



PUBLIC PAIA AND POPIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 and relevant provisions of the Protection of Personal Information Act 4 of 2013

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Status: This version is drafted for public availability. It is intended to assist requesters, data subjects, customers, suppliers, employees, regulators and other members of the public to understand how UVIRCO handles access to information requests and personal-information matters.

Important: This Manual does not create an automatic right of access to any record. All requests remain subject to PAIA, POPIA and any other applicable law.

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1. Purpose and scope

UViRCO Technologies (Pty) Ltd is a private company incorporated in the Republic of South Africa. UViRCO develops, manufactures, markets, sells, supports and services advanced ultraviolet, infrared, acoustic, gas-detection and multispectral imaging systems used in high-voltage inspection, industrial inspection and related technical applications.

This Manual has been prepared as UViRCO's public manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA). It also includes public-facing information on UViRCO's processing of personal information under the Protection of Personal Information Act 4 of 2013 (POPIA).

The purpose of this Manual is to assist members of the public, requesters and data subjects to understand:

- the categories of records held by UViRCO;
- which records may be available without a formal PAIA request;
- how to submit a PAIA request for access to records;
- how data subjects may exercise rights under POPIA;
- the broad purposes for which UViRCO processes personal information;
- the categories of data subjects and personal information processed by UViRCO;
- the categories of recipients to whom personal information may be supplied;
- whether personal information may be transferred outside South Africa;
- how complaints may be submitted to UViRCO or to the Information Regulator.

This Manual does not disclose confidential, proprietary, trade-secret, privileged, security-sensitive, source-code, technical, engineering, manufacturing, pricing, strategic or commercially sensitive information. References to categories of records do not mean that records in those categories will be made available.

2. Definitions and interpretation

Term	Meaning
Company or UViRCO	UViRCO Technologies (Pty) Ltd.
Data subject	the person to whom personal information relates.
Deputy Information Officer	the person designated by UViRCO to assist the Information Officer with PAIA and POPIA compliance.
Guide	the guide on how to use PAIA, issued by the Information Regulator in terms of section 10 of PAIA.
Head of Private Body	the person contemplated under PAIA as responsible for a private body, or a person duly authorised to act in that capacity.
Information Officer	the person responsible for PAIA and POPIA compliance within UViRCO. In a private company this is the Chief Executive Officer unless the role has been lawfully delegated or authorised.
Information Regulator	the Information Regulator established under section 39 of POPIA.
Operator	a person or entity that processes personal information for UViRCO in terms of a contract or mandate, without coming under UViRCO's direct authority.
PAIA	the Promotion of Access to Information Act 2 of 2000, as amended.
Personal information	information relating to an identifiable natural person and, where POPIA applies, an identifiable juristic person.
POPIA	the Protection of Personal Information Act 4 of 2013, as amended.
Processing	any operation or activity concerning personal information, including collection, receipt, storage, use, disclosure, alteration, restriction, erasure or destruction.
Record	any recorded information, regardless of form or medium, in the possession or under the control of UViRCO, whether or not UViRCO created that record.
Requester	any person, including a juristic person, requesting access to a record under PAIA.
Responsible party	the person or body which determines the purpose of and means for processing personal information.
Special personal information	personal information referred to as special under POPIA, including information concerning religious or philosophical beliefs, race or ethnic origin, trade-union membership, political persuasion, health or sex life, biometric information and criminal behaviour, where applicable.

3. Company details

Item	Detail
Registered name	UViRCO Technologies (Pty) Ltd
Registration number	1999/025544/07
VAT number	4930249604
Physical address	33 De Havilland Crescent, Perseus Technopark, Pretoria, 0020, Gauteng, South Africa
Telephone	+27 12 349 3760
Website	www.uvirco.com
Main business activities	Development, manufacture, sale, distribution, support and service of ultraviolet, infrared, acoustic, gas-detection and multispectral imaging systems, associated software, hardware, technical services, training, inspection support and related solutions for high-voltage, industrial, utility, research and other specialised applications.

4. Information Officer and Deputy Information Officer

Role	Name	Designation	Contact details
Information Officer	Dr Leon Staphorst	Chief Executive Officer	leonS@uvirco.com +27 12 349 3760
Deputy Information Officer	Madeleine du Plessis	HR Manager	madeleine@uvirco.com +27 12 349 3760

The Information Officer, supported by the Deputy Information Officer, handles PAIA requests, POPIA data-subject requests, complaints, security-compromise procedures and liaison with the Information Regulator where required.

UViRCO should maintain proof of Information Officer and Deputy Information Officer registration with the Information Regulator. If any appointment changes, UViRCO must update the relevant registration and this Manual where required.

5. Information Regulator details

Item	Detail
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
Toll-free number	0800 017 160
General enquiries email	enquiries@info regulator.org.za
PAIA complaints email	PAIAcomplaints@info regulator.org.za
Website	www.info regulator.org.za
eServices portal	eservices.info regulator.org.za

6. Guide on how to use PAIA

The Information Regulator has made available a Guide on how to use PAIA. The Guide assists persons who wish to exercise rights under PAIA and POPIA. It explains, among other matters, how to make a PAIA request, the assistance available from Information Officers and the Information Regulator, available remedies, voluntary disclosures, fees and applicable forms.

The Guide may be obtained from the Information Regulator, the Information Regulator's website, the Information Officer or Deputy Information Officer of UViRCO upon request, or UViRCO's offices during normal business hours where reasonably available.

7. Records automatically available without a formal PAIA request

Certain records may be available without submitting a formal PAIA request. Access may remain subject to reasonable administrative arrangements, website availability, copyright, confidentiality, commercial sensitivity, security, data-protection requirements and applicable law.

- information published on UViRCO's website;
- public product brochures and public product information;
- public company profile information;
- public marketing material;
- public social-media content published by UViRCO;
- publicly available exhibition, training or event information;
- published contact details;
- public technical marketing summaries that UViRCO has chosen to publish;
- public vacancy advertisements, where applicable;
- public-facing policies or notices that UViRCO elects to publish.

The automatic availability of a record does not mean that related internal records, drafts, correspondence, technical files, research files, pricing information, customer-specific files or commercially sensitive records are automatically available.

8. Records held in terms of other legislation

UViRCO may hold records in terms of legislation applicable to its operations. The following list indicates the type of legislation under which records may be kept. It does not create a right of access to such records.

- Basic Conditions of Employment Act 75 of 1997;
- Broad-Based Black Economic Empowerment Act 53 of 2003, where applicable;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Consumer Protection Act 68 of 2008, where applicable;
- Customs and Excise Act 91 of 1964, where applicable;
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001, where applicable;
- Income Tax Act 58 of 1962;
- Labour Relations Act 66 of 1995;
- Occupational Health and Safety Act 85 of 1993;
- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1999;
- Tax Administration Act 28 of 2011;
- Unemployment Insurance Act 63 of 2001;
- Unemployment Insurance Contributions Act 4 of 2002;
- Value-Added Tax Act 89 of 1991;
- Cybercrimes Act 19 of 2020;
- Copyright Act 98 of 1978;
- Patents Act 57 of 1978;
- Designs Act 195 of 1993;
- Trade Marks Act 194 of 1993;
- export control, import control, customs, product compliance, health-and-safety, quality-management, standards or regulatory legislation applicable to UViRCO from time to time;

Access to records remains subject to PAIA, POPIA, confidentiality obligations, privilege, statutory restrictions and any other applicable legal requirements.

9. Categories of records held by UViRCO

UViRCO holds records in several operational categories. The categories below describe records that may exist within UViRCO's operations. They do not imply that a record exists in every instance, nor that access will be granted.

Many records in the engineering, software, manufacturing, quality, information-security, pricing, customer, supplier and strategy categories may contain confidential, commercial, security-sensitive, technical, trade-secret or proprietary information. Access to such records may be refused, restricted or partially granted where PAIA permits or requires this.

Category	Examples of records
Corporate and statutory records	registration documents; Memorandum of Incorporation; company registers; board resolutions; minutes of directors' meetings; governance records; statutory filings; authorisations and delegations.
Financial, accounting and tax records	annual financial statements; management accounts; invoices; purchase orders; sales orders; banking records; audit records; insurance records; budget and forecast records; tax records and tax-authority correspondence.
Human resources and employment records	employment contracts; employee records; recruitment records; payroll records; benefits records; leave, disciplinary, grievance, performance, training, occupational health and safety, employment equity and exit records.
Engineering, research and development records	product designs; design drawings; technical specifications; prototype records; test procedures; test reports; verification and validation records; engineering change records; product-development records; collaboration records; intellectual-property records. Public access to confidential technical detail, source code, trade secrets or proprietary know-how may be refused where lawful.

Manufacturing, production and quality records	production plans; work instructions; manufacturing, assembly and quality records; non-conformance records; corrective and preventive action records; acceptance test records; repair and warranty records; ISO 9001 records; inventory and traceability records.
Product, sales, distributor and customer records	customer records; customer contracts; distributor, reseller and agency agreements; quotations; orders; delivery, export, training, service, warranty, tender, product demonstration and customer-relationship records.
Supplier and service-provider records	supplier contracts; supplier contact details; quotations; purchase orders; correspondence; service-level agreements; operator agreements; logistics, import, warranty-return and due-diligence records.
Information technology and information security records	user-account records; access-control records; system-administration records; software-licence records; device records; backup records; incident records; information-security policies; retention and disaster-recovery records. Public access to security-sensitive details may be refused where lawful.
Legal, compliance and risk records	contracts; legal correspondence; legal opinions; privileged records; compliance records; risk registers; regulatory correspondence; PAIA and POPIA request records; Information Regulator correspondence; insurance claims and export-compliance records.
Facilities, access-control and visitor records	visitor logs; building-access records; security records; facilities maintenance records; contractor-access records; emergency-procedure records and occupational health and safety records.

10. How to request access to records

A requester who wishes to request access to a record held by UViRCO must submit the prescribed Form 02: Request for Access to Record. The request must be submitted to the Information Officer or Deputy Information Officer using the contact details in this Manual.

The request must contain sufficient information to enable UViRCO to identify:

- the requester;
- the record requested;
- the form of access required;
- the right that the requester seeks to exercise or protect;
- why the record is required for the exercise or protection of that right;
- the requester's contact details;
- whether the requester acts on behalf of another person.

UViRCO may require proof of identity and, where applicable, proof of authority before processing a request. A requester who cannot read or write, or who requires reasonable assistance, may contact the Information Officer or Deputy Information Officer for assistance.

UViRCO will process PAIA requests in accordance with PAIA and applicable regulations. The ordinary statutory response period under PAIA should be observed, and any extension will be handled only where PAIA permits an extension, for example where a request involves a large number of records, requires a substantial search, requires consultation or cannot reasonably be completed within the original period.

UViRCO will notify the requester of the decision using the prescribed process and, where applicable, Form 03: Outcome of Request and of Fees Payable. If access is refused, UViRCO will provide reasons as required by PAIA. If access is granted, UViRCO will provide access in a lawful and reasonable form, subject to operational, confidentiality, copyright, security, data-protection and legal limitations.

11. Fees

Prescribed PAIA fees may be payable. Fees may include request fees, search fees, preparation fees, reproduction fees, postal, delivery or transmission fees, fees for copies, transcripts or electronic records, and deposits where permitted.

UViRCO will provide written notice of fees before providing access to records where fees apply. UViRCO may require payment of a deposit before continuing to process a request where PAIA permits this. Personal requesters may be exempt from certain fees where PAIA or the applicable regulations provide for such exemption.

12. Grounds on which access may be refused

UViRCO may refuse access to a record where PAIA requires or permits refusal. Grounds for refusal may include, without limitation:

- protection of personal information of a third party;

- protection of commercial information of a third party;
- protection of confidential information of a third party;
- protection of the safety of individuals or property;
- protection of records privileged from production in legal proceedings;
- protection of UViRCO's commercial information;
- protection of research information of UViRCO or a third party;
- protection of confidential technical, engineering, scientific, software, manufacturing, product or trade-secret information;
- protection of records that could prejudice contractual, commercial, competitive, security or operational interests if disclosed;
- protection of records that cannot be disclosed under another law.

UViRCO may grant partial access where PAIA permits severance of information and lawful access to the remaining part of a record. The inclusion of a category of records in this Manual does not imply that access will be granted.

13. Records not found or not in existence

If UViRCO takes all reasonable steps to locate a requested record and the record cannot be found or does not exist, the Information Officer or Deputy Information Officer will notify the requester accordingly. The notice will provide, where appropriate, details of the steps taken to locate the record or determine whether it exists. If the record is later found, UViRCO will notify the requester and process the request in accordance with PAIA, unless access is refused on a lawful ground.

14. Personal information processing under POPIA

UViRCO processes personal information in a responsible, lawful, fair and transparent manner. UViRCO processes personal information only where a lawful basis exists, including where the data subject has consented, processing is necessary to conclude or perform a contract, processing complies with a legal obligation, processing protects a legitimate interest of the data subject, processing is necessary for UViRCO's legitimate interests without unjustifiably infringing the data subject's rights, or processing is otherwise permitted by law.

UViRCO processes personal information for specific, explicitly defined and lawful purposes connected with its business, legal and operational activities. UViRCO endeavours to ensure that personal information is adequate, relevant and not excessive for the purpose for which it is processed.

UViRCO may process personal information for:

- recruitment and employment administration;
- payroll, benefits, occupational health and safety, training, disciplinary and grievance processes;
- statutory reporting, tax administration, accounting and financial administration;
- supplier, customer, distributor and agent management;
- contract conclusion and performance;
- product sales, delivery, warranty, service and technical support;
- training of customers, distributors and users;
- logistics, import and export administration;
- product development, engineering, quality-management and product-safety purposes;
- software support, information security and access control;
- physical security and visitor management;
- marketing, events and commercial communications where lawful;
- legal compliance, risk management, dispute resolution, insurance, audit and governance;
- communication with regulators, professional advisers, insurers, auditors, customers, suppliers and service providers.

15. Categories of data subjects and personal information

Category of data subject	Examples of personal information
Employees	identity details, contact details, residential address, employment history, qualifications, payroll information, tax information, bank details, leave records, disciplinary records, performance records, training records, benefits information, emergency contacts, access-control information and occupational health and safety information.
Job applicants and prospective employees	curriculum vitae, identity details, contact details, qualifications, employment history, references, interview records, assessment results, remuneration expectations, background-check information where lawful and correspondence.
Customers and prospective customers	names, job titles, business contact details, correspondence, order history, support records, training records, payment-related information, warranty records, service records and communication preferences.

Distributors, agents and representatives	names, business contact details, contractual information, territory information, sales activity, training records, support records, correspondence, payment-related information where applicable, compliance records and performance records.
Suppliers, contractors and service providers	contact details, identity details where required, business information, tax information, banking information, contractual records, access-control records, performance records, health-and-safety records, confidentiality undertakings and correspondence.
Website users, online enquirers and marketing contacts	names, email addresses, telephone numbers, organisation names, job titles, enquiry details, communication preferences, website analytics information, cookies or similar identifiers where applicable and correspondence.
Visitors to UViRCO premises	name, organisation, contact details, vehicle details, visit details, access times, host details, CCTV footage where applicable and health-and-safety information where required.
Directors, shareholders and officers	identity details, contact details, statutory records, shareholding information, governance records, declarations, tax information, signatures and correspondence.
Professional advisers and consultants	names, business contact details, contractual records, payment information, professional information, correspondence and access records.
Other persons	information relating to complainants, correspondents, emergency contacts, representatives of regulators, banks or insurers, logistics contacts, and persons involved in disputes, investigations, inspections, training or technical support, where lawful and necessary.

16. Recipients of personal information

UViRCO may supply personal information to recipients or categories of recipients where lawful and necessary. These may include employees and authorised internal users, customers, distributors and agents, suppliers and service providers, operators processing personal information on behalf of UViRCO, payroll providers, banks, auditors, attorneys, tax advisers, insurers, medical-aid and retirement-fund administrators, logistics and freight providers, travel service providers, technical support providers, cloud and software providers, information-technology and cybersecurity providers, warranty, repair and calibration partners, quality certification bodies, regulators, courts, tribunals, law-enforcement bodies, professional advisers and other third parties where the data subject has consented or disclosure is otherwise lawful.

17. Special personal information and children

UViRCO does not process special personal information unless a lawful basis exists under POPIA. UViRCO may process limited special personal information where necessary for employment administration, occupational health and safety, benefits administration, incapacity or injury processes, legal claims, statutory compliance, security and access control, or another purpose permitted by POPIA or law. UViRCO applies stricter controls to special personal information, including access limitation, confidentiality and purpose limitation.

UViRCO does not ordinarily process personal information of children as part of its core business operations. UViRCO may process such information only where lawful, for example where required for employee benefit administration, emergency-contact records, travel or family-related records, or another lawful purpose. Where required, UViRCO will obtain consent from a competent person or rely on another lawful basis permitted under POPIA.

18. Direct marketing

UViRCO may process personal information for marketing, events, training invitations, product updates, newsletters and commercial communications where lawful. UViRCO will not send unsolicited electronic direct-marketing communications unless the data subject has given consent as required under POPIA, or the communication falls within an existing-customer exception permitted by POPIA, and the communication includes a clear and practical opt-out mechanism.

UViRCO will maintain appropriate records of direct-marketing consent where consent is required. An opt-out mechanism does not constitute consent for unsolicited electronic direct marketing where consent is required. A data subject may object to direct marketing or withdraw consent by contacting the Information Officer or Deputy Information Officer, or by using the opt-out mechanism provided in the communication.

19. Data-subject rights

Data subjects have rights under POPIA, subject to applicable limitations. These rights include the right to:

- be notified that personal information is being collected;
- be notified where personal information has been accessed or acquired by an unauthorised person, where POPIA requires notification;

- establish whether UViRCO holds personal information about the data subject;
- request access to personal information held by UViRCO;
- request correction of inaccurate, irrelevant, excessive, out-of-date, incomplete, misleading or unlawfully obtained personal information;
- request deletion or destruction of personal information where UViRCO is no longer authorised to retain it;
- object to processing of personal information on reasonable grounds relating to the data subject's particular situation, where applicable;
- object to processing for direct marketing;
- withdraw consent where processing is based on consent;
- submit a complaint to UViRCO or to the Information Regulator;
- institute civil proceedings where permitted by POPIA.

UViRCO may require proof of identity before giving effect to a data-subject request. Where a person acts on behalf of a data subject, UViRCO may require proof of authority. Requests should be submitted in writing to the Information Officer or Deputy Information Officer. Where prescribed forms have been issued by the Information Regulator, data subjects should use those forms.

20. Retention and destruction of records

UViRCO retains records and personal information only for as long as necessary to fulfil the purpose for which the information was collected or processed, unless a longer retention period is required or permitted by law, contract, tax requirements, employment requirements, quality-management requirements, warranty obligations, audit requirements, evidentiary requirements, dispute-resolution requirements, legitimate business requirements or regulatory requirements.

Retention periods may differ across record categories. Records that no longer require retention will be securely destroyed, deleted, anonymised or archived in accordance with UViRCO's retention and information-security procedures.

21. Cross-border transfers

UViRCO operates in an international commercial and technical environment. It may transfer personal information outside South Africa where lawful and necessary, including in relation to international customers, distributors, suppliers, warranty, repair, calibration and technical-support providers, cloud-service providers, software providers, logistics providers, professional advisers, travel-service providers, exhibitions, training, support, sales activities, contract performance, regulatory obligations and compliance matters.

UViRCO will not transfer personal information to a third party in a foreign country unless a lawful basis exists under POPIA. UViRCO will use reasonable contractual, organisational and technical safeguards for cross-border transfers where appropriate.

22. Operators and third-party service providers

UViRCO may appoint operators and third-party service providers to process personal information on its behalf. Where UViRCO appoints an operator, UViRCO will require the operator to process personal information only with UViRCO's knowledge or authorisation, treat personal information as confidential, implement appropriate security safeguards, notify UViRCO of actual or suspected compromise of personal information, process personal information only for authorised purposes, return, delete or securely destroy personal information where required, and comply with applicable data-protection obligations.

UViRCO may use written agreements, confidentiality undertakings, purchase-order terms, service-level agreements, data-processing clauses or other reasonable controls to manage operator risk.

23. Information security and security compromises

UViRCO takes appropriate, reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised destruction, unlawful access, unlawful processing, unauthorised alteration and unauthorised disclosure. These safeguards may include access controls, role-based permissions, approved systems, endpoint protection, backup procedures, physical-access controls, confidentiality controls, awareness measures, incident response procedures and periodic review of safeguards.

For public security reasons, this Manual does not disclose detailed technical, network, security, configuration, backup, access-control or incident-response information. Such records may be refused where PAIA permits or requires refusal.

Where UViRCO has reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, UViRCO will take reasonable steps in accordance with POPIA. Such steps may include investigation, containment, mitigation, assessment of affected records and data subjects, notification to the Information Regulator where required, notification to affected data subjects where required, remedial action, review of safeguards and recordkeeping.

24. Availability of this Manual

This Manual is available on UViRCO's website, at UViRCO's offices for public inspection during normal business hours, to any person upon request, and to the Information Regulator where required. UViRCO may provide the Manual electronically where reasonably possible and may charge a fee for copies where permitted by law.

25. Prescribed forms and complaints

Relevant PAIA forms include:

- Form 01: Request for a Guide from the Regulator;
- Form 02: Request for Access to Record;
- Form 03: Outcome of Request and of Fees Payable;
- Form 05: Complaint Form, where applicable;

Relevant POPIA forms include forms for consent to processing of personal information, objection to processing, correction or deletion of personal information, destruction or deletion of a record of personal information, and complaint forms published by the Information Regulator from time to time.

A requester or data subject may submit a complaint to UViRCO if dissatisfied with the handling of a PAIA request, the handling of a POPIA request, the processing of personal information, the refusal of access, fees, form of access, time taken to respond or another matter relating to PAIA or POPIA compliance. Complaints should be submitted to the Information Officer or Deputy Information Officer using the contact details in this Manual.

A requester or data subject may submit a complaint to the Information Regulator where permitted by PAIA or POPIA, and may approach a court where permitted by PAIA, POPIA or another applicable law.

26. Review and annual PAIA reporting

UViRCO will review this Manual periodically and update it where required by legal, organisational, operational or contact-detail changes. The Information Officer, supported by the Deputy Information Officer, is responsible for maintaining the Manual and ensuring that the public version remains available.

UViRCO should keep appropriate records of PAIA requests, POPIA requests, decisions, complaints, fees, correspondence and regulatory communications. UViRCO should also attend to any PAIA annual-reporting requirement applicable to private bodies through the Information Regulator's eServices portal within the prescribed reporting period.

Annexure A: High-level record categories

The following summary provides a public, high-level view of UViRCO's principal record categories. Detailed internal indexes, file paths, registers, security logs, source code, proprietary designs, customer-specific technical records and similar sensitive records are not included in this public manual.

Record category	Public description
Corporate and statutory records	registration documents; Memorandum of Incorporation; company registers; board resolutions; minutes of directors' meetings; governance records; statutory filings; authorisations and delegations.
Financial, accounting and tax records	annual financial statements; management accounts; invoices; purchase orders; sales orders; banking records; audit records; insurance records; budget and forecast records; tax records and tax-authority correspondence.
Human resources and employment records	employment contracts; employee records; recruitment records; payroll records; benefits records; leave, disciplinary, grievance, performance, training, occupational health and safety, employment equity and exit records.
Engineering, research and development records	product designs; design drawings; technical specifications; prototype records; test procedures; test reports; verification and validation records; engineering change records; product-development records; collaboration records; intellectual-property records. Public access to confidential technical detail, source code, trade secrets or proprietary know-how may be refused where lawful.
Manufacturing, production and quality records	production plans; work instructions; manufacturing, assembly and quality records; non-conformance records; corrective and preventive action records; acceptance test records; repair and warranty records; ISO 9001 records; inventory and traceability records.
Product, sales, distributor and customer records	customer records; customer contracts; distributor, reseller and agency agreements; quotations; orders; delivery, export, training, service, warranty, tender, product demonstration and customer-relationship records.
Supplier and service-provider records	supplier contracts; supplier contact details; quotations; purchase orders; correspondence; service-level agreements; operator agreements; logistics, import, warranty-return and due-diligence records.
Information technology and information security records	user-account records; access-control records; system-administration records; software-licence records; device records;

	backup records; incident records; information-security policies; retention and disaster-recovery records. Public access to security-sensitive details may be refused where lawful.
Legal, compliance and risk records	contracts; legal correspondence; legal opinions; privileged records; compliance records; risk registers; regulatory correspondence; PAIA and POPIA request records; Information Regulator correspondence; insurance claims and export-compliance records.
Facilities, access-control and visitor records	visitor logs; building-access records; security records; facilities maintenance records; contractor-access records; emergency-procedure records and occupational health and safety records.

Annexure B: Public form and portal references

Reference	Where to obtain it
Information Regulator website	www.inforegulator.org.za
Information Regulator eServices portal	eservices.inforegulator.org.za
PAIA Guide	Information Regulator website, UViRCO on request, or UViRCO offices where reasonably available
PAIA Form 02: Request for Access to Record	Information Regulator website or UViRCO on request
PAIA Form 03: Outcome of Request and of Fees Payable	Information Regulator website
PAIA Complaint Form	Information Regulator website or eServices portal
POPIA complaint and data-subject forms	Information Regulator website or eServices portal