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## 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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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

CEO	Chief Executive Officer of Concor
Data Subject	A person whose personal information is kept
DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act no 2 of 2000 (As Amended)
POPIA	Protection of Personal Information Act no 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
The Guide	The Regulators document Reg 757 of 27 Aug 2021 that explains how to use PAIA.

## 2. INTRODUCTION

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000 – “the Act”) and section 23 -25 of the Protection of Personal Information Act No.4 of 2014 (“POPI”). The Act gives effect to the provisions of Section 32 of the Constitution of South Africa, which provides that “everyone has the right of access to any information held by another person and that is required for the exercise and/or protection of any right”. Where a request is made in terms of the Act, Concor is obliged to release the information, except where the Act expressly provides for the information may or must not be released.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such requested information, other than in terms of the Act. 1.3

It is important to note that the Act recognizes certain limitations to the right of access to information, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution. Any request for access to information may be refused on the grounds as set out in Chapter 4 of Part 3 of the Act. In addition, in compliance with POPI a responsible party who processes personal information must notify the person to whom personal information relates (“Data Subject”) of the manner in which the Data Subject can access their personal information held by the responsible.

### **3. PURPOSE OF THE POPIA MANUAL**

This PAIA Manual is facilitate requests for access to records (including records containing Personal Information (as defined in POPI) of Concor and its South African registered subsidiaries. The subsidiaries, together with Concor Holdings shall be collectively referred to as “Concor Group” for the purposes of this manual.

Where this Manual does not deal with a manual provided for in PAIA, the Requester or any other interested party is to look at the Act for guidance in relation thereto. Same is to be included as part of the Manual.

A person requesting access to records from Concor Group (“the Requester”) is advised to familiarise themselves with the provisions of PAIA before making any requests to Concor Group in terms of PAIA.

Concor Group makes no representation and gives no undertaking or warranty that any record(s) provided by it to a Requester is complete or accurate, or that such record is fit for any purpose. All users of such records shall use such records entirely at their own risk, and Concor Group shall not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this Manual or of any record provided by Concor Group or any error therein.

All users and Requesters irrevocably agree to submit to the law of the Republic of South Africa and to the exclusive jurisdiction of the Courts of South Africa in respect of any dispute arising out of the use of this Manual or any records provided by Concor Group.

The Information Officer named below is appointed in respect of the Concor Group as a whole.

### **4. KEY CONTACT DETAILS AS REQUIRED UNDER SECTION 51(1)A OF THE ACT**

- Chief Information Officer
  - Name Lucas Tseki
  - Tel +27 11 590 5470
  - e-Mail [lucas.tseki@concor.co.za](mailto:lucas.tseki@concor.co.za)
- Deputy Information Officer
  - Name Chaital Jinabhai
  - Tel +27 11 590 5700
  - e-Mail [chaital.jinabhai@concor.co.za](mailto:chaital.jinabhai@concor.co.za)
- Deputy Information Officer
  - Name Bruce Paul
  - Tel +27 11 590 5782
  - e-Mail [bruce.paul@concor.co.za](mailto:bruce.paul@concor.co.za)
- Access to information general contact
  - e-Mail [info.construction@concor.co.za](mailto:info.construction@concor.co.za)

- Head Office Details
  - Physical HQ Bedfordview  
2 Arbroath Road  
Bedfordview, 2007  
South Africa
  - Postal P O Box 585  
Bedfordview, 2007  
South Africa
  - Tel +27 11 590 5500
  - e-Mail [info.construction@concor.co.za](mailto:info.construction@concor.co.za)
  - Website [www.concor.co.za](http://www.concor.co.za)

## 5. HOW TO IUSE THE REGULATORS PAIA GUIDE PROCESS

A guide has been prepared by the South African Human Rights Commission in accordance with Section 10 of the Act. The guide contains such information as may be reasonably required by a person who wishes to exercise any right contemplated in the Act. 4.2.

This guide is available from the SAHRC at their address as detailed below:

- Division PAIA UNIT
- Physical address Braampark Forum 3 33 Hoofd Street, Braamfontein
- Phone number +27 11 877 3600
- Fax number +27 11 403 0668
- E-Mail [paia@sahrc.org.za](mailto:paia@sahrc.org.za)
- Website [www.sahrc.org.za](http://www.sahrc.org.za)

## 6. CATEGORIES OF RECORDS AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 51(1)C

No notice in terms of Section 52(2) of the Act, regarding the categories of records of Concor Group which are available without request has been published.

The information as regarding Concor Group is accessible at [www.concor.co.za](http://www.concor.co.za) without request. The website contains various categories of information relating to Concor Group.

## **7. CATEGORIES OF RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

### **7.1 The following records are kept by Concor Group for compliance to the below listed legislation and are subject to those Acts:**

- Basic Conditions of Employment Act, No. 75 of 1997
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act, No. 130 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 & Safety Act, No. 85 of 1993
- Promotion of Access to Information Act, No. 2 of 2000
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Unemployment Contributions Act, No. 4 of 2002
- Unemployment Insurance Act, No. 63 of 2001
- Value Added Tax Act, No. 89 of 1991

## **8. CATEGORIES OF RECORDS HELD IN TERMS OF SECTION 51(1)E**

The following records are the subject and categories of records held:

### **8.1 Human Resources**

- Personal records of the personnel
- Employments contracts
- Medical Aid records
- Pension fund and retirement benefit records
- Disciplinary records
- Salary records
- Training Records
- Correspondence relating to personnel
- Leave records
- UIF Returns
- Internal policies and manuals

**8.2 Secretarial**

- Memorandum of Incorporation
- Minutes of the Board of Directors
- Shareholder's agreements
- Company Register
- Records relating to the appointment of directors/auditors
- Resolutions
- Minutes

**8.3 Financial and Administration**

- VAT Records
- PAYE records
- Fixed asset register
- Banking records
- UIF Records
- Management reports
- Invoices
- Debtors and creditors information

**8.4 Information Management and Technology**

- Services Level Agreements
- Equipment Register
- Policies, Manuals and guidelines
- Licensing agreements

**8.5 Marketing and Communication**

- Marketing strategies
- Communications strategies
- Agreements

**8.6 Operations**

- Access control records
- Archival Administration Documentation
- Insurance (insurance arrangements, policies and claims)
- Asset register
- BEE Statistics

**8.7 Safety Records**

- Safety manuals
- Occupational Health and Safety records
- Records of incidents in the workplace

**8.8 Customer/Clients and third parties related records**

- Contracts with Clients
- Any records the Client has provided to Concor Group or a third party acting for or on behalf of Concor Group.
- Records, reports, designs and the like generated by Concor Group for their clients.
- Records generated pertaining to the Client, including transactional records.

**8.9 Other records**

- Legal proceedings records.

**9. PROCESS ON HOW TO MAKE REQUESTS FOR ACCESS TO RECORDS HELD BY CONCOR GROUP: SECTION 51(1)E**

Any requester requiring access to information held by Concor Group must complete the prescribed form available from SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)), and submit it to the Information Officer at the address, fax number or electronic mail address provided for above, and also make the payment of the prescribed fees.

In terms of section 23(1) of POPI, adequate proof of identity is required from the Requestor/Data Subject. Therefore in addition to the prescribed access form, the Requestor will be required to supply a certified copy of their identification document or any other legally acceptable form of identification.

The prescribed form must be completed with enough particularity to enable the Information Officer to identify:

- the record(s) requested;
- the identity of the requester;
- indicate which form of access is required, if the request is granted;
- specify the postal address or fax number of the request in the Republic.

The requester must state that which right she or he is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of such right.

The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any manner, she or he must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

Concor Group will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

In line with section 23(1)(a) of POPI, a Data Subject (i.e. personal requestor) has a right to request Concor to confirm, free of charge, whether or not Concor holds personal information about the Data Subject.

In accordance with Section 23(3) of the POPI, Concor Group may charge an access fee to the Data Subject to enable Concor Group to respond to the request. In such instances Concor Group must provide the Data Subject with a written estimate of the fee before providing the services.

## **10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS**

The main reason why Concor Group may refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person (section 63);
- Mandatory protection of the commercial information of a third party, if the record contains:
  - trade secrets of that third party;
  - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
  - information disclosed in confidence by a third party to Concor Group, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition (section 64);
- Mandatory protection of the safety of individuals and the protection of property (section 66);
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement (section 67);
- Mandatory protection of records which would be regarded as privileged in legal proceedings (section 67);



- The commercial activities of Concor Group, which may include –
  - Trade secrets of Concor Group;
  - Financial, commercial, scientific or technical information which disclosure of could likely cause harm to the financial or commercial interests of Concor Group;
  - Information which, if disclosed could put Concor Group at a disadvantage in negotiations or commercial competition;
  - A software program which is owned by Concor Group, and which is protected by copyright (section 68);
- Requests for information that is clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## **11. REMEDIES AVAILABLE WHEN CONCOR GROUP REFUSES A REQUEST FOR INFORMATION**

### **11.1 Internal Remedies**

Concor Group does not have an internal appeal manual. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

### **11.2 External Remedies**

A requester that is dissatisfied with an Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a relevant Court for relief. Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

## **12. AVAILABILITY OF THIS MANUAL**

- This manual is available for inspection by the general public upon request, during office hours and free of charge at the physical address of Concor Group.
- On [www.concor.co.za](http://www.concor.co.za);
- A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## **13. UPDATING OF THIS MANUAL**

Concor will on a regular basis update this manual.

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