



PAIA MANUAL

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

And in accordance with the Protection of Personal Information Act, 2013 (POPIA)

Monitor Distributors (Pty) Ltd

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 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
- 1.8 "Republic" – Republic of South Africa
- 1.9 "BBBEE" – Broad Based Black Economic Empowerment
- 1.10 "EE" - Employment Equity
- 1.11 "WSP" - Workplace Skills Plan
- 1.12 "CIPC" – Companies and Intellectual Property Commission
- 1.13 "SARS" – South African Revenue Service
- 1.14 "SETA" – Sector Education and Training Authority
- 1.15 "UIF" – Unemployment Insurance Fund
- 1.16 "SDL" – Skills Development Levy
- 1.17 "ROPA" – Records of Processing Activities
- 1.18 "SLA" – Service Level Agreement
- 1.19 "EDR" – Endpoint Detection and Response
- 1.20 "VPN" – Virtual Private Network

1.21 "2FA" – Two-Factor Authentication

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 Check categories of records held which are available without a formal PAIA request
- 2.2 Understand how to make a request for access to a record
- 2.3 Know the description of records available in terms of other legislation
- 2.4 Access contact details of the Information and Deputy Information Officer(s)
- 2.5 Know how to obtain the PAIA Guide from the Regulator
- 2.6 Know the body's personal information processing activities and related safeguards

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1 Information Officer:

Name: Melanie Mokawem

Tel: 031 274 8555

Email: mel@hawkpumps.co.za

3.2 Deputy Information Officer:

Name: Michele Swanepoel

Tel: 031 274 8555

Email: accounts@hawkpumps.co.za

3.3 General Access Email:

Email: accounts@hawkpumps.co.za

3.4 POPIA Consultant:

Name: Sune Koegelenberg

Tel: 084 556 2010

Email: sune@anchorafrica.co.za

3.5 Head Office:

Postal Address: PostNet Suite #100, Private Bag x3, Westville, 3630

Physical Address: 336 Sydney Road, Congella, Durban

Tel: 031 274 8555

Email: accounts@hawkpumps.co.za

Website: <https://hawkpumps.co.za/>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. 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.

4.2. The aforesaid Guide contains the description of-

4.2.1. the objects of PAIA and POPIA;

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

4.2.2.1. the Information Officer of every public body, and

4.2.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

4.2.3. the manner and form of a request for-

4.2.3.1. access to a record of a public body contemplated in section 11³; and

- 4.2.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.2.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.2.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.2.6. 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-

¹ 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.*

² 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.*

³ 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.*

⁴ 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.*

4.2.6.1. an internal appeal;

4.2.6.2. a complaint to the Regulator; and

- 4.2.6.3. 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;
- 4.2.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.2.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.2.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.2.10. the regulations made in terms of section 92¹¹.

⁶ 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.

⁷ 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

⁸ 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

⁹ 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.

¹⁰ 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.

¹¹ 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.”

4.3. 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.

4.4. The Guide can also be obtained-

4.4.1. upon request to the Information Officer;

from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5. Records Held by the Company

Monitor Distributors (Pty) Ltd maintains various records in both physical and electronic formats to support its operational, financial, legal, and compliance obligations. These records are securely stored and managed in line with applicable legislation, including the Promotion of Access to Information Act (PAIA), the Protection of Personal Information Act (POPIA), and the Companies Act.

The categories of records held include, but are not limited to, the following:

5.1 Company Records

These are documents that relate to the legal and statutory existence of the company:

- Certificate of Incorporation (CoR 14.3)
- Memorandum of Incorporation (MOI)
- Company registration certificate and amendments
- Shareholder registers and shareholding certificates

- Board resolutions and minutes of directors' meetings
- Company organogram and governance structures
- Statutory returns submitted to the CIPC

5.2 Financial and Accounting Records

These records are maintained for financial management, statutory reporting, tax compliance, and auditing purposes:

- Annual financial statements
- General ledger and journals
- Trial balances and working papers
- Tax returns (VAT, PAYE, UIF, SDL, Income Tax)
- Invoices and receipts
- Bank statements and reconciliations
- Asset registers and depreciation schedules
- Internal and external audit reports
- Budgets and financial forecasts

5.3 Employee and Human Resource Records

These records support employee administration and compliance with labour legislation:

- Employment contracts and job descriptions
- Payroll records and payslips
- Employee leave records (sick, annual, maternity, family responsibility)
- Performance appraisals and disciplinary records
- Training and skills development plans including WSP submissions
- Equity and diversity statistics
- Health and safety incident records
- Records relating to employee benefits (medical aid, provident fund)
- Employee personal information as regulated under POPIA

5.4 Customer and Supplier Records

These are records relating to the company's commercial relationships with customers and service providers:

- Customer databases and contact details
- Sales orders, invoices, delivery notes, and correspondence
- Credit applications and account opening forms
- Supplier agreements, service level agreements (SLAs) and contracts
- Procurement documentation (quotations, purchase orders)
- Supplier performance evaluations
- B-BBEE certificates and vendor compliance documentation

5.5 IT, Network, and Website Logs

These records are generated from company ICT systems for monitoring, cybersecurity, and business continuity purposes:

- System usage logs and access logs
- Website analytics and usage reports
- Server and cloud activity reports
- Email and network security monitoring data
- Logs related to firewall, anti-virus, and intrusion detection systems
- Software licence records
- Backup and disaster recovery logs

5.6 POPIA Compliance and Data Protection Records

These records support the organisation's compliance with the Protection of Personal Information Act:

- Data subject consent forms and privacy notices
- Personal information impact assessments
- Records of processing activities (ROPA)
- Information Officer appointment and training records

- Data breach incident registers and investigation reports
- PAIA and POPIA policies and procedures
- Internal and external POPIA audit checklists
- Records of training and awareness sessions conducted

6. Automatically Available Records

In accordance with Section 52 of PAIA, the following records are automatically available to the public and may be accessed without the need to formally request them through a PAIA process. These records are freely available on the company website or by request via email:

- Company profile and brochure
- Website content, including service and product descriptions
- Marketing materials and catalogues
- PAIA and POPIA compliance policies and notices
- Privacy Policy
- Cookie Policy (if applicable to web use)
- Terms and Conditions of Sale or Service
- Information about the company's structure and locations
- Company contact details and operational hours
- B-BBEE Certificate or Affidavit (if voluntarily disclosed)
- Newsletters or press releases
- Job vacancy notices (where applicable)

7. Processing of Personal Information

Monitor Distributors (Pty) Ltd processes personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA), and takes all reasonable steps to protect the confidentiality, integrity, and availability of such information. Personal

information is collected and processed for legitimate, lawful, and business-related purposes as detailed below:

7.1 Purpose of Processing Personal Information

Monitor Distributors collects and processes personal information for the following purposes:

- **Fulfilling Legal and Contractual Obligations:**
To comply with applicable South African legislation and to execute agreements with customers, suppliers, employees, and contractors.
- **Human Resources and Employment Administration:**
For the management of employees, including recruitment, employment contracts, payroll processing, leave administration, performance management, and benefits administration (medical aid, pension/provident fund).
- **Customer and Supplier Communication and Relationship Management:**
To manage customer accounts, respond to enquiries, deliver goods and services, issue invoices and collect payments, and to maintain effective communication with suppliers and service providers.
- **Financial and Tax Administration:**
To maintain accounting records, perform internal and external audits, prepare tax submissions, and comply with financial reporting requirements.
- **Regulatory Compliance and Governance:**
To comply with obligations under POPIA, PAIA, the Companies Act, and employment and labour-related legislation.
- **Marketing and Promotional Communication:**
To distribute product information, newsletters, or marketing material to clients or potential clients, where consent has been obtained in accordance with POPIA.
- **IT and Cybersecurity Management:**
To monitor network access, secure systems, and prevent unauthorised access, cyber threats, or misuse of information technology resources.
- **Health and Safety Obligations:**
To record, monitor, and respond to health and safety incidents and ensure compliance with the Occupational Health and Safety Act.
- **Access Control and Surveillance (where applicable):**
For the protection of property and safety of individuals at company premises (e.g., CCTV footage, access logs).

7.2 Description of the Categories of Data Subjects

Monitor Distributors processes personal information in relation to the following categories of data subjects:

- Employees (past and present)
- Prospective employees (job applicants)
- Customers and clients (individuals and representatives of juristic persons)
- Suppliers, vendors, and service providers
- Directors, shareholders, and authorised signatories
- Visitors to company premises

7.3 Categories of Personal Information Processed

The types of personal information processed may include, but are not limited to:

- Full name and contact details (email address, phone number, physical address)
- South African identity number or company registration details
- Employment history, qualifications, and performance records
- Financial information (bank account details, credit records, tax numbers)
- Correspondence history and transactional data
- CCTV recordings and access logs (if applicable)
- System access credentials and usage logs
- Demographic information (e.g., race, gender, disability status – for EE purposes)
- Health and vaccination information (as permitted and required by law)

7.4 Legal Grounds for Processing

Processing is based on one or more of the following lawful grounds in terms of POPIA:

- The data subject's consent
- Fulfilment of a contractual obligation
- Compliance with legal or regulatory requirements
- Protection of a legitimate interest of the data subject

- Pursuit of the company's legitimate interests, provided such interests do not override the rights of the data subject

8. Request Procedures

8.1 How to Make a Request for Access to Records

Any person may request access to records held by Monitor Distributors (Pty) Ltd by following the procedures set out below:

8.2 Submission of Request

Requests for access to records must:

- Be made **in writing**, using the **prescribed PAIA Request Form 2 (Annexure A of the 2021 Regulations)**.
- Contain all the information required in terms of **section 53 of PAIA**.
- The prescribed form can be accessed by using the following hyperlink: [InfoRegSA-PAIA-Form02-Reg7.pdf](#)
- The prescribed Form 2 is also available from the Information Regulator's website: www.inforegulator.org.za

8.3 Where to Submit Requests

Requests must be submitted to:

- **Deputy Information Officer:** Michele Swanepoel
- **Email:** accounts@hawkpumps.co.za

Alternatively

- **Information Officer:** Melanie Mokawem
- **Email:** mel@hawkpumps.co.za
- **Physical Address:** 336 Sydney Road, Congella, Durban
- **Postal Address:** PostNet Suite #100, Private Bag x3, Westville, 3630
- **Telephone:** 031 274 8555

8.4 Information Required in Request

A request for access to a record must contain the following information:

- Full name and contact details of the requester
- The right the requester is seeking to exercise or protect, and an explanation of why the record is required for the exercise or protection of that right
- Sufficient detail to enable the Deputy Information Officer to identify the record(s) requested
- The preferred form of access to the record (inspection, copy, transcript, etc.)
- The postal address or email address of the requester
- If the requester wishes to be informed by telephone or email of the decision, the telephone number and/or email address
- If the request is made on behalf of another person, proof of the capacity in which the requester is making the request

8.5 Response Timeframes

8.5.1 Initial Response

The Information Officer must, within **30 days** of receipt of the request:

- Decide whether to grant or refuse the request; and
- Give notice of the decision to the requester

8.5.2 Extension of Time

The 30-day period may be extended for a further period of not more than **30 days** if:

- The request is for a large number of records or requires a search through a large number of records
- Consultation with third parties is necessary
- Additional time is needed to determine whether any provision of Chapter 4 of PAIA applies

8.5.3 Notice of Extension

If the time period is extended, the requester must be notified in writing within the original 30-day period, stating:

- The extended period and reasons for the extension

- That the requester may lodge a complaint with the Information Regulator or apply to court

8.6 Third Party Consultation

If the requested record contains information about a third party, the Information Officer may need to:

- Give notice to the third party of the request
- Allow the third party to make representations regarding disclosure
- Consider any representations before making a decision

9. Prescribed Fees

9.1 Fee Structure

The following fees are payable for requests made in terms of PAIA, as prescribed in Government Notice R. 187 of 15 February 2002 (as amended):

9.2 Request Fee

- A request fee of **R140.00** is payable by every requester except:
 - Personal requesters seeking access to records containing their own personal information
 - Requests in the public interest

9.3 Access Fees

Service	Fee
For every photocopy of an A4-size page or part thereof	R2.00
For every printed copy of an A4-size page or part thereof held on computer or in electronic/machine-readable form	R2.00
For a copy in a computer-readable form on compact disc	R70.00

Service	Fee
For a transcription of visual images for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record for an A4-size page or part thereof	R20.00
For a copy of an audio record on compact disc	R70.00

9.4 Postal Fees Actual postal fees for delivery will be charged where applicable.

9.5 Search and Preparation Fees

- For searches conducted by or on behalf of Monitor Distributors: **R145.00** for each hour or part of an hour reasonably required for the search and preparation of the record for disclosure
- This fee is only applicable to requests other than personal requests

9.6 Payment Requirements

9.6.1 Request Fee Payment

- The request fee must be paid before the request will be processed
- Proof of payment must be provided
- If the request fee is not paid within 30 days, the request will be regarded as withdrawn

9.6.2 Access Fee Payment

- The access fee must be paid before access to the record is granted
- An estimate of access fees may be provided and a deposit required
- If the access fee is not paid within 30 days of notification, access to the record will be refused

9.7 Fee Exemptions

No request fee is payable where:

- The requester is seeking access to a record containing that requester's personal information
- The Information Officer is satisfied that the request is made in the public interest

10. Appeals and Complaints

10.1 Internal Appeals

Monitor Distributors (Pty) Ltd does not have an internal appeal mechanism as it is not required for private bodies under PAIA. Requesters who are dissatisfied with a decision may proceed directly to lodge a complaint with the Information Regulator or approach a court.

10.2 Complaints to the Information Regulator

10.2.1 Right to Complain

If you are dissatisfied with the response to your PAIA request, you may lodge a complaint with the Information Regulator within **30 days** of:

- The decision being communicated to you; or
- The expiry of the response period without receiving a response

10.2.2 Information Regulator Contact Details

- **Physical Address:** Woodmead North Office Park, 54 Maxwell Dr, Woodmead, Johannesburg, 2191
- **Postal Address:** P.O Box 31533, Braamfontein, Johannesburg, 2017
- **Email:** complaints.IR@justice.gov.za
- **Telephone:** 010 023 5200
- **Website:** <https://infoeregulator.org.za/>

10.2.3 Complaint Requirements

Your complaint should include:

- Your contact details
- Details of the PAIA request made

- The response received (or lack thereof)
- The reasons why you believe the response was inadequate
- Copies of relevant correspondence

10.3 Court Applications

10.3.1 Right to Approach Court

You may apply to court for appropriate relief if you are not satisfied with:

- A decision of the Information Officer
- A decision by the Information Regulator
- The failure of the Information Officer to respond within the prescribed timeframes

10.3.2 Time Limits

Applications to court must generally be made within **30 days** of the relevant decision or event.

10.3.3 Legal Representation

You may wish to seek legal advice before approaching the court, as legal costs may be awarded against an unsuccessful party.

11. Data Subject Categories and Information

Monitor Distributors (Pty) Ltd processes personal information relating to multiple categories of data subjects in the course of conducting its business operations. The types of personal information collected are appropriate to the nature and purpose of the relationship with each data subject.

Category of Data Subjects	Types of Personal Information Processed
Employees (current and former)	Full name, ID number, contact details, residential address, date of birth, employment contract details, remuneration and benefits, job title and responsibilities, leave records, disciplinary records, performance evaluations, medical aid and pension fund information, next-of-kin details, employment equity data (race, gender, disability

Category of Data Subjects	Types of Personal Information Processed
	status)
Prospective Employees	Curriculum Vitae, qualifications, references, identity number, contact details, interview notes, employment screening results (e.g., criminal record, credit checks – if applicable)
Customers and Clients	Full name or registered business name, contact person details, contact information (email, phone, physical address), delivery address, billing information, VAT number, purchase and payment history, account correspondence, credit applications and supporting documentation
Suppliers, Vendors, and Service Providers	Company registration information, B-BBEE certificate, VAT number, contact persons, service agreements, business addresses, payment and banking details, pricing and quotation history
Website Visitors and Online Users	IP addresses, browser type, geographic location, device information, pages visited, interaction timestamps, cookies and usage logs (subject to cookie consent policy)
Directors, Shareholders, and Key Individuals	Name, ID number, shareholding structure, directorships, personal contact details (where relevant), and declarations of interest for compliance or governance purposes
Visitors to Company Premises	Full name, contact number, vehicle registration, date and time of visit, person visited, and CCTV footage (if applicable)

All personal information collected is limited to what is necessary, relevant, and proportionate to the purpose for which it is collected. Such information is processed in accordance with POPIA's eight conditions for lawful processing, and retained only as long as necessary for operational, legal, or regulatory purposes.

12. Recipients of Personal Information

Monitor Distributors (Pty) Ltd shares personal information with authorised third parties only when such disclosure is necessary for the fulfilment of legitimate business, legal, or contractual purposes, or where required by law. All third-party recipients are contractually obligated to maintain the confidentiality and integrity of personal information in accordance with POPIA.

The following categories of recipients may receive personal information, as relevant to the purpose of processing:

Category of Personal Information	Recipients or Categories of Recipients
Identity numbers, names, job-related data	Government and Regulatory Bodies , including SARS, the Department of Labour, SETAs, and the Companies and Intellectual Property Commission (CIPC) — for statutory reporting and compliance
Employment information, earnings, leave, tax data	Payroll service providers, benefit administrators, and statutory funds (e.g., UIF, Compensation Fund) — for HR administration
Contact details, contract details, legal agreements	Legal and Compliance Advisors — for legal representation, auditing, dispute resolution, and POPIA/PAIA compliance
Company registration details, contact information, financial transactions	Service Providers and Subcontractors , such as IT consultants, software vendors, courier services, and maintenance contractors — in fulfilment of contractual services
Payment and financial details	Banks and Financial Institutions — for transaction processing, account verification, and collections
Technical and device usage information	Cybersecurity and IT Infrastructure Providers — for system protection, monitoring, and incident response
Training and learning records	Accredited Training Providers and SETA quality assurers — for skills development reporting and learnership tracking
Medical and emergency information	Health and Safety Officers, Emergency Responders, or medical practitioners — where required for compliance or emergency response

13. Security Safeguards

General Description of Information Security Measures

Monitor Distributors (Pty) Ltd implements a comprehensive set of technical, physical and administrative security measures to protect personal information from loss, unauthorised access, interference, modification, destruction, or disclosure. These safeguards are aligned

with the requirements of the Protection of Personal Information Act (POPIA) and are reviewed regularly for effectiveness.

The following security measures are in place:

- **Endpoint Protection:** All devices, including servers, workstations, and laptops, are equipped with Datto Antivirus and Endpoint Detection and Response (EDR) solutions. These monitor and isolate suspicious activity, with real-time alerts sent to the company's IT contractor, Starrate IT.
- **Firewall and Malware Protection:** The company's network is protected by a robust firewall and enterprise-grade anti-malware and antivirus software, which are continuously updated and monitored.
- **User Access Controls:** Access to company systems and data is strictly controlled. Staff are granted the minimum necessary access based on their role ("least privilege" principle). USB and external storage access is disabled across most devices to prevent unauthorised data transfers.
- **Authentication and Monitoring:** All company email accounts are secured with two-factor authentication (2FA). Advanced email filtering, along with DMARC and DKIM authentication, help prevent phishing and spoofing attacks.
- **Data Backups:** A hybrid backup strategy is used, including continuous backups to a hidden on-site NAS drive and rotational off-site backups on encrypted drives. Backups are monitored and tested by Starrate IT, and drives are periodically replaced, reformatted, or destroyed to maintain data integrity.
- **Secure Remote Access:** Remote access to the company server is only possible through VPN (FortiClient), and limited to select senior staff. Cloud login attempts are restricted to South African IP addresses, with administrative access limited to Starrate IT's office network.
- **Staff Awareness and Training:** All staff are trained on cyber security awareness, including phishing detection, data protection obligations, and safe handling of personal and company data. Training is reinforced periodically and supported by documented policies and protocols.
- **Insider Threat Management:** Internal access to sensitive data is tightly controlled. Staff can only access the "user" folder assigned to them, with shared data restricted based on role and seniority. USB storage is disabled for most users. All third-party service providers operate under supervised, purpose-limited access and confidentiality obligations.
- **Incident Response Procedures:** A detailed incident response protocol is in place. In the event of a breach, Starrate IT and the Information Officer are notified immediately. The affected systems are isolated, backups restored where needed,

and all affected parties informed. The POPIA Information Officer documents the breach and oversees remedial action, regulatory compliance, and stakeholder communication.

These measures ensure that Monitor Distributors (Pty) Ltd maintains the confidentiality, integrity, and availability of personal information in line with POPIA obligations and industry best practice.

14. AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

- At <https://hawkpumps.co.za/>
- Head office of Monitor Distributors (Pty) Ltd for public inspection during normal business hours;
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.

15. Grounds for Refusal

Monitor Distributors (Pty) Ltd recognises the constitutional right of access to information under Section 32 of the Constitution and supports transparency and accountability. However, access to certain records may be **refused in accordance with Chapter 4 of PAIA**, particularly where disclosure would result in harm to the rights or interests of the company, third parties, or public safety.

Requests for access to information may be refused on one or more of the following legal grounds:

15.1 Protection of Third-Party Commercial or Confidential Information

Access may be refused if the record contains:

- Trade secrets of a third party;
- Financial, commercial, scientific, or technical information, the disclosure of which would likely cause harm to the commercial or financial interests of that third party;
- or

- Information supplied in confidence by a third party, the disclosure of which could reasonably be expected to prejudice the third party in negotiations or commercial competition.

15.2 Protection of Personal Information of Third Parties

A request may be refused if the record contains personal information about a third party, unless:

- The third party has consented to the disclosure;
- The information is publicly available; or
- The disclosure is in the public interest and outweighs the harm that may result from such disclosure.

15.3 Legal Privilege

Records that are subject to legal professional privilege may not be disclosed. This includes:

- Correspondence between the company and its legal advisors; and
- Documents prepared in anticipation of legal proceedings.

15.4 Protection of the Safety of Individuals and the Security of Property

A request may be refused if granting access would:

- Endanger the life or physical safety of any individual;
- Prejudice or impair the security of a building, structure, computer system, communication network, or any means of transport.

15.5 Protection of the Company's Commercial Activities

Access may be refused if it contains:

- Trade secrets or other commercially sensitive information belonging to the company;
- Information that would place the company at a disadvantage in commercial negotiations or competition.

15.6 Protection of Research Information

If disclosure would significantly disadvantage the company or a third party in relation to ongoing or future research, access may be refused.

15.7 Manifestly Frivolous or Vexatious Requests

Access may be refused if a request is manifestly frivolous, vexatious, or places an unreasonable administrative burden on the company.

All refusals will be provided in writing with reasons, and the requester will be informed of their right to lodge a complaint with the Information Regulator or approach a court for relief in terms of Section 78 of PAIA.

16. Review and Updates

Compiled on: 29 July 2025

Updated on: 23 September 2025

Next review: 2026

Issued by



Melanie Mokawem
CEO/managing director.

FOOTNOTES

¹ 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.

² 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.

³ 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.

⁴ 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.

⁵ Section 14 of PAIA requires public bodies to compile a manual.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information as prescribed.

⁷ 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.

⁸ 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.

⁹ 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.

¹⁰ 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.

¹¹ 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."