



Deutsche Industrie- und Handels-  
kammer für das südliche Afrika  
Southern African-German Chamber  
of Commerce and Industry

# SOUTHERN AFRICAN-GERMAN CHAMBER OF COMMERCE AND INDUSTRY NPC

## PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access  
to Information Act No. 2 of 2000 (as amended)

## TABLE OF CONTENTS

No.	Clause	Page No.
1.	DEFINITIONS .....	3
2.	BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT .....	3
3.	PURPOSE OF THE MANUAL .....	4
4.	SAGCC INTRODUCTION .....	5
5.	CONTACT DETAILS (SECTION 51(1)(a)) .....	5
6.	THE GUIDE AS REFERRED TO IN SECTION 10 OF THE ACT (SECTION 51(1)(b)(i)) .....	6
7.	SECTION 52(2) NOTICE (SECTION 51(1)(b)(ii)) .....	9
8.	INFORMATION/DOCUMENTATION HELD IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(b)(iii)) .....	10
9.	FACILITATION OF A REQUEST FOR ACCESS (SECTION 51(1)(b)(iv)) .....	11
10.	RELATIONSHIP WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013, AS AMENDED ('POPIA') (SECTIONS 51(1)(c)(i) - 51(1)(c)(iv)) .....	15
11.	AVAILABILITY OF THE MANUAL (SECTION 51(1)(3)) .....	20
12.	UPDATING OF THE MANUAL .....	21

## APPENDICES

Appendix 1	FORM 2 – REQUEST FOR ACCESS
Appendix 2	FEES IN RESPECT OF PRIVATE BODIES
Appendix 3	OUTCOME OF REQUEST AND OF FEES PAYABLE

## 1. DEFINITIONS

The following expressions have the meanings assigned to them hereunder and cognate expressions bear corresponding meanings, namely -

- 1.1 **"PAIA"** Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.2 **"POPIA"** Protection of Personal Information Act No.4 of 2013;
- 1.3 **"REGULATOR"** shall mean the Information Regulator of the **REPUBLIC**; and
- 1.4 **"REPUBLIC"** shall mean the Republic of South Africa.

## 2. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 2.1 **PAIA** was enacted on 3 February 2000 and aims to:
  - 2.1.1 Foster and maintain a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, as contained in Section 32 of the Constitution of the **REPUBLIC**; and
  - 2.1.2 Actively promote a society in which the people of South Africa have effective access to information, in order to cultivate the full exercise and protection of their rights.
- 2.2 Pursuant to Section 51 of **PAIA**, all private bodies are required to compile a manual, for purposes of compliance in respect thereof.
- 2.3 Reference to, and inclusion of, any information herein, in addition to the information, which is specifically required in terms of Section 51 of **PAIA**, does not have the effect of creating any rights or entitlements to receive such information, unless it is so prescribed in terms of **PAIA**.
- 2.4 **PAIA** gives any person who seeks access to a record of a private or public body (hereinafter referred to as a **"REQUESTER"**), a right to lodge a request for access to the information officer of a public or private body.

- 2.5 **PAIA** provides that requests for access to a company's prescribed information may be made to the company, and that the company is obliged to make such information available, subject to applicable legislative and/or regulatory requirements, unless such information is prohibited from release, in terms of **PAIA**.

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

This **PAIA** Manual is useful for the public to-

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal **PAIA** request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 3.3 know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.5 know the description of the guide on how to use **PAIA**, as updated by the **REGULATOR** and how to obtain access to it;
- 3.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;

- 3.9 know if the body has planned to transfer or process personal information outside the **REPUBLIC** and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### 4. **SAGCC INTRODUCTION**

- 4.1 The Southern African German Chamber of Commerce and Industry NPC with registration number 1963/002981/08 (hereinafter referred to as the "**SAGCC**") is a non-profit company duly incorporated and registered in South Africa with its registered address situated at 47 Oxford Road, Forest Town, Johannesburg, 2193.
- 4.2 The **SAGCC** supports: -
- 4.2.1 member companies in their international business as an important platform for bilateral economic exchange; and
- 4.2.2 the interests of German business and industry in the Southern African region and the interests of Southern African business and industry in the Federal Republic of Germany.
- 4.3 This manual of the **SAGCC** is available for viewing at its premises situated at 47 Oxford Road, Forest Town, Johannesburg, 2193, as well as on the **SAGCC'S** websites, which may be accessed at: -
- 4.3.1 <https://suedafrika.ahk.de/en/>

#### 5. **CONTACT DETAILS (SECTION 51(1)(a))**

##### 5.1 **Chief Information Officer**

Name: Mr. Gavin Frayne

Tel: 011 486 2775



Deutsche Industrie- und Handels-  
kammer für das südliche Afrika  
Southern African-German Chamber  
of Commerce and Industry

Email: [gfrayne@germanchamber.co.za](mailto:gfrayne@germanchamber.co.za)

## 5.2 National or Head Office

Postal Address: PO BOX 87078, Houghton, 2041

Registered Address: 47 Oxford Road, Forest Town, Johannesburg, 2193.

Physical Address: 47 Oxford Road, Forest Town, Johannesburg, 2193.

Tel: 011 486 2775

Email Address: [info@germanchamber.co.za](mailto:info@germanchamber.co.za)

## 6. THE GUIDE AS REFERRED TO IN SECTION 10 OF THE ACT (SECTION 51(1)(b)(i))

6.1 The **REGULATOR** has, in terms of section 10(1) of **PAIA**, as amended, updated, and made available the revised Guide on how to use **PAIA** ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in **PAIA** and **POPIA**.

6.2 The Guide is available in each of the official languages and in braille.

6.3 The aforesaid Guide contains the description of-

6.3.1 the objects of **PAIA** and **POPIA**;

6.3.2 the postal and street address, phone, and fax number and, if available, electronic mail address of-

6.3.2.1 the Information Officer of every public body, and

- 6.3.2.2 every Deputy Information Officer of every public and private body  
designated in terms of section 17(1) of **PAIA**<sup>1</sup> and section 56 of  
**POPIA**<sup>2</sup>;
- 6.3.3 the manner and form of a request for-
- 6.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>;  
and
- 6.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>;
- 6.3.4 the assistance available from the Information Officer of a public body in  
terms of **PAIA** and **POPIA**;
- 6.3.5 the assistance available from the **REGULATOR** in terms of **PAIA** and **POPIA**;
- 6.3.6 all remedies in law available regarding an act or failure to act in respect  
of a right or duty conferred or imposed by **PAIA** and **POPIA**, including the  
manner of lodging-
- 6.3.6.1 an internal appeal;
- 6.3.6.2 a complaint to the **REGULATOR**; and

---

<sup>1</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 6.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the **REGULATOR** or a decision of the head of a private body;
- 6.3.7 the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.3.8 the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 6.3.10 the regulations made in terms of section 92<sup>11</sup>.
- 6.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the **REGULATOR**, during normal working hours.

---

<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



6.5 The Guide can also be obtained-

6.5.1 upon request to the Information Officer;

6.5.2 from the website of the **REGULATOR**  
(<https://www.justice.gov.za/infoereg/>).

6.6 A copy of the Guide is also available in the following two official languages,  
for public inspection during normal office hours-

6.6.1 English and Afrikaans.

## 7. **SECTION 52(2) NOTICE (SECTION 51(1)(b)(ii))**

7.1 At this stage, no notices have been published on the categories of records  
that are automatically available, without a person having to request access in  
terms of **PAIA**.

7.2 However, certain information is freely available as is listed in the table below.

Category of records	Types of records	Available by email	Available on website	Available upon request
Publicly Available Information	Memorandum of Incorporation Director's names Incorporation Documents			X
Personnel Records (Only available to employees concerned)	Employment contracts and terms and conditions of employment Records of disciplinary hearings Payslips Company policies and procedures			X
Financial Information (Only available to members and/or customers)	Banking details	X		X
Publications	Brochures Circulars and external newsletters	X	X	X

Service offerings	Information regarding <b>SAGCC's</b> areas of expertise	X	X	X
Contact Information	The addresses and telephone numbers of <b>SAGCC's</b> various offices		X	X

7.3 Should a person wish to request access to any of the freely available information listed above, they may do so by contacting the **SAGCC** telephonically, or via email with their request, alternatively they may visit **SAGCC'S** website to access the relevant information, where such information is available.

## 8. INFORMATION/DOCUMENTATION HELD IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(b)(iii))

8.1 Certain records of the **SAGCC** are available in terms of legislation other than **PAIA**. Unless disclosure is prohibited in terms of the relevant legislation, regulations, contractual agreements or otherwise, records which are required to be made available in terms of the relevant legislation shall be made available for inspection by interested parties, subject to the requirements and conditions set out in the relevant legislation and internal policies and procedures.

8.2 Accordingly, information is available in terms of the following legislation, if and where applicable:

Item	Legislation
1.	Companies Act 71 of 2008, as amended.
2.	Copyright Act 98 of 1978, as amended.
3.	Trade Marks Act 194 of 1993, as amended.
4.	Employment Equity Act 55 of 1998, as amended.
5.	Income Tax Act 95 of 1967, as amended.
6.	Labour Relations Act 66 of 1995, as amended.

7.	Basic Conditions of Employment Act 75 of 1997, as amended
8.	Immigration Act 13 of 2002, as amended.
9.	Value Added Tax Act 89 of 1991, as amended.
10.	Protection of Personal Information Act 4 of 2013, as amended.
11.	Promotion of Access to Information Act 2 of 2000, as amended.
12.	Unemployment Insurance Act 30 of 1996, as amended.
13.	Electronic Communications and Transactions Act 25 of 2002, as amended.
14.	Compensation of Occupational Injuries and Diseases Act 130 of 1993, as amended.
15.	Occupational Health and Safety Act 85 of 1993, as amended.
16.	Consumer Protection Act 68 of 2008, as amended.
17.	Tax Administration Act 28 of 2011, as amended.
18.	Financial Intelligence Centre Act 38 of 2001, as amended.
19.	Competition Act 71 of 2008, as amended.

8.3 The above list represents legislation that may be applicable to SAGCC's operations. Not all listed legislation may be relevant to SAGCC's current business activities, and SAGCC will only maintain records as required by legislation actually applicable to its operations. This is not an exhaustive list and other applicable legislation may also require the keeping of records.

## 9. FACILITATION OF A REQUEST FOR ACCESS (SECTION 51(1)(b)(iv))

9.1 To facilitate the processing of your request for access to a record, kindly:

9.2 Use the prescribed form (Form 2), of Government Notice No. R.757 dated 27 August 2021, a copy of which is annexed hereto marked Error! Reference source not found. and accessible via the following link:  
<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>.

9.3 Address your request to **SAGCC**.

- 9.4 Provide sufficient details to enable **SAGCC** to identify:
- 9.4.1 The record(s) requested;
  - 9.4.2 The **REQUESTER** (and if an agent is lodging the request, proof of capacity);
  - 9.4.3 The form of access which is required;
  - 9.4.4 The postal address, fax number, email address or other relevant information of the **REQUESTER** in the **REPUBLIC**;
  - 9.4.5 The right, which the **REQUESTER** is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right;
  - 9.4.6 If the **REQUESTER** wishes to be informed of the decision in any manner (in addition to the written decision), the manner and particulars thereof;
  - 9.4.7 If the request is made on behalf of a person, to furnish proof of the capacity in which the **REQUESTER** makes such request, to the satisfaction of **SAGCC'S** Head.
- 9.5 **SAGCC** may, and must in certain instances, refuse access to records on any of the grounds set out in Part 3 of Chapter 4 of **PAIA**, which instances include, but are not limited to, the following:
- 9.5.1 That access would have the effect of unreasonably disclosing **PERSONAL INFORMATION** about a third party;
  - 9.5.2 The necessity of protecting the confidential information of a third party;
  - 9.5.3 The necessity of protecting the safety of individuals and protecting property;
  - 9.5.4 That the record constitutes privileged information of a third party, or **SAGCC** itself; and
  - 9.5.5 Professional privilege.

- 9.6 **SAGCC** will decide in relation to a request for a record within 30 (Thirty) days from the date of receipt of the request, unless third parties are required to be notified or the 30 (Thirty) day period is extended as provided for in **PAIA**. **SAGCC** will notify the **REQUESTER** accordingly.
- 9.7 The following applies to requests:
- 9.7.1 A **REQUESTER** is required to pay the prescribed fees (R140.00) before a request will be processed;
- 9.7.2 If the search and 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);
- 9.7.3 A **REQUESTER** may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 9.7.4 Records may be withheld until the fees have been paid.
- 9.7.5 Payments should be made to **SAGCC**.
- 9.8 The fee structure is available on the website of the South African Information Regulator at <https://www.justice.gov.za/inforeg/legal/20210827-gg45057gon757-PAIAregulations.pdf>, an excerpt of which is annexed hereto marked **Appendix 2**.
- 9.9 **SAGCC** will notify the requester of the outcome of the request and of any fees payable on Form 3, a copy of which is annexed hereto marked **Appendix 3**.
- 9.10 **SAGCC** holds records pertaining to certain subjects. The below table provides an indication of the subjects, on which **SAGCC** holds records, as well as the categories of records held on each subject.

SUBJECTS ON WHICH THE SAGCC HOLDS RECORDS	CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Property	Asset registers, Title Deeds and Lease agreements in respect of immovable property, insurance records in respect of moveable and immovable property.
Accounting Records	Accounting records, debtors' records, creditors records, insurance reports, Auditors reports, invoices, billing information, reconciliations, credit/debit notes, journals, annual financial statements, ledgers, balance sheets, income statements, trial balances, payment schedules, cheque runs and cash flow statements, interim and annual financial statements.
Publications	Updates, newsletters, <b>SAGCC</b> information, product information and other publications prepared by the <b>SAGCC</b> , such as Annual Reports and Press Releases.
Taxation Records	Pay as you earn records, documents issued to employees pertaining to income tax, records of payments to SARS on behalf of employees, <b>SAGCC</b> Tax Returns, <b>SAGCC</b> VAT records, Unemployment Insurance Fund Records
Administration Records	Minutes of meetings of the <b>SAGCC</b> , minutes of meetings of the committees and sub committees of the <b>SAGCC</b> , general correspondence, lease agreements, copies and correspondence relating to various insurance policies, salary work-papers, security systems and operational records.
Human Resources Records	Contracts of employment, list of employees, conditions of employment, payroll records, disciplinary records, leave records, remuneration records, conditions of employment, job specifications, performance evaluations, health and safety records personnel files, records provided by third parties relating to personnel, information relating to prospective employees including curricula vitae and application forms, employee tax information, insurance fund contributions, documents relating to disciplinary and grievance procedures and all employment applications, remuneration policy.
Marketing	Content for the <b>SAGCC'S</b> website, customer records, databases, product records mailing lists for clients and potential clients and general correspondence.
Members	Member information and documentation including documentation in terms of FICA, correspondence with members and correspondence with third parties.
Suppliers	Supplier lists and details, agreements with suppliers, programmes including software license agreements.

Information Technology	The network and the systems on it, Information technology computer software, records relating to computer systems.
------------------------	--

## 10. RELATIONSHIP WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013, AS AMENDED ('POPIA') (SECTIONS 51(1)(c)(i) - 51(1)(c)(iv))

### 10.1 Purpose of Processing Personal Information (Section 51(1)(c)(i))

10.1.1 **SAGCC** processes personal information for various reasons, such as: -

10.1.1.1 To correspond with members, suppliers, employees, and members of the public;

10.1.1.2 Where a member, supplier, and/or employee has consented to the processing;

10.1.1.3 To take the steps which are necessary to conclude a contract with a member, supplier, employee and/or a member of the public as the case may be;

10.1.1.4 To comply with contractual obligations towards members, suppliers, employees and non-members.

10.1.1.5 To market **SAGCC'S** products and services to customers, or those parties who have consented to such marketing;

10.1.1.6 To comply with obligations imposed by the laws of the **REPUBLIC**;

10.1.1.7 Where processing is intended to protect the legitimate interests of customers, suppliers, employees; and/or

10.1.1.8 Where processing is necessary to pursue the **SAGCC'S** legitimate interests or that of a third party to whom information is supplied.

## 10.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto (Section 51(1)(c)(ii))

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
Members of the public	Names, addresses, telephone, or email addresses.
Employees	Name and surname, gender, nationality, race, marital status, date of birth, age, personal contact details, emergency contact details, ID number or passport number, as well as the personal information of employees family members for the purposes of medical aid and pension, driver's license details, languages spoken and/or details of your health, possible disability and/or criminal or credit related information , as well as your financial and tax related information, Contract of Employment or engagement, work contact details, employee or payroll number, work location, your worker and/or systems ID, your work biography, the department in which you render services, the person to whom you are to report to, your termination/contract end date (if any), the reason for termination, your last day of work and/or the content of any interviews conducted when you leave <b>SAGCC</b> , Documentation in respect of your registration with any applicable authority (i.e. SARS and/or the Department of Labour), your status in respect of such registration, any registration certificates or references in respect thereof, Information in respect of your remuneration, whether hourly, contractually, or in terms of salary, information regarding allowances, overtime, bonuses and/or commission, leave payment, bank account information, income tax information, expense claims and any information of a similar nature, Information regarding statutory or contractual leave accrued and/or taken, requests and approval therefore (if any), attendance or absence information, manager and/or HR



CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
	communications, Appraisals and performance review information, performance objectives and/or outcomes and any records which are kept in respect thereof, Appraisals and performance review information, performance objectives and/or outcomes and any records which are kept in respect thereof, Records and documentation regarding any training courses which have been attended, agreements in respect of such training and any certifications in respect thereof, documentation and records in respect of any claims or legal proceedings brought by the employee, mediation, conciliation or arbitration proceedings, settlement negotiations, records of any employee grievances or complaints and documentation pertaining to the resolution thereof, Records of any electronic communications sent or received using company equipment or company provided internet access, login and access records of on any systems or buildings, download and printing records on company equipment, call or meeting recordings, information captured by IT security and information on any closed-circuit television footage which are used for health safety and security and specifically the protection of our assets and any guests on our premises, as well as health information collected in terms of the Occupational Health and Safety Act, records provided by third parties relating to employees, and information relating to prospective employees including curricula vitae and application forms.
Service Providers	Names, addresses, registration numbers or identity numbers, bank details, contact information, details of customer representatives (where applicable), financial information and VAT numbers.
Members of the <b>SAGCC</b>	Names and contact information, details of member representatives (where applicable), financial information and correspondence with members

### 10.3 Recipients or categories of recipients to whom the personal information may be supplied (Section 51(1)(c)(iii))

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED
Names and contact information for members of the public who contact <b>SAGCC</b> .	Various departments of <b>SAGCC</b> , who are able to respond to questions and provide necessary information to members of the public.
Employee information in respect of COVID-19 Status	Department of Health; Department of Labour
Employee name, identity number, date of birth, address, contact number, email address, income tax number, bank details, remuneration structure and frequency.	Human Resources and Payroll Department and auditors; Financial advisor for provident fund and medical aid.
Employee names and contact information.	Customers, service providers, suppliers, and members of the public to the extent that such sharing is necessary to allow such customers to contact <b>SAGCC</b> and/or its relevant employees.
Governmental regulatory authorities, including without limitation, the Department of Labour, SARS and/or specific bargaining councils will receive, inter alia, your name, surname, salary, ID number, start date, termination date and reason of termination (where applicable), contributions per month and tax payable.	Governmental organisations (i.e. the Department of Labour, SARS and/or specific trade unions and/or bargaining councils, the Unemployment Insurance Fund etc) for purposes of compliance with legal obligations.
Employee name and surname in order to grant access to facilities and/or systems	IT Department
Employee name, surname, salary ID, start date, end date, number of beneficiaries	Medical Aid and retirement fund service providers.
Supplier names, contact information and financial information.	Employees of <b>SAGCC</b> to facilitate the rendering of required services and for the purposes of reporting.

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED
Supplier representatives' names and contact information.	Employees of <b>SAGCC</b> to enable them to perform their functions and/or who are responsible for performing accounting functions.

#### 10.4 **Planned transborder flows of personal information (Section 51(1)(c)(iv))**

10.4.1 **SAGCC** does not transfer the personal information of members of the public who contact the **SAGCC** outside of the **REPUBLIC**.

10.4.2 **SAGCC** only transfers the personal information of its employees outside of the **REPUBLIC** to the extent that it shares the information with: -

10.4.2.1 Its international umbrella organisation, in which event it deidentifies such information prior to transmission to ensure that no employees can be identified from such information; or

10.4.2.2 business partners to enable effective communication and management of projects with **SAGCC**.

10.4.3 Furthermore, the personal information of Registered Members and suppliers, subcontractors and service providers is securely stored on the servers of **SAGCC'S** CRM and IMS cloud-based service providers, which are located in the European Union, which inevitably involves the transfer of personal information outside of the **REPUBLIC** for the purposes of storage thereof on the relevant servers.

#### 10.5 **Security measures to be implemented to ensure confidentiality, integrity and availability of personal information (Section 51(1)(c)(v))**

- 10.5.1 The **SAGCC** ensures the security of your personal information through the use of 24-hour manned security and 24-hour off-site monitoring of its premises.
- 10.5.2 The **SAGCC** likewise ensures the confidentiality, integrity and availability of the personal information it processes by placing same onto secure servers, which are only accessible: -
- 10.5.2.1 from password protected computers; and
- 10.5.2.2 by designated members of staff.
- 10.5.3 The storage thereof is a technical and organizational measure employed by us to protect against loss, destruction, access, alteration or dissemination of your data by unauthorized persons.
- 10.5.4 **SAGCC** has a dedicated hardware firewall, to protect the corporate network from external attacks. Up to date Anti-virus software is installed on all machines and regular patches and updates of software is performed to keep systems compliant.
- 10.5.5 Only authorized persons are able to access the personal information of data subjects. These individuals are responsible for the technical, commercial and editorial supervision of the server. Despite regular inspections, complete protection against all risks is not possible and **SAGCC** in no way guarantees complete protection in this regard.
- 10.5.6 In addition, the **SAGCC's** website uses Secure Socket Layer (SSL) encryption to ensure privacy, authentication, and data integrity in internet communications.

## 11. AVAILABILITY OF THE MANUAL (SECTION 51(1)(3))

- 11.1 A copy of the Manual is available-

- 11.1.1 On <https://suedafrika.ahk.de/en/>



Deutsche Industrie- und Handels-  
kammer für das südliche Afrika  
Southern African-German Chamber  
of Commerce and Industry

- 11.1.2 at the head office of **SAGCC** for public inspection during normal business hours;
- 11.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and to the **REGULATOR** upon request.
- 11.2 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.

## 12. UPDATING OF THE MANUAL

**SAGCC** will update this manual on a regular basis.

Signed at Johannesburg on this the 25<sup>th</sup> day of August 2025

Duly Authorised

Name: Mr. Gavin Frayne

Designation: Information Officer



**APPENDIX 1**

**FORM 2**  
**REQUEST FOR ACCESS TO RECORD**  
[Regulation 7]

**NOTE:**

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

**TO:** The Information Officer


E-mail address: 

--

Fax number: 

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			



Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	





Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<p><i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i></p>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
FEES	
<p>a) A request fee must be paid before the request will be considered.  b) You will be notified of the amount of the access fee to be paid.  c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.  d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
Reason	



Deutsche Industrie- und Handels-  
kammer für das südliche Afrika  
Southern African-German Chamber  
of Commerce and Industry

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**

## APPENDIX 2

### FEES IN RESPECT OF PRIVATE BODIES

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable format on: (iii) Flashdrive (to be provided by requestor) (iv) Compact disc • If provided by requester • If provided to requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requestor • If provided to requestor	R40.00 R40.00 R60.00
9.	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 search and preparation To not exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual Expense, if any.

## APPENDIX 3

### FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8] Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

#### 1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

#### 2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

Transcription of soundtrack (written or printed document)

Copy of information on flash drive (including virtual images and soundtracks)

Copy of information on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

#### 3. To be submitted:

Postal services to postal address

Postal services to street address

Courier service to street address

Facsimile of information in written or printed format (including transcriptions)

E-mail of information (including soundtracks if possible)

Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

#### 4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			



Deutsche Industrie- und Handels-  
kammer für das südliche Afrika  
Southern African-German Chamber  
of Commerce and Industry

**5. Deposit payable (if search exceeds six hours):**

☐

Yes

☐

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
--------------------	--	---	--

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Information officer