

# PAIA MANUAL OF SI CORPORATE GROUP (PTY) LTD

Prepared and compiled on 07 May 2026 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended).

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## 1. List of Acronyms and Abbreviations

TERM	DEFINITION
“Data Subject”	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
“Deputy Information Officer”	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
“Information Officer”	means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
“Information Regulator”	means the Information Regulator established in terms of section 39 of POPIA;
“Manual”	means this manual compiled by SI Corporate Group (Pty) Ltd in terms of PAIA and POPIA;
“PAIA”	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
“Personal Information”	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
“Personnel”	means all partners, directors, officers, employees, individual contractors and other personnel of SI Corporate Group (Pty) Ltd;
“POPIA”	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
“Processing”	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
“Private Body”	means any former or existing juristic person, as contemplated in the Act and POPIA;
“Record”	means a record as contemplated in PAIA and includes Personal Information;
“Requester”	means, in relation to a Private Body, i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or ii. a person acting on behalf of such person as contemplated in the Act;
“Responsible Party”	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;
“Regulator”	Information Regulator

## 2. Purpose Of PAIA Manual

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to SI Corporate Group (Pty) Ltd.

This PAIA Manual is useful for the public to –

- 2.1 check the categories of records held by a body 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 body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body 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 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;
- 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 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

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. Key contact details for access to information of the Private Body:**

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

Name: Natascha Mulder  
Telephone No: (021) 981 2963  
E-mail: [accounts@scalesinc.co.za](mailto:accounts@scalesinc.co.za)

#### **3.2. Access to information general contacts**

Email: [accounts@scalesinc.co.za](mailto:accounts@scalesinc.co.za)

#### **3.3. Head Office**

Postal Address: 14 Nikkel Street, Brackenfell, 7561  
Physical Address: 14 Nikkel Street, Brackenfell, 7561  
Telephone No: (021) 981 2963  
E-mail: [accounts@scalesinc.co.za](mailto:accounts@scalesinc.co.za)  
Website: [www.scalesinc.co.za](http://www.scalesinc.co.za)

### **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 Information Officer 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;

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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.*

- 4.3.6. 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;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> 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>.

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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;

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://info regulator.org.za/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - In English and Afrikaans.

## 5. Categories Of Records Of The Private Body Which Are Available Without A Person Having To Request Access

Category of records	Types of the Record	Available on Website	Available upon request
Company	PAIA Manual	X	X
	Privacy Policy	X	X

## 6. Description Of the Records of The Private Body Which Are Available In Accordance With Any Other Legislation

Category of records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Electronic Communications	Electronic Communications and Transactions Act 36 of 2005

(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.

Employee Records	Basic Conditions of Employment Act 75 of 1997 Unemployment Insurance Act 63 of 2001 Labour Relations Act 66 of 1995 Compensation for Occupational Injuries and Diseases Act 130 of 1963
Consumer Terms	Consumer Protection Act 68 of 2008
VAT	Value Added Tax Act 89 of 1991
Income Tax	Income Tax Act 58 of 1962
Processing of Personal Information	Protection of Personal Information Act 4 of 2013
OHS	Occupational Health and Safety Act 85 of 1993
Laboratory	Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006

## 7. Description Of The Subjects On Which The Body Holds Records And Categories Of Records Held On Each Subject By the Private Body

Subjects on which the body holds records	Categories of records
Finance	<ul style="list-style-type: none"> <li>- VAT Records</li> <li>- Tax Records</li> <li>- PAYE Records</li> <li>- UIF Records</li> <li>- Management Accounts and Audited Financial Statements</li> <li>- Asset Register</li> <li>- Import Records</li> <li>- Creditors Control</li> <li>- Budgets</li> </ul>

Operations	<ul style="list-style-type: none"> <li>- Calibrations Procedure Manual</li> <li>- Quality Control</li> <li>- Occupational Health and Safety Files</li> </ul>
IT	<ul style="list-style-type: none"> <li>- Information Systems</li> <li>- Network Security</li> <li>- Software Licenses</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>- Employment contracts</li> <li>- HR policies and procedures</li> <li>- Employee personal details</li> </ul>

## 8. Processing Of Personal Information

### 8.1 Purpose of processing personal information

Categories of Data Subjects	Purpose for processing Personal Information
Employees	<ul style="list-style-type: none"> <li>- To comply with employment, and other legislation</li> <li>- Disciplinary Proceedings</li> <li>- Manage relationships</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>- Manage relationships</li> <li>- To comply with legislation</li> </ul>
Clients	<ul style="list-style-type: none"> <li>- To provide our services</li> <li>- To comply with legislation</li> </ul>

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

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, company registration number, VAT registration number, or identity numbers, contact details, employment status and bank details
Service Providers	names, company registration number, VAT registration number, address, contact details and bank details

Employees	Name, identity number, contact details, address, qualifications, employment history and next of kin
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**8.3 The recipients or categories of recipients to whom the personal information may be supplied.**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Employee information for OHS	Vlame
Employee Information to comply with medical requirements	IndusMed
Employee for auditing purposes	Act Accounting

**8.4 Planned transborder flow of personal information.**

Not applicable as no information is stored outside the Republic of South Africa.

**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.**

**Physical Safeguards:**

- Premises and administrative offices are access controlled;
- Personal information is stored in locked cabinets;
- CCTV monitoring on premises;
- Access to personal information is restricted to authorized employees only.

**IT Safeguards:**

- All company owned computers are password protected.
- Antivirus, malware and firewall software has been installed on devices and is regularly updated.

## **9. Request procedure to obtain access to records held by the Private Body**

- 9.1. To access records held by SI Corporate Group (Pty) Ltd, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.
- 9.2. The form must include enough detail to identify the record;
  - 9.2.1. the requester's identity;
  - 9.2.2. The preferred method of access, and the reason the information is needed to exercise or protect a specific right
- 9.3. Requests submitted on behalf of another person must be accompanied by proof of authority.
- 9.4. Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of SI Corporate Group (Pty) Ltd.
- 9.5. Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.
- 9.6. If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

## **10. Availability Of The Manual**

- 10.1. A copy of the manual is available at:
  - 10.1.1. The manual of the Private Body is available at the premises of the Private body as well as on the website ([www.scalesinc.co.za](http://www.scalesinc.co.za)) of the Private Body.
  - 10.1.2. At the Head Office of SI Corporate Group (Pty) Ltd for public inspection during normal business hours
  - 10.1.3. To any person upon request upon the payment of a reasonable prescribed fee.
  - 10.1.4. To the Information Regulator upon request.
- 10.2. 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.

## **11. Updating of the Manual**

- 11.1. The head of SI Corporate Group (Pty) Ltd. will on a regular basis update this manual.

**Issued by: Natascha Mulder (Accounting Officer)**

## ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by SI Corporate Group (Pty) Ltd:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on:	R 40.00
	(i) Flash drive (to be provided by the requestor)	R 40.00
	(ii) Compact Disk:	R 60.00
	a. If provided by requester	
	b. If provided to the requester	
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on:	R 40.00
	(i) Flash drive (to be provided by the requestor)	R 40.00
	(ii) Compact Disk:	R 60.00
	a. If provided by requester	
	b. If provided to the requester	
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00  R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

## ANNEXURE B: FORM 2

### REQUEST FOR ACCESS TO RECORD

[Regulation 7]

#### NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer: **Natascha Mulder**

**14 Nikkel Street, Brackenfell, 7561**

**E-mail address: [accounts@scalesinc.co.za](mailto:accounts@scalesinc.co.za)**

Mark with an "X"

Request is made in my own name  Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile:
	Cellular		

**PARTICULARS OF RECORD REQUESTED**

*Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

**TYPE OF RECORD**  
*(Mark the applicable box with an "X")*

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

**FORM OF ACCESS***(Mark the applicable box with an "X")*

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS***(Mark the applicable box with an "X")*

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be	

exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEES</b>	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

***Signature of Requester / person on whose behalf request is made***

.....

**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name	

<i>and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

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***Signature of Information Officer***

## ANNEXURE B: FORM 3

### OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

**TO:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

#### 1. You requested:

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.	
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**OR**

#### 2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )	
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Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
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#### 4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL:
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00  R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per		

		request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search		Amount of deposit ( <i>calculated on one third of total amount per request</i> )	
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The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference No.: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
**INFORMATION OFFICER**