

# PAIA MANUAL

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This manual was prepared to address the requirements of the Promotion of Access to Information Act, No. 2 of 2000.

This manual applies to

**HOTDOGS GROOMING (PTY) LTD**

Registration number:

2014 / 181870 / 07



Manual on the Promotion of Access to Information, Act 2 of 2000

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## 1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (the “PAIA”) aims to give effect to the right of access pledged by the Constitution to information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.

This document serves as Hotdogs Grooming (Pty) LTD’s information manual and provides reference to the records held by the Companies as well as the personal information processed by the Hotdogs Grooming (Pty) LTD in the ordinary course of operations.

## 2. ABOUT Hotdogs Grooming (Pty) LTD

At Hotdogs Grooming, we take care of your best friends grooming needs at your home, inside our luxury fully fitted mobile salon.

HotDogs offer you, the busy dog lover, a convenient and professional service. You can also rest easy in the knowledge that your beloved pet is not taken off your property and is immediately being returned back to their garden after their pampering is complete.

At HotDogs we create clients for life by delivering quality work, being professional and reliable at all times and doing it with a friendly smile.

## 3. AVAILABILITY OF THE MANUAL

This manual is available for inspection at:

- <https://www.hotdogsgrooming.co.za/>
- Unit 54 Design Boulevard. Northlands Deco Park, New Market Street. Northriding, Gauteng, 2158.

## 4. CONTACT PERSON – INFORMATION OFFICER - SECTION 51 (1)(A)(I)

The responsibility for the administration of, and compliance with the Acts, has been delegated to the (Johann George Vey) of (HOTDOGS GROOMING (PTY) LTD. Requests pursuant to the provisions of the Acts should be directed as follows:

Information Officer: Johann George Vey

Postal address:

- PO BOX 978, NORTHRIDING. GAUTENG. 2164

Street address:

- Unit 54 Design Boulevard. Northlands Deco Park, New Market Street. Northriding, Gauteng. 2158
- Business phone: 083-641-7111
- E-mail address: [service@hotdogsgrooming.co.za](mailto:service@hotdogsgrooming.co.za)

## 5. HUMAN RIGHTS COMMISSION / INFORMATION REGULATOR GUIDE - SECTION 51(1) (B) (I)

A Guide has been compiled in terms of Section 10 of the PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right contemplated by the PAIA. It is available in all the South African official languages.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

<u>Postal Address:</u>	Private Bag 2700, Houghton, 2041
<u>Telephone Number:</u>	+27-11-877 3600
<u>Fax Number:</u>	+27-11-403 0625
<u>Website:</u>	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>

## 6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC - SECTION 51(1)(B)(II)

- PAIA Manual for Private Bodies.

## 7. RECORDS – CATEGORIES AND SUBJECT OF RECORDS - SECTION 51(1) (B) (IV)

The information contained in this section is intended to make clear the main categories of records held by the Companies and to help those who seek to request information in order to gain a better understanding of the main business activities of Hotdogs Grooming (Pty) LTD. Further assistance in identifying the records held by the Companies is obtainable from the Information Officer.

COMPANY RECORDS	FINANCIAL RECORDS	INCOME TAX RECORDS	PERSONNEL / EMPLOYEE DOCUMENTS AND RECORDS	SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS
Documents of incorporation	Annual Financial Statements	PAYE Records	Employment contracts	
Memorandum and Articles of Association or Memorandum of Incorporation (as applicable)	Tax Returns	Documents issued to employees for income tax purposes	Medical records: Eg - Dr's Notes.	Mandatory SHE Records
Records relating to the appointment of directors / auditor / secretary	Accounting Records	Records of payments made to SARS on behalf of employees	Disciplinary records	
Public officer and other officers – do we need this?	Banking Records	All other statutory compliances: - VAT; - Skills Development	Salary records	

		Levies; - UIF; and - Workmen's Compensation		
	Bank Statements		SETA records	
Covid Register and Daily attendance Register?	Electronic banking records		Disciplinary code	
Contact Details and Addresses of Clients	Invoices		Leave records	
	Rental Agreements		Training Manuals	

## 8. ACCESS REQUESTS

### 8.1. ACCESS REQUEST PROCEDURE - SECTION 53

#### 8.1.1. COMPLETION OF ACCESS REQUEST FORM

To facilitate a timely response to requests for access, all requesters should take note of the following when seeking to obtain access:

- The Access Request Form, (attached as Annexure A – Form C), must be completed and submitted.
- Proof of identity is required to authenticate the identity of the requester – in addition to submission of the completed Access Request Form. Consequently, requester will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate.

Please take note of the following when completing the Access Request Form:

- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question state "NIL" in response to that question.
- If there is insufficient space on the printed form, additional information may be provided of an additional attached folio.
- When the use of an additional folio is required, precede each answer with the applicable title.

Please note that the successful completion and submission of an Access Request Form does not automatically constitute an approval of access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within PAIA.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

#### 8.1.2. SUBMISSION OF ACCESS REQUEST FORM

The completed Access Request Form, together with a certified copy of the requester's identity document, must be addressed to the Information Officer and submitted via the contact details stated above.

An initial request fee of R57.50 (including VAT), is payable on submission of the Access Request Form. This prescribed fee is a legally allowable charge as per PAIA. The charge does not need to be levied but holder of the records, is entitled to levy this fee to compensate for any administrative effort incurred - in order, to make the record available to the requester.

#### 8.1.3. PAYMENT OF FEES

Payment details can be obtained from the Information Officer indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied via the contact details stated in Provision 5.

If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in (to be added) hereto. Prior to being granted access to the requested record, the legally allowable access fee must be paid by the requester.

A fee may be charged by Hotdogs Grooming (PTY) LTD, for above request.

#### 8.1.4. NOTIFICATION

The Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

This thirty-day period may be extended for a further period of not more than thirty days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original thirty-day period. The requester will be notified in writing should an extension be sought.

## 8.2. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for refusal of a request for information if the request process was followed are:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that party;
  - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
  - Information disclosed by a third party to any of the Companies if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
  - Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties;
  - Mandatory protection of the safety of individuals and the protection of property;
  - Mandatory protection of records which could be regarded as privileged in legal proceedings;
- The commercial activities of the Companies, which may include:
  - Trade secrets of the Companies; and
  - Financial, commercial, scientific, or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of the Companies.

## 8.3. APPEAL AGAINST REFUSAL TO GRANT ACCESS

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, upon notification of the Information Officer's decision (or upon deemed refusal in terms of Section 58 of the PAIA), lodge a complaint to the Information Regulator or apply to court for appropriate relief within the timeframes as prescribed by the PAIA.



# 9. PERSONAL INFORMATION

## 9.1. PURPOSE OF PROCESSING - SECTION 51(1) (C) (I)

In general, personal information is processed by the Companies for business administration purposes and in the ordinary course of operation, which would include:

- Provision of our goods and services
- Keep our data subject records up to date
- Manage employees in general
- Manage supplier contracts in general
- Manage customers in general
- Manage customer credit in general
- Enforce debts
- Market goods and services to prospects
- Covid traceability process
- Process customer requests or complaints
- Process personal information of employees for forensic purposes

## 9.2. CATEGORIES OF DATA SUBJECTS AND INFORMATION - SECTION 51(1) (C) (II)

Personnel/ employees	Customers	Service providers	Suppliers
Name	Name		Name
ID Number			
Date of Birth			
Citizenship			
Age			
Gender			
Race			
Language			
Tel Number	Tel Number	Tel Number	Tel Number
Email Address	Email Address	Email Address	Email Address
Physical Address	Physical Address	Physical Address	Physical Address
Income Tax Num			
Banking info		Banking info	Banking info
Employment History			
Background Checks			

CV's			
Remuneration and benefit info			
Performance and Disciplinary Details	Invoices	Invoices as well as contractual agreements	Invoices as well as contractual agreements

9.3. CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED - SECTION 51(1)(C)(III)

The categories of recipients to whom Hotdogs Grooming (Pty) LTD, may supply the data subject’s personal information will depend on the nature of the information. In general, such categories of recipients would include:

None.

Third parties with whom the Companies have contracted for the retention of data may include:

- 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.

10. ANNEXURE A – FORM C

Form C, the document which is to be completed and submitted as part of the access request procedure, is an additional document to this PAIA manual that we will make available to you.