 2, 252 Jean Avenue, Centurion, 0157

4. Policy regarding Confidentiality and Access to Information:

The company will protect the confidentiality of information from third parties, except when required by law or court order. When a record containing information about a third party is requested, the company will attempt to contact the third party. The third party can consent to the access or provide reasons for denial, which the Information Officer will consider when deciding whether access should be granted.

5. Guidance to Requesters on how to use the Act:

Guidelines under section 10 of PAIA for requesters to understand and use the Act effectively can be obtained from the Information Regulator of South Africa.

6. Requesting Access to Information

- 6.1. Requests for access to information under PAIA should be submitted in writing using the prescribed form (Form C) available on the website.
- 6.2. The request must be addressed to the Information Officer and must include:
 - 6.2.1 The requester's full name and contact details.
 - 6.2.2 Sufficient details to identify the record(s) requested.
 - 6.2.3 The preferred form and format of the information, if applicable.
 - 6.2.4 Any other specific details required to locate the record.
- 6.3 A request fee, if applicable, should be paid in accordance with the prescribed fees set out in the Government Gazette.

7. Processing the Request

- 7.1. We will acknowledge receipt of the request within the statutory time frame.
- 7.2. The Information Officer will consider the request and determine whether access will be granted or refused, in accordance with the provisions of PAIA.
- 7.3. The requester will be informed of the decision and reasons for granting or denying access within the statutory time frame.

8. Fees

Requesters may be liable to pay fees as prescribed by the Minister of Justice and Correctional Services, where applicable.

9. Review and Appeals

Requesters have the right to appeal against the decision to deny access.

9.1 Grounds for Refusal:

The 30-day response period, as required by the Act, begins only after the requester complies with all Act requirements to the satisfaction of the Information Officer.

9.2 Requests may be refused on the following grounds, as set out in the Act:

- 9.2.1 Mandatory protection of privacy: Refusal may occur when revealing personal information of a natural person, including a deceased person, would unreasonably invade their privacy.
- 9.2.2 Mandatory protection of commercial information: Access can be denied if the record contains trade secrets, financial, commercial, scientific, or technical information, and disclosure could harm the financial or commercial interests of a third party or the Company. Also, if the record contains information disclosed in confidence by a third party and its disclosure could harm their competitive position.
- 9.2.3 Mandatory protection of confidential information: Records may be refused if their disclosure would breach a duty of confidence owed to a third party as part of an agreement.
- 9.2.4 Mandatory protection of safety and property: Access may be denied to ensure the safety of individuals and the protection of property.
- 9.2.5 Mandatory protection of privileged records: Records that are privileged from production in legal proceedings are protected, unless the legal privilege has been waived.
- 9.2.6 Mandatory protection of research information: Access may be denied for research information belonging to a third party or the Company.

10. Records of Requests

We will maintain records of all requests and responses in compliance with PAIA.

11. Review of Policy

This PAIA policy will be reviewed periodically to ensure compliance with PAIA and any relevant amendments to the law.

Legal Disclaimer: This Policy is not exhaustive and may be updated at the Company's discretion. Users are advised to regularly review and comply with the latest version of this Policy.