



**LABCHEM (PTY) LTD**

# **PAIA MANUAL**

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

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|----------------------------|--|
| 1.1 | <b>“IO”</b>                | Information Officer;   |
| 1.2 | <b>“Body/Private Body”</b> | Labchem (Pty) Ltd  |
| 1.3 | <b>“PAIA”</b>              | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.4 | <b>“POPIA”</b>             | Protection of Personal Information Act No.4 of 2013;               |
| 1.5 | <b>“Regulator”</b>         | Information Regulator; and   |
| 1.6 | <b>“Republic”</b>          | Republic of South Africa   |

## 2. PURPOSE OF PAIA MANUAL

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 LABCHEM (PTY) LTD**

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

Name: Richard Stott  
Tel: 011 452 1116  
Email: admin2@labchem.co.za

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Tessa Stott  
Tel: 011 452 1116  
Email: accounts@labchem.co.za

#### **3.3 National or Head Office**

Postal Address: PO Box 2371  
Edenvale  
1610

Physical Address: 6 Wakefield Road  
Founders Hill  
Johannesburg  
1609

Telephone: 011 452 1116

Email: admin@labchem.co.za

Website: www.labchem.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 IO 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;
- 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

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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.*

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>.

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;

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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;
- (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.”

4.5.2. from the website of the Regulator <https://info regulator.org.za/paia-guidelines/>

## **5. CATEGORIES OF RECORDS OF LABCHEM (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

The following categories of records are available without a person having to request access by completing Form 02. These are mostly records that may be available on the website.

- Pamphlets
- Public Reports
- Other literature intended for public viewing

## **6. DESCRIPTION OF THE RECORDS OF LABCHEM (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Where applicable to our operations, information is also available and/ or, we also retain records and documents in terms of, amongst others, the following legislation:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- Currency and Exchanges Act No. 9 of 1993
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 95 of 1967
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Short Term Insurance Act No. 53 of 1998
- Skills Development Levies Act No. 97 of 1998
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991
- Hazardous Substances Act 15 of 1973

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY LABCHEM (PTY) LTD**

**COMPANY INFORMATION**

- Company statutes
- Financial Statements
- Registers
- Minutes of meetings
- Statutory Returns
- Income tax returns and other tax returns and documents

**FIXED AND MOVEABLE PROPERTY**

- Title Deeds
- Finance and Lease Agreements
- Building Plans
- Asset Register

**INTELLECTUAL PROPERTY**

- Patents, patent applications and inventions
- Trademarks, trade names
- License Agreements

**INSURANCE**

- Insurance policy
- Insurance claims records

**EMPLOYEES AND HUMAN RESOURCES**

- Policies and Procedures
- Employee details and information

**ACCOUNTING RECORDS**

- Bank information
- Debtors/Creditors statements/invoices/delivery notes/receipts
- Customer and supplier agreements and information



- Foreign currency payments

#### **ADMINISTRATION AND OTHER**

- Information Technology/Operating system records
- Licenses, Permits
- Policies and Procedures
- ISO Standards
- Security
- Transportation records
- Health and Safety Records

### **8. PROCESSING OF PERSONAL INFORMATION**

#### **8.1 Purpose of Processing Personal Information**

Collection of Personal Information We collect and process your Personal Information to allow you to use our services and purchase our products. We will only collect information which we require for business purposes or which we require in terms of the law. This information may be collected when you request a quote, complete a form (paper or electronic), request product information or purchase a product from us. The type of information that we may collect and process (this list is not limited) is shown in this table.

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

#### **8.2 The recipients or categories of recipients to whom the personal information may be supplied**

Labchem (Pty) Ltd may share your personal information with third-parties including recruitment companies, credit bureaus and professional service providers. We will also share personal information where we have a legal duty to do so.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

**8.3 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Our operating systems are technologically up to date and we maintain a high level of security for our systems by working with a reliable service provider and implementing firewalls and other measures of security.

We also train and inform our staff that all information is confidential and must be treated with care.

Any information that we no longer require or use will be deleted or destroyed from our database.

**9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 [www.labchem.co.za](http://www.labchem.co.za)

9.1.2 in hardcopy which can be viewed at our office, 6 Wakefield Road, Founders Hill, Johannesburg, 1609

9.1.3 to the Information Regulator upon request.

## 10. REQUESTING INFORMATION

Should you wish to request information, please use the following forms which can be found on our website [www.labchem.co.za](http://www.labchem.co.za)

- Form 02: Request for Access to Record [Regulation 7]- **Public & Private Bodies.**
- Form 03: Outcome of request and of fees payable [Regulation 8]- **Public & Private Bodies.**

## 11. UPDATING OF THE MANUAL

The administration manager will update this manual when it is necessary.

*Issued by*



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**Richard Stott**

**Director**