



PAIA MANUAL

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

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TABLE OF CONTENTS

Page

1.	List of Acronyms and Abbreviations	3
2.	Purpose of PAIA Manual	3
3.	Key Contact Details for Access to Information of Artistic Woodcarvers & Turners	4
4.	Guide On How to Use PAIA and How to Obtain Access to The Guide	4
5.	Categories of Records of Artistic Woodcarvers & Turners Which Are Available WITHOUT a Person Having to Request Access	4
6.	Applicable Legislation	5
7.	Description and Category of Available Records of Artistic Woodcarvers & Turners	6
8.	Request Process	7
9.	Prescribed Fees	7
10.	Refusal to Access Records	7
11.	Processing of Personal Information	8
12.	Availability Of The Manual	9

1. List of Acronyms and Abbreviations

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|------|--------------------|--|
| 1.1. | “CEO” | Chief Executive Officer |
| 1.2. | “DIO” | Deputy Information Officer; |
| 1.3. | “IO” | Information Officer; |
| 1.4. | “Minister” | Minister of Justice and Correctional Services; |
| 1.5. | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.6. | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7. | “Regulator” | Information Regulator; and |
| 1.8. | “Republic” | Republic of South Africa |

2. Purpose of PAIA Manual

The aim of PAIA is promote transparency and accountability by public and private bodies. PAIA also gives effect to section 32 of the Constitution of the Republic of South Africa 1996, which provides that everyone has the right of access to information.

Section 51 of the Act requires that all private bodies prepare and make available a manual, to the public regarding the procedure which the public must follow, when submitting a request to access the private bodies' (in this case, **Artistic Woodcarvers & Turners**) records.

This manual of **Artistic Woodcarvers & Turners** can be used by members of the public to -

- 2.1. check the category of the records which may be available without a formal PAIA request.
- 2.2. understand how to request access to a record.
- 2.3. obtain the contact details of the persons who will assist with obtaining such records.
- 2.4. obtain a description of the guide on how to use PAIA and how to obtain access to it.
- 2.5. know if **Artistic Woodcarvers & Turners** will process personal information, the purpose of doing so, the categories of the information, and the recipients relating thereto.
- 2.6. know if **Artistic Woodcarvers & Turners** plans to transfer personal information outside the Republic of South Africa and the recipients thereof.
- 2.7. know whether **Artistic Woodcarvers & Turners** 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 Artistic Woodcarvers & Turners

- 3.1. Chief Executive Officer (CEO) / Information Officer (IO)
 Name: Liaquat Ali Khan
 Tel: 031 4692494
 Email: alikh@artistic.co.za

- 3.2. Deputy Information Officer (DIO)
 Name: Faaiza Khan
 Tel: 031 4692494
 Email: faaiza@artistic.co.za

- 3.3. Access to Information and General Contacts
 Email: info@artistic.co.za

- 3.4. Head Office
 Postal Address: P.O. Box 32691, Mobeni, 4060, Durban
 Physical Address: 247 Leicester Road, Mobeni, Durban
 Telephone: 031 4692494
 Email: info@artistic.co.za
 Website: www.artistic.co.za

4. Guide On How to Use PAIA and How to Obtain Access to The Guide

- 4.1. The PAIA guide is available in all official South African languages at no cost, and any person may request a copy of the guide.

- 4.2. A copy of the guide may be obtained by contacting the following:
The Information Regulator (South Africa)
 JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
 E-mail info@justice.gov.za
 Website <https://www.justice.gov.za/infoereg/index.html>

5. Categories of Records of Artistic Woodcarvers & Turners Which Are Available WITHOUT a Person Having to Request Access

Category of Records	Types of the Record	Available on Website
Policies	Cookies Policy	X
	Privacy Policy	X
Manual	PAIS Manual	X

6. Applicable Legislation

- Basic Conditions of Employment Act No. 75 of 1997
- Board Based Black Economic Empowerment Act, No 53 of 2003
- Companies Act No. 71 of 2008 (as amended)
- Compensation for Occupational Injuries and diseases Act, No 130 of 1993
- Consumer Protection Act No 68 of 2008
- Electronic Communication and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Financial Advisory and Intermediary Services Act No 37 of 2002 (as amended)
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Medical Schemes Act No. 131 of 1998
- National Credit Act No 34 of 2005
- Occupational Health and Safety Act No 85 of 1993
- Prevention of Organized Crime Act No. 121 of 1998
- Promotion of Access to Information Act 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- Protection of Personal Information Act No 4 of 2013
- Sale and Services Matters Act No. 25 of 1964
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- South African Revenue Services Act No 34 of 1997
- Tax on Retirement Funds Act NO 38 of 1996
- Trade Practices Act No. 76 of 1976
- Trademarks Act No. 194 of 1993
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Value Added Tax Act No. 89 of 1991.

If you believe that a right of access to a Record exists in terms of legislation other than that listed above, you are required to indicate what legislative right the Request for Access is based on, to allow the Information Officer the opportunity of considering the Request for Access in the light thereof.

7. Description and Category of Available Records of Artistic Woodcarvers & Turners

Category	Name of Record
Statutory Company Information	Memorandum of Incorporation Certificate to Commence Business Proxy Forms Register of Members Index of Members Register Fixed Assets Register of Directors' shareholdings Register of Directors and Officers Title Deeds Books of Account regarding information required by the Companies Act, 2008 Supporting schedules to books of account and ancillary books of account
Annual Financial Statements	Annual accounts Directors' reports Auditor's report
Financial & Accounting Records	Books of Account including journals and ledgers Banking records and documents Invoices
Agreements and Contracts	Agreements with shareholders, officers or directors Acquisition or disposal documentation Agreements with contractors and suppliers Rental agreements Financial agreements
Taxation	Copies of all Income Tax Returns and other tax returns and documents
Legal	Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation
Human Resources	List of employees Policies and procedures Employment contracts Pension and provident fund scheme details Salaries of employees Leave records Disciplinary records Training records Operating manuals Personal records provided by personnel Environmental, Health and Safety records
Operations	Permits, licences, consents, approvals, authorisations, applications and registrations Documentation on Customs and Excise
Insurance	Insurance policies

8. Request Process

8.1. Records held by Artistic Woodcarvers & Turners may be accessed on request only once the requirements for access have been met using the prescribed form:

Form C: Request for Access to Record of Private Body.

8.2. This form is available on the SAHRC website or the Department of Justice and Constitutional Development website (www.doj.gov.za).

8.3. The request form is to be sent Information Officer at the address, or email address provided above.

8.4. The requester must:

8.4.1. Provide sufficient information that the Information Officer can identify the requester, the requested record and manner of access;

8.4.2. Specify postal address, email address and contact details;

8.4.3. Identify the right that the requester is exercising and explain why the requested record is required for such right.

9. Prescribed Fees

9.1. The requester needs to pay an access fee for gaining access to records in terms of PAIA.

9.2. There are two categories of fees which are payable: a **request fee** and an **access fee**.

9.3. The fee structure is prescribed by the Minister for Justice and Constitutional Development:
<https://www.justice.gov.za/paia/PAIA-brochure.pdf>

9.4. Payment details can be obtained from the Information Officer.

10. Refusal to Access Records

10.1. A decision will be made in respect of the request and the requester will be notified thereof.

10.2. Access to certain records may be denied on the grounds set out in the Act.

11. Processing of Personal Information

11.1. Protection of Personal Information Act

The purpose of the Protection of Personal Information Act (POPIA) is to promote the protection of personal information of individuals and businesses and to give effect to their right of privacy as provided for in the Constitution.

Artistic Woodcarvers & Turners needs personal information relating to both individual and juristic persons in order to carry out its business, organisational functions and meet its legal requirements.

The manner in which this information is processed and the purpose for which it is processed is determined by **Artistic Woodcarvers & Turners**.

Artistic Woodcarvers & Turners act in accordance with POPIA and will ensure that the personal information of a data subject:

- Is processed lawfully, fairly and transparently;
- Is processed only for the purposes it was collected; and
- Is accurate and not excessive for the purpose for which it was collected.

11.2. Purpose of Processing Personal Information

Personal Information is used by Artistic Woodcarvers & Turners:

- To provide our products and render services;
- For procurement of goods and services;
- To conclude and manage various contracts;
- For risk management including physical and electronic security and access control;
- For government reporting;
- For marketing requirements; and
- For recruitment, employee management, performance management and training.

11.3. Description of Categories of Data Subjects, Information Relating Thereto and Recipients Thereof

Categories of Data Subjects	INFORMATION	RECIPIENTS
Prospective and current employees; Consultants.	Name, ID number, contact details; Educational and employment history; References and background checks.	Artistic Woodcarvers & Turners HR and Finance Departments
Current employees and consultants.	Account information, performance reports and skills/training reports.	Artistic Woodcarvers & Turners and relevant government departments
Prospective and current suppliers, contractors and service providers.	Name, ID number/company registration number, contact details, financial history, and account information.	Artistic Woodcarvers & Turners and relevant government departments
Customers	Name, identification number, address, contact details, compliments or complaints	Artistic Woodcarvers & Turners relevant departments

11.4. Planned Transborder Flows of Personal Information

Artistic Woodcarvers & Turners does not generally do cross border information transfers. However, in the unlikely event that cross border transfer of personal information is necessary and/or unavoidable, Artistic Woodcarvers & Turners shall ensure that the data protection and privacy laws are adhered to.

11.5. Security Measures Implemented to Ensure Confidentiality, integrity and availability of the information

- 11.5.1. Physical security
- 11.5.2. Access control
- 11.5.3. Anti-virus and Anti-Malware Solutions
- 11.5.4. Password control

12. Availability of The Manual

- 9.1. This manual is available for inspection on <https://www.artistic.co.za/>.
- 9.2. The manual is also available for viewing at Artistic Woodcarvers & Turners head office detailed above upon prior arrangements.
- 9.3. Copies of the manual may be made available subject to the prescribed fees, see below.
- 9.4. Artistic Woodcarvers & Turners will update this manual every two years.