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PAIA MANUAL

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

TABLE OF CONTENTS

1.	LIST OF ACRONYMS AND ABBREVIATIONS.....	3
2.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF HHK EARTHING AND LIGHTNING PROTECTION SERVICES.....	3
3.	CATEGORY OF RECORDS HELD BY H.H.K	4
4.	REQUEST PROCEDURE.....	4
5.	FEES.....	5
6.	REMEDIES	5
7.	POPIA COMPLIANCE.....	5

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

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF HHK EARTHING AND LIGHTNING PROTECTION SERVICES

2.1. Chief Information Officer

Name: Birgit Kanwischer
 Tel: 011 476 6917

2.2. Access to information general contacts

Email: info@hkh.co.za

2.3. National or Head Office

Physical Address: Ethel Avenue, Northcliff, 2115
 Telephone: 011 476 6917
 Email: info@hkh.co.za
 Website: www.hkh.co.za

3. CATEGORY OF RECORDS HELD BY H.H.K

3.1. Human Resources Records

- Employee contracts
- Policies and procedures
- Training and development records
- Disciplinary and grievance records
- Leave records

3.2. Financial Records

- Annual financial statements
- Tax records and returns
- Invoices and receipts
- Asset registers

3.3. Operational Records

- Health and safety records
- Technical and maintenance manuals
- Policies and procedures
- Meeting minutes and reports

3.4. Client & Supplier Records

- Contracts and agreements
- Purchase orders
- Correspondence

3.5. Statutory Records

- Company registration documents
- Shareholder and director information
- B-BBEE verification certificates

4. REQUEST PROCEDURE

4.1. Requests must be made on Form C, available from the Information Regulator's website (www.inforegulator.org.za).

4.2. The request must be in writing and contain sufficient details to identify the record requested.

4.3. The requester must provide:

- Full names and identity/registration number
- Description of the record requested
- Postal/email address for response
- Proof of capacity/authority (if applicable)

4.4. Requests may be submitted by hand, post, or email to the Information Officer.

4.5. A request is deemed complete once the prescribed fee is paid (if applicable).

5. FEES

5.1. Fees may be applicable as prescribed by the PAIA regulations.

6. REMEDIES

6.1. In accordance with PAIA regulations, the following fees apply:

6.1.1. Request Fee: R140 (payable on submission of request).

6.1.2. Access Fees:

- R1.10 per A4 photocopy
- R40 per faxed page (excluding the first one)
- R70 per CD (if record is electronic)
- R50 per hour for time spent on search and preparation (first hour free)

6.2. A deposit may be required if the search will take longer than 6 hours.

7. POPIA COMPLIANCE

7.1. HHK acknowledges the provisions of the Protection of Personal Information Act (POPIA). Where records requested contain personal information, access will only be granted in compliance with POPIA to ensure the protection of personal data.