PUREGAS (PTY) LTD

Registration Number of Company:
(2006/002903/07)

MANUAL

Published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

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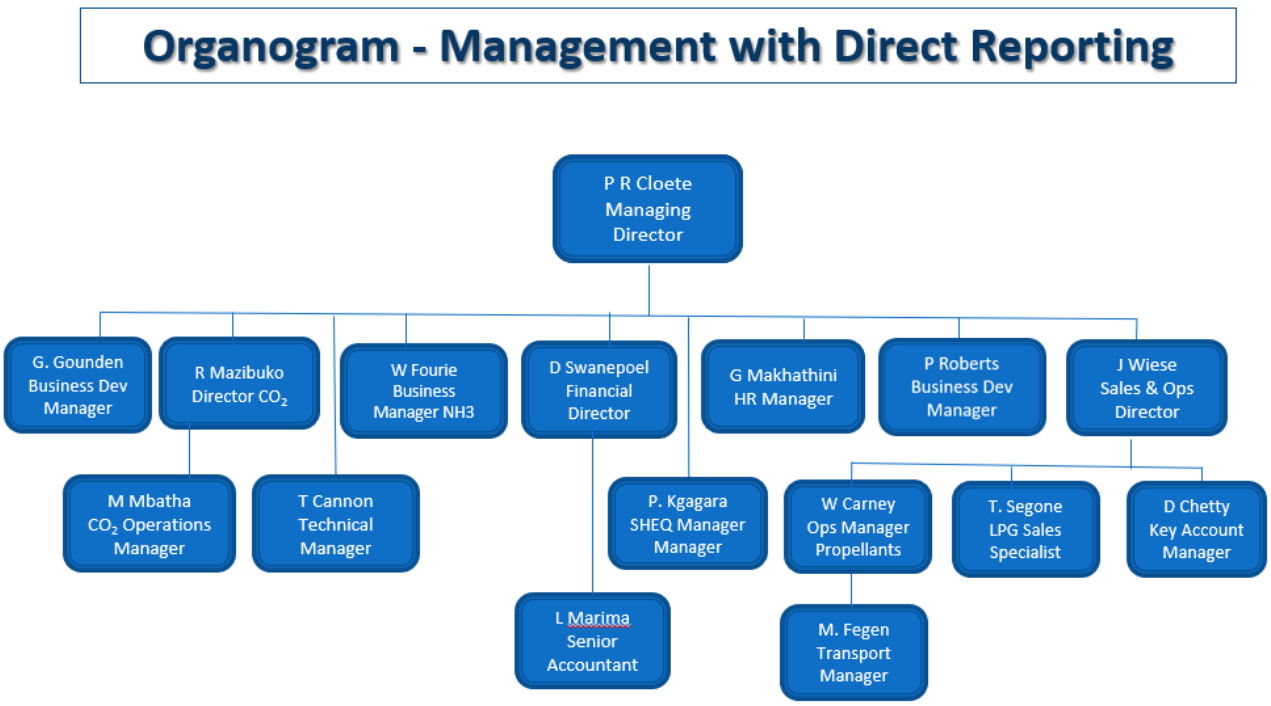
1. INTRODUCTION

The promotion of the Access to Information Act, 2000 (the "Act") gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released. This manual informs requestors of procedural and other requirements that a request must meet as prescribed by the Act.

1.1 NATURE OF THE BUSINESS

PUREGAS (Pty) Ltd was established in 1971 and is now recognized as Southern Africa's leading supplier of purified and blended hydrocarbon gas propellants and foam blowing products and, as an emerging supplier of high-quality specialty gases, gas equipment, Fire Suppression, Ammonia, LPG, and Carbon Dioxide.
Our focus is on ensuring quality and customer service and we are committed to offering our customers top-level service in all areas of our business. We are passionate about the safety of our staff and customers while protecting the environment in everything we do. Our efforts have earned us the ISO 9001:2015 quality certification since 1996.

1.2 ORGANISATIONAL STRUCTURE



CONTACT DETAILS Section 51 (1) (a))

Puregas (Pty) Limited
P.O. Box 123884
Alrode
1451

4 Liebenberg Street
Alrode
Alberton
1451

Telephone number: 011 903-9760 (Switchboard)

Website: www.puregas.co.za

Duly authorized persons:

Information Officer	Deputy Information Officer
Philip Cloete Tel: 011 903-9760 **Email:** InformationOfficer@puregas.co.za	Gugu Makhathini Tel: 011 903-9760 **Email:** DepInformationOfficer@puregas.co.za

2. HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

A guide to the Act (as contemplated under section 10 of the Act) is available from the South African Human Rights Commission. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any inquiries regarding this guide and its contents should be directed to:

The South African Human Rights Commission:
PAIA Unit (the Research and Documentation Department)
Postal address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

3. APPLICABLE LEGISLATIONS (Section 51 (1) (c)).

NO		
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 85 of 1993	Occupational Health and Safety Act
9	No 2 of 2000	Promotion of Access of Information Act
10	No 30 of 1996	Unemployment Insurance Act
11	No 4 of 2013	Protection of Personal Information Act
12	No 130 of 1993	Compensation for Occupational Injuries and Diseases Act
13	No 97 of 1998	Skills Development Act

4. SCHEDULE OF RECORDS (Section 51 (1) (d))

Records that are available without a PAIA request

All records or information available on our website at www.puregas.co.za, are automatically available and voluntarily disclosed. This information is available for viewing downloading or access without you having to make a PAIA request.

Records that we hold that are not automatically available

If the records are not automatically available, you will be required to submit a PAIA request. To assist you with your request we have described below, the subjects on which we hold records, divided into categories:

Department	Subject
Legal Services and Compliance Department	General Contract Documentation
	Company Guidelines, Policies and Procedures
	Intellectual Property Records
	Employee, customer, and supplier information
	Statutory Records
	Service Level and Business Agreements with contractors, suppliers, and customers.
SHEQ Department	Environmental Records
	Health and Safety Records (Employees, Contractors)
	Physical Security Records (Visitors, Suppliers, Contractors, Employees)
	Electronic Access & Identity Management Records (Employees, Contractors)
	Complaints and Investigations Records
Human Resources Department	Employee Records
	Employment Contracts
	Personnel Guidelines, Policies, and Procedures
	Employee Medical Records
	Employee Disability Insurance Records
	Employee Pension and Provident Fund Records
	Payroll Records
	Recruitment Records
Financial Department	Audited Financial Statements
	Tax Records (Company & Employees)
	Asset Register
	Supplier Records
	Management Accounts
	Fleet Insurance Records
Sales and Marketing Department	Performance Records
	Product Sales Records
	Marketing and Future Product Strategies
	Customer Information and Database
Production / Logistics Department	Production Records
	Quality Records
	Fleet Management Records
IT Department	Processing, Testing, and Development of Records

5. INFORMATION ON HOW YOU CAN MAKE A PAIA REQUEST TO US (Section 51 (1) (e))

a) All requests should be submitted to Puregas' Information Officer on the prescribed form. We have attached the form to this Manual. It is labeled as Annexure A.
b) To ensure that we can provide you with the correct record that you need, make sure that:

i. You provide us with enough detail on the request form to enable us to identify you and the record you need from us.
ii. You indicate in what form you would like to access the records, for example, hardcopy printouts or electronic format. Please let us know whether, in addition to a written response, you would like us to

contact you in some other way, for example by telephone. If so, please provide us with your additional contact details.

iii. You list the right that you want to exercise or protect and provide us with an explanation of why the requested record is required for the exercise or protection of that right,

iv. If you are requesting on behalf of another person, you must submit proof of the capacity in which you make the request.

c) Our Information Officer, will, as soon as reasonably possible and within thirty (30) days after the request has been received, decide whether to grant the request or not. You will be notified whether it has been rejected or accepted.

d) If we refuse your request, our Information Officer will give you written reasons. You may complain to the Information Regulator and lodge an appeal with the High Court against the refusal of the request.

e) If we fail to respond to you within thirty (30) days after a request has been received, it is deemed, that the request has been refused.

f) Please note that all requests that we receive will be evaluated, and considered by PAIA. It is important to remember that, even though we have published this Manual and described the categories and subject matter of information or records that we hold, this does not give you any rights to access such information or records, except in terms of PAIA. Records that you may not be entitled to include those of third parties who are natural persons (i.e., humans), the commercial information of third parties, those related to the safety of individuals or protection of property, those that are privileged from production in legal proceedings, the commercial information of a private body and research information of a third party and a private body.

6. THE PURPOSE OF PROCESSING PERSONAL INFORMATION BY PUREGAS (Section 51 (1) (f))

We process personal information for a variety of purposes, including but not limited to the following:

- To provide or manage any information, products, and/or services requested by data subjects.
- To help us identify data subjects when they contact.
- For general administration, financial and tax purposes.
- For legal or contractual purposes.
- For health and safety purposes.
- To monitor access, secure, and manage our premises and facilities.
- To help us improve the quality of our products and services.
- To carry out analysis and customer profiling; and
- To identify other products and services that might be of interest to data subjects and to inform them about our products and services.

6.1 CATEGORIES OF DATA SUBJECTS AND THEIR PERSONAL

Categories of Data Subjects	Personal Information processed
Customers and potential customers	Customer contracts
Suppliers	Supplier personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information
	Employee disability information
	Employee Pension and Provident Fund Information
	Employee contracts
	Employee performance records
	Payroll records
	Health and safety records
	Training records
	Employment history
	Time and attendance records
Job applicants	Curriculum vitae and application forms

	Criminal checks
	Background of reference checks

7. HOW WE SECURE PERSONAL INFORMATION OF DATA SUBJECTS

We are required to employ appropriate, reasonable technical and organizational measures to prevent loss of damage to or unauthorized destruction of Personal Information and unlawful access to or processing of Personal Information.

8. PRESCRIBED FEES

If you require access to records of your personal information, you do not have to pay a request fee.

The following applies to requests:

i. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
ii. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one-third of the access fee which would be payable if the request were granted).
iii. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
iv. Records may be withheld until the fees have been paid.

The fee for a copy of the manual as contemplated in Regulation 5(c) is R0.60 for every photocopy of an A4 size page or part thereof.

a) The reproduction fees referred to in Regulation 7(1) are as follows:

a. for every photocopy of an A4-size page or part thereof R0.60.
b. for every printed copy of an A4-size page or part thereof held on computer R0.40 or in electronic or machine-readable form for a copy in a computer–readable form on CD/DVD R40.00.
c. for a transcription of visual images, for an A4-size page or part thereof R22.00.
d. for a copy of visual images R60.00.
e. for a transcription of an audio record, for an A4-size page or part thereof R12.00 for a copy of an audio record R17.00.

b) **The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is:**

a. for every photocopy of an A4-size page or part thereof R0.60.
b. for every printed copy of an A4-size page or part thereof held on computer or in electronic or machine-readable form R0.40
c. for a copy in a computer-readable form on CD/DVD R40.00
d. for a transcription of visual images, for an A4-size page or part thereof R22.00
e. for a copy of visual images R60.00
f. for a transcript of an audio record, for an A4-size page or part thereof R12.00 for a copy of an audio record R17.00
g. To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such research and preparation R15.00