



PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

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PAIA Manual



1. About this manual

If you need access to information, this manual will provide you with the necessary contact details and procedures to ask us for that information. In addition, it provides a clear overview of our structure, functions, and services and includes an index of information we hold to help identify where the required information could be. It also provides the forms you need to complete and sets out the fees you may need to pay before we can assist you.

2. Our details

Carbon Zero Solar

Unit 4

Village square one

8 Village Walk

Parklands,

Cape Town

7441

Tel: 082 558 6103

www.carbonzero.solar

3. Information officer

Our Information Officer and Deputy Information Officer(s) will tend to your PAIA request.

3.1. Information Officer

The CEO is our Information Officer.

Name and surname	Gerard Kreckenber
Postal Address	Unit F Blouzicht 2 Willow Road, Bloubergse, Cape Town, 7441
Physical Address	Unit F Blouzicht 2 Willow Road, Bloubergse, Cape Town, 7441
Phone	082 558 6103
E-mail	gerard@carbonzero.solar



4. The information and categories of records we hold

Here is a description of different subjects about which we have information and the categories of records we hold for each subject.

All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA. In particular, there may be applicable grounds for refusal of such request, as set out in PAIA.

Subject	Category of records	Availability
Client records	<ul style="list-style-type: none"> • Client orders • Delivery records • Invoices • Client company records; name, contact details, email address 	PAIA request required
Marketing & Sales	<ul style="list-style-type: none"> • Client company records; name, contact details, email address 	PAIA request required
Supplier records	<ul style="list-style-type: none"> • Supplier & order records • Delivery records • Invoices • Banking details 	PAIA request required



Human resources	<ul style="list-style-type: none"> • Employment Contracts • Training and development records • Salary records • Leave records • Medical aid records • Employee personal details • Disciplinary records • EEA1 records 	PAIA request required
Finances	<ul style="list-style-type: none"> • Financial and tax records • Asset register • Management accounts • Bank statements • Rental agreements • Supplier Invoices • Audit reports • Annual budget • Annual forecast • Annual Financial statements 	PAIA request required

5. Protection of personal information

Our company uses personal information to deliver our services and make sure our operations run smoothly. You can learn more about how we use personal information in our privacy notices & terms and conditions available at:

www.carbonzero.solar



6. Records that are automatically available

The following categories of records are automatically available:

- Information available on our public website
- Register of directors

7. Records available in terms of other legislation

The company keeps records in accordance with applicable legislation, which includes, but is not limited to the following:

Basic Conditions of Employment Act 75 of 1997
Broad-based Black Economic Empowerment Act 53 of 2003
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Competition Act of 1978
Copyright Act 98 of 1978
Currency and Exchanges Act 9 of 1933
National Energy Act: This act provides for the development and promotion of renewable energy sources, including solar energy, in South Africa.
Employment Equity Act 55 of 1998
Income Tax Act 58 of 1962
Labour Relations Act 66 of 1995
Occupational Health and Safety Act 71 of 1997
Protection of Personal Information Act No.4 of 2013
Promotion of Access of Information Act 2 of 2000
Skills Development Levies Act 9 of 1999
Unemployment Insurance Act 63 of 2001
Unemployment Insurance Contributions Act 4 of 2002
Value Added Tax Act 89 of 1991



8. How to request access to records

You can request access to records by completing Form 1. If your request does not comply with the formalities in this manual, we will let you know which steps you should take to comply. If you are making a request on behalf of someone else, you must submit reasonable proof of **authority to act on that persons behalf**.

You must provide us with proof of identity before we can process any request.

9. Outcome of your request and fees payable

We will decide within 30 days of receiving your request whether to grant or decline the request. We will notify you of our decision and explain why we accepted or refused your request.

If your request is successful, we will let you know what the related fees are and how you can pay them. We may require that you pay a deposit before we process your request. The fee structure is available at

PAIACompliance@inforegulator.org.za(link sends e-mail) or contact the office of The Information Regulator (Regulator)

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that we refused your request in terms of section 58 of PAIA.

10. Reasons why we may refuse your request

The Information regulators guide to understanding PAIA sets out all the reasons why an entity may or must refuse a PAIA request. These reasons include refusal based on the grounds that the information requested will:

- compromise South Africa's defence, security and international relations;
- hamper the operations of Carbon Zero Solar(Pty) Ltd
- be unreasonably time consuming and lead to waste of resources, or
- is manifestly frivolous or vexatious.

11. If we cannot find a record

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If we find the records after we have



issued such an affidavit, we will grant you access to the records unless we have a reason to refuse your request.

12. If you need assistance or more information

If you require further assistance, The Information Regulator has published a guide that introduces PAIA, describes where to find information and how to request access to information. It explains when access to information may be refused and offers key references and resources. The guide is available in each official language and is intended to assist you in exercising your rights to access information.

You can find this guide at the head office of the Information Regulator:

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

Alternatively, you can find it at all the provincial offices and on the website: <https://inforegulator.org.za/>



FORMS

- Form 1: request for access to a record
- Form 2: Outcome of request and fees payable

FORM 1

Request for access to a record¹

1. If the space provided in the form is inadequate, please submit additional information as an annexure to this form and sign each page.
2. We will process a request for access to a record other than a record containing your personal information after you have paid the request fee.
3. The fee depends on the form in which you need to access the record and the time we have to search for and prepare the record.
4. We will let you know in writing whether your request has been approved or denied, and if we approve your request, we will let you know what the related fees are.

To: The information officer

Address

E-mail address

Fax number

This request is in my own name

¹ Regulation 7 of PAIA.

I'm making this request on behalf of someone else—[please attach proof of the capacity in which you are making this request].

YOUR DETAILS

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

HOW DO YOU PREFER TO BE CONTACTED?

Postal address

Residential address

E-mail address

Fax

DETAILS OF THE PERSON ON WHOSE BEHALF YOU ARE MAKING THIS REQUEST (IF APPLICABLE)

Name and surname

Identity number

Postal address

Residential address

E-mail address

Telephone number

Cell number

Fax number

WHICH RIGHT ARE YOU EXERCISING OR PROTECTING?

Which right are you exercising or protecting?

Explain why you need this record to exercise or protect that right.

DETAILS OF THE RECORD YOU ARE REQUESTING

Please provide full particulars of the record that you wish to access, including the reference number if you have it to help us find the record.

Describe the record or relevant part of the record

Reference number (if you have it)

Any further information about the record.



TYPE OF RECORD

Written or printed record	
Visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Recorded words or information that can be reproduced in sound	
Held on a computer or in an electronic or machine-readable form	

FORMAT IN WHICH YOU WOULD LIKE TO RECEIVE THE RECORD

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of a soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on a compact disc drive (including virtual images and soundtracks)	

HOW WOULD YOU LIKE TO ACCESS THE RECORD?

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
Postal services to a postal address	

Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

(If the record is not available in the language you prefer, we may give you access in the language in which the record is available.)

Date _____ Signed at _____

 Signature of the requester/person on behalf of whom the request is made

FOR OFFICE USE

Reference number	
Date received	
Access fees (if any)	
Deposit (if any)	

DETAILS OF THE PERSON WHO RECEIVED THE REQUEST

Job Title	
Name and surname of Information Officer	

Signature of Information Officer

FORM 2

Outcome of request for access to a record, and fees payable²

1. If your request is granted
 - a. you must pay the deposit (if any) before we can process your request, and
 - b. we will only release the record you requested once we receive full payment.
2. Please note your reference number in all future correspondence.

To:

Address

E-mail address

Fax number

Reference number

YOUR REQUEST HAS BEEN

Approved

Denied

² Regulation 8 of PAIA.

Because



YOU REQUESTED

Personal inspection of the record at our registered address (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in electronic or machine-readable form)	
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Please take these steps:

1. Make an appointment to inspect the record.
2. Bring this form with you.

Accessing a record this way is free. However, if you need copies of the information, you will be charged the appropriate fees as set out in Annexure B.

OR

YOU REQUESTED

A printed copy of a record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form.	
Written or printed transcription of virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	

YOU ASKED TO ACCESS THE RECORD AS FOLLOWS

Postal services to a postal address	
Postal services to a street address	
Fax information in written or printed format (including transcriptions)	
E-mail information (including soundtracks if possible)	
Preferred language	

FEES PAYABLE WITH REGARDS TO YOUR REQUEST (please check information regulator for updated fees)

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Copy of Guide	R3.90		
Photocopy	R3.90		
Printed copy	R4.80		
Copy in a computer-readable form on:			
a) Flash drive	a) R40.00		
b) Compact disc	b) 60.00		
Transcription of visual images	Service to be outsourced		
Copy of visual images	Will depend		
Transcription of an audio record	on quotation from service provider.		

Copy of an audio record	R56.00		
Postage	Actual cost		
TOTAL:			

DEPOSIT PAYABLE

If the search exceeds six hours.

How many hours did the search take?	
What is the deposit payable? (Calculated as a third of the total amount per request)	

OUR BANK DETAILS

Bank	
Account holder	
Type of account	
Account number	
Branch code	
Reference number	
Proof of payment address	

Date _____ Signed at _____

Information Regulator/Information Officer