

PAIA & POPIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act (PAIA), Act 2 of 2000

And in accordance with the Protection of Personal Information Act (POPIA), Act 4 of 2013

1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA) and addresses the requirements of the Protection of Personal Information Act, 2013 (POPIA).

The purpose of this manual is to:

- Provide guidance on how to request access to records held by CECS Laboratories.
 - Describe the categories of records held by the company.
 - Outline how personal information is processed.
 - Explain data subject rights under POPIA.
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2. Company Details

Registered Name: Silver Solutions 1445cc

Trading As: CECS Laboratories (Colliery Environmental Control Services)

Physical Address:

Off Kingfisher Road
Stand 9079, Extension 57
Secunda, 2302
South Africa

Postal Address:

P.O. Box 10313
Secunda, 2302

Telephone: +27 (0) 17 065 0064

Email: radesh@cecslaboratory.co.za

Website: <https://cecslabs.co.za/>

3. Information Officer

In terms of POPIA, the head of a private body is automatically designated as the Information Officer unless otherwise appointed.

Information Officer: [Insert Name – e.g., Managing Member / Director]

Email: radesh@cecslaboratory.co.za

Telephone: +27 (0) 17 065 0064

The Information Officer is responsible for:

- Ensuring compliance with PAIA and POPIA
- Handling access to information requests
- Managing personal information protection processes

4. Guide on How to Use PAIA

A guide to PAIA is available from:

The Information Regulator (South Africa)

Website: <https://www.justice.gov.za/inforeg/>

Email: inforeg@justice.gov.za

The guide explains how to:

- Lodge access to information requests
- Exercise rights under PAIA
- Understand exemptions and procedures

5. Records Held by CECS Laboratories

CECS Laboratories holds the following categories of records:

5.1 Statutory Records

- Company registration documents
- Tax records
- BBBEE certificates

- SANAS accreditation documentation
- Regulatory compliance documentation

5.2 Financial Records

- Financial statements
- Invoices
- Contracts
- Banking records
- Payment records

5.3 Operational Records

- Laboratory testing reports
- Sampling reports
- DMRE compliance reports
- Occupational hygiene reports
- Client service agreements

5.4 Employee Records

- Employment contracts
- Payroll records
- Training records
- Disciplinary records
- Health and safety documentation

5.5 Client Records

- Contact details
- Service agreements
- Testing and reporting documentation
- Communication records

6. Processing of Personal Information (POPIA Compliance)

6.1 Categories of Data Subjects

CECS processes personal information relating to:

- Clients
 - Employees
 - Contractors
 - Suppliers
 - Website users
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6.2 Categories of Personal Information

Personal information may include:

- Names and surnames
 - Contact details
 - Identification numbers (where required)
 - Employment information
 - Banking details (where contractually required)
 - Regulatory documentation
 - Service-related records
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6.3 Purpose of Processing

Personal information is processed for:

- Service delivery
 - Regulatory compliance
 - Occupational hygiene reporting
 - Contract administration
 - Financial management
 - Legal compliance
 - Human resource management
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6.4 Lawful Basis for Processing

CECS processes personal information based on:

- Consent
- Contractual necessity
- Legal obligation
- Legitimate business interest

7. Recipients of Personal Information

Personal information may be shared with:

- Regulatory authorities (e.g., DMPR, SANAS where applicable)
- Auditors and legal advisors
- IT and hosting service providers
- Financial institutions
- Approved subcontractors

All recipients are required to maintain confidentiality and implement appropriate security measures.

8. Security Measures

CECS implements reasonable technical and organizational measures to protect personal information against:

- Unauthorized access
- Loss
- Damage
- Disclosure
- Alteration

Access to records is restricted to authorized personnel only.

9. Data Subject Rights Under POPIA

Data subjects have the right to:

- Access personal information
- Request correction or deletion
- Object to processing
- Withdraw consent (where applicable)
- Lodge a complaint with the Information Regulator

Requests must be submitted in writing to the Information Officer.

10. Access to Records Procedure (PAIA Request)

To request access to records:

1. Complete the prescribed PAIA request form (Form C).
2. Submit the form to the Information Officer.
3. Pay the prescribed request fee (if applicable).
4. Await formal response within the statutory timeframe.

CECS reserves the right to refuse access in accordance with PAIA exemptions.

11. Availability of the Manual

This manual is available:

- On the CECS Laboratories website
 - At the company's physical office upon request
 - Via email upon written request
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12. Updating of the Manual

This manual will be reviewed and updated as required to ensure ongoing compliance with applicable legislation.