



# Nanoteq Promotion of Access to Information (PAIA) Manual

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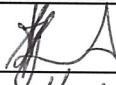

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	Name	Signature	Date
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## 1. ABOUT THIS MANUAL

This manual defines the Nanoteq process for the Promotion of Access to Information (PAIA) Act and details the process to be followed when requesting personal information.

In addition, this document aims to give a clear overview of our structure, functions, services and an index of information we hold. We also provide the forms to complete and set out the standard fees payable.

## 2. OUR DETAILS

Nanoteq (Pty) Ltd - 1996/007480/07  
66 Corporate Office Park  
269 von Willich Avenue  
Centurion

## 3. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

Our Information Officer and Deputy Information Officer(s) will tend to your PAIA request, and their details are listed below.

### 3.1. Information Officer

The CEO is our Information Officer.

Name and surname	Gerhard Venter
Postal Address	PO Box 7991, Centurion, 0046, South Africa
Physical Address	66 Corporate Office Park, 269 von Willich Avenue, Centurion
Phone	+27 12 672 7000
E-mail	<a href="mailto:gv@nanoteq.co.za">gv@nanoteq.co.za</a>
Fax	+27 12 665 1343

### 3.2. Deputy Information Officer(s)

The Information Officer designated the following Deputy Information Officer(s):

Name and surname	Adriaan de Koster
Position	Senior Customer Engineer
Postal Address	PO Box 7991, Centurion, 0046, South Africa
Physical Address	66 Corporate Office Park, 269 von Willich Avenue, Centurion
Phone	+27 12 672 7000
E-mail	adk@nanoteq.co.za
Fax	+27 12 665 1343

## 4. THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD

The following is the list of records Nanoteq maintains:

Subject	Category of records	Availability
Administrative and operational	<ul style="list-style-type: none"><li>• ICT Governance</li><li>• Risk Mitigation</li></ul>	PAIA request required
Client records	<ul style="list-style-type: none"><li>• Client Orders</li><li>• Client Contracts</li><li>• Invoices</li><li>• Delivery Records</li></ul>	PAIA request required
Human resources	<ul style="list-style-type: none"><li>• Employment Contracts</li><li>• Training and Development Records</li><li>• Performance Evaluation Records</li></ul>	PAIA request required
Finances	<ul style="list-style-type: none"><li>• Financial Statements</li><li>• Tax Records</li><li>• Asset Register</li><li>• Management accounts</li></ul>	PAIA request required

## 5. PROTECTION OF PERSONAL INFORMATION

Our company uses personal information to deliver our services and make sure our operations run smoothly and productively. You can learn more about how we use personal information in our privacy notices available on request from our Protection of Personal Information Act (POPIA) team: [popia@nanoteq.com](mailto:popia@nanoteq.com)

The privacy notices apply to:

- Nanoteq current and prospective employees.
- Nanoteq current and prospective suppliers.
- Nanoteq current and prospective service providers.
- All Nanoteq Clients.

## 6. RECORDS THAT ARE AUTOMATICALLY AVAILABLE

The following categories of records are automatically available:

- Information that is available on our public website.
- Where Nanoteq participates with registries of directors.

## 7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Some records will be made available under other legislation:

The legislation that applies to Nanoteq	Description of records available
Income Tax Act 58 of 1962	Suggested Amendments & Documentation
Copyright Act No. 98 of 1978	Suggested Amendments & Documentation
Value Added Tax Act No. 89 of 1991	Suggested Amendments & Documentation
Electronic Communications and transactions Act No. 25 of 2002	Suggested Amendments & Documentation
A STD 20 of Armscor	Suggested Amendments & Documentation
Companies Act 71 of 2008 – Department of Justice	Suggested Amendments & Documentation

The legislation that applies to Nanoteq	Description of records available
Co-Operations Amendment Act, 2013	Suggested Amendments & Documentation
Protection of Personal Information Act - No. 4 of 2013	Suggested Amendments & Documentation

## 8. HOW TO REQUEST ACCESS TO RECORDS

You can request access to records by completing Form 1 in Chapter 14. If your request does not comply with the requirements of this manual, we will advise you as to the steps required to comply.

If you are requesting on behalf of someone else, you must submit reasonable proof of authority depending on the nature of your relationship.

You must provide us with certified proof of identity before we can process any request.

## 9. OUTCOME OF YOUR REQUEST AND FEES PAYABLE

We will decide within 30 days after receiving your request whether to grant or decline the request. We will notify you on the e-mail provided in Form 2 in Chapter 15 of our decision, and the reason for the refusal of your request is denied.

If your request is successful, we will advise you of the applicable fees and how they must be paid via e-mail and a completed Form 2 in Chapter 15.

We may require that you pay a deposit before we process your request. The fee structure is reflected on Form 2 in Chapter 15 and is available on the Information Regulator of South Africa's website: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

Requests for large quantities of information or cannot reasonably obtain the information you asked for within the original 30 days. As a result, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that we refused your request in terms of section 58 of PAIA.

## 10. REASONS WHY WE MAY REFUSE YOUR REQUEST

The South African Human Rights Commission (SAHRC's) - a guide to understanding PAIA - sets out all the reasons why a PAIA request should be refused.

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The reasons for refusal is based on if the information requested will:

- Compromise South Africa's defence, security and international relations.
- Could hamper the operations of Nanoteq.
- Be unreasonably time-consuming, leading to a waste of resources.
- The request is manifestly frivolous or vexatious.

## **11. IF WE CANNOT FIND A RECORD**

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If we find the records after we have issued such an affidavit, we will grant you access to the records unless we have a reason to refuse your request.

## **12. IF YOU NEED ASSISTANCE OR MORE INFORMATION**

If you require further assistance, The Information Regulator (<https://justice.gov.za/infoREG>) has published a guide that introduces PAIA, describes where to find information and how to request access to information. In addition, it explains when access to information may be refused and offers critical references and resources. The guide is available in each official language and is intended to assist you in exercising your rights to access information.

You can find this guide at the head office of the *Information Regulator of South Africa*:

*JD House*

*27 Stiemens Street*

*Braamfontein*

*Johannesburg*

*2001*

Alternatively, you can find it on the Information Regulator SA website at:

<https://justice.gov.za/infoREG>.

## **13. OWNERSHIP OF THIS DOCUMENT**

Nanoteq Information Officer



## 14. FORM 1 - REQUEST TO ACCESS RECORDS

### Request for access to a record<sup>1</sup>

1. If the space provided in the form is inadequate, please submit additional information as an annexure to this form and sign each page.
2. We will process a request for access to a record other than a record containing your personal information after paying the request fee.
3. The fee depends on the documentation we need to access, including the record and the time we have to search for and prepare the information.
4. We will let you know in writing whether your request has been approved or denied, and if we approve your request, we will let you know what the related fees are.

#### To: The information officer

Address

Email address

Fax number


This request is in my own name

I'm making this request on behalf of someone else—[please attach proof of the capacity in which you are making this request].

#### YOUR DETAILS

Name and surname

Identity number

Postal address

Residential address

Email address


<sup>1</sup> Regulation 7 of PAIA.