

# INFORMATION MANUAL

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## PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

## AND PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

DOCUMENT INFORMATION			
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## 2 DOCUMENT INFORMATION

### 2.1 ACRONYMS, AND ABBREVIATIONS, AND TERMS

ACRONYM	EXPANDED
PAIA	The Promotion of Access To Information Act
POPIA	The Protection of Personal Information Act
SAHRC	South African Human Right Commission

TERM	EXPLANATION
Body	An organisation or person (private body means a private organisation or person).
Competent person	A person who is competent to provide consent on behalf of a child.
Consent	The consent of the data subject unless otherwise indicated.
Data subject	A person about whom data or information is held by another person or body.
Information	This usually refers specifically to personal information collected about a data subject.
Record	An instance of data about a data subject which is held by a person or body.
Requester	A person requesting information from a body.
Personal information	Information that identifies and describes a data subject.

### 2.2 REFERENCE INFORMATION

A number of documents and reference sources were used in the creation of this document. These include, but are not limited to, the organisations, documents and publications mentioned below. Always check for latest versions of documents.

BOOK / DOCUMENT	AUTHOR / PUBLISHER / AUTHORISED BY
POPI (The protection of personal information act)	The Government Gazette / <a href="http://www.gov.za">www.gov.za</a>
PAIA Act (The promotion of access to information act)	The Government Gazette / <a href="http://www.gov.za">www.gov.za</a>
The Constitution of South Africa	The department of Justice and Constitutional Development / <a href="http://justice.gov.za">justice.gov.za</a>
General reference to public information	The department of Justice and Constitutional Development / <a href="http://justice.gov.za">justice.gov.za</a>
General reference to public information	The South African Human Rights Commission / <a href="http://sahrc.org.za">sahrc.org.za</a>

### 2.3 THE PURPOSE OF THIS DOCUMENT

This document exists to properly inform anyone who wishes to know specifics of how this organisation integrates the requirements of POPIA and PAIA into the management of system of the organisation, specifically with regards to the management of information.


It explains the principles and tenets of the acts, and then discloses how this organisation integrates them into the operation policies, procedures, templates and forms that used to run this organisation.

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### 3 POLICIES AND PROCEDURES

#### 3.1 POPIA POLICY

It is DMER Worldwide’s policy to conduct business in adherence to the legislative requirements of South Africa. Information held, processed, and owned by this organisation, regarding data subjects and persons (juristic and natural), are to be made available to compliant requesters, in a compliant way that is free of excessive cost and complication.

	<p>It is the policy of DMER Worldwide to adhere to the act accordingly, and to take sufficient and complete action and measures to ensure the full adherence to PAIA. This is because DMER Worldwide is a private body and the act is applicable to private bodies.</p> <p>It is DMER Worldwide’s policy to make accessible relevant information in accordance with the act, and to make it accessible in a way that is not excessively expensive or difficult.</p>
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#### 3.2 POPIA PROCEDURE

The procedure followed by DMER Worldwide to adhere to the requirements of POPIA is per section 4 of this document.

#### 3.3 PAIA POLICY


PAIA exists recognising that the system of government before 27 April 1994 resulted in a secretive and unresponsive culture in the public and private sector which led to an abuse of power and human rights violations. It is noted by the author of this document that the current governance of South Africa would do well to not repeat such atrocities on a micro or macro scale and to not abuse power and maintain secrecy to protect those who do, especially where and when those who abuse power are the ones in power, specifically, but not limited to, government and organs of state or state owned enterprises.

The act continues and states that (within certain provisions) the constitution provides that that everyone has the right of access to any information held by the state. The act exists to foster a culture of transparency and accountability in public and private bodies, giving effect to the right of access to information, and actively promoting a society in which the people of South Africa are enabled to fully exercise and protect all of their rights.

	<p>It is the policy of DMER Worldwide to adhere to the act accordingly, and to take sufficient and complete action and measures to ensure full adherence to the act. This is because DMER Worldwide is a private body and the act is applicable to private bodies.</p> <p>It is DMER Worldwide’s policy to process and protect the privacy of data subjects’ personal information according to the mandate included in this document. Data subjects’ data and information is processed by this organisation and is done so according to the specifics of this document when read in full.</p>
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#### 3.4 PAIA PROCEDURE

The procedure followed by DMER Worldwide to adhere to the requirements of PAIA is per section 5 of this document.

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## 4 POPIA

### 4.1 THE PROTECTION OF PERSONAL INFORMATION

DMER Worldwide is responsible for the processing private and personal information. In accordance with POPIA DMER Worldwide agrees to process this information according to the Act, which requires that, within justifiable limitations the following requirements are met:

1. Persons’ right to privacy is properly balanced against the right of access to information (POPIA as it relates PAIA).
2. Important interests are protected, which includes the free flow of information within South Africa and across international borders.
3. The manner in which personal information may be processed is regulated. This is done by establishing conditions that are in harmony with international standards and lawful processing of information.
4. Clients are provided with their rights and given access to remedies to protect their personal information.
5. Voluntary and compulsory measures are established, promoted, and enforced to fulfil the rights of our clients.

In the same vein, DMER Worldwide is responsible for providing access to information.

In accordance with PAIA The Company agrees to make available this information according to the Act, which requires that, within justifiable limitations, the necessary requirements are met.

#### 4.1.1 APPLICABILITY

Information this manual applies to includes:

1. Information that is entered into a record that is processed by non-automated means (i.e. processed by humans) and forms part of a filing system (or will in future).
2. Information processed in South Africa and not simply forwarded though South Africa.

DMER Worldwide may only process (and therefore by extension request and store) information if it meets the requirements. The requirements are as follows:

**Minimality:** The purpose for which information is processed is adequate, relevant, necessary, and not excessive.

**Necessity:** The purpose for which information is processed is necessary to carry out the actions required by a contract (e.g. the learner and training organisation contract, the consultancy contract , etc.).


**Purpose:** Information is only to be processed for specific, explicitly defined, and lawful purposes that are related to a function of DMER Worldwide, and the data subject is made aware of the purpose (except where provisions are made in section 18(4) of the act).

**Lawfulness:** The purpose for which information is processed is to meet the requirements of a law.

**Consent:** The person whose information is processed provides consent. This applies to a “data subject” (a person), or “the competent person” (a person who can legitimately provide consent on behalf of a child).

**In the best interests:** Information is processed because it is necessary for pursuing the (legitimate) interests of the person processing it or a third party who it is supplied to, where this does not contradict other reasons or rights.

**Subject to the act and the regulator:** DMER Worldwide’s processing of information is subject to the provisions of the acts and the power of the regulator (when the regulator acts lawfully, or under the provisions of the acts).

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#### 4.1.2 MANDATE AND CODE OF CONDUCT

**Accountability:** DMER Worldwide is responsible for ensuring conditions for lawful information processing and processing of information is carried out in a reasonable manner that does not infringe on the privacy of the data subject.

**Burden of proof:** DMER Worldwide is responsible for providing proof that consent was given by the data subject.

**Consent:** The data subject provides consent. This applies to a “data subject” (a person), or a “competent person” (a person who can legitimately provide consent on behalf of a child).

**Withdrawal of consent:** The data subject can withdraw their consent at any time provided that withdrawal does not affect other provisions in the act.

**Objection:** A data subject may object to the processing of their data at any time if the objection is done in prescribed manner, is on reasonable grounds, or is to exclude themselves from unsolicited electronic communications.

**Direct marketing:** Processing information in the context of direct marketing is prohibited unless:

- The data subject has given **consent** in the prescribed manner or form, or is a customer.
- The data subject has been given **reasonable opportunity to object** without charging them, or giving them unnecessary admin to do so, and correspondence they receive has an **address of the sender** on it for the data subject to send their objections to.
- DMER Worldwide has obtained the contact details of the data subject **in the context of the sale of a product or service.**
- DMER Worldwide has obtained the data subject’s contact details for the purpose of marketing DMER Worldwide’s **own similar products and services.**
- DMER Worldwide has **gained consent** from a new data subject whose consent DMER Worldwide did not previously have, but may only request it once and not keep requesting it.

**Collecting information:** DMER Worldwide must collect data directly (rather than indirectly) from the data subject except where:

- The information is contained in or derived from a **public record** deliberately made by the data subject.
- The data subject has given **consent.**
- Collecting the data from another source **would not prejudice a legitimate interest** of the data subject or where collection of the data is to comply with a law, to collect revenue, or is in the interest of national security.

**Retaining information:** DMER Worldwide is not to retain information longer than what is necessary to achieve the purpose for which the information was collected, unless:


- Retention periods are **required by law**, or for lawful purposes related to DMER Worldwide’s functions or activities.
- **Consent is given** by the data subject or a competent person.
- Records are **stored for historical or statistical research** purposes, and there are sufficient means in place to ensure they are **also safeguarded against other use.**

**Deletion or destruction of information:** Once information has served its purpose, it is to be deleted (thoroughly) after DMER Worldwide is no longer authorised to retain it.

**Restrictions:** DMER Worldwide is to restrict processing of information if the data subject contests its accuracy or wants it transferred to a different automated system, or if it is unlawful to process it, or if it is no longer necessary to process it.

This is true except where the information is stored and only processed for the purpose of proof, is in public interest, is processed with the data subject’s consent, or is processed for the protection of the rights of another person (natural or legal).

**Further processing:** There is a limitation on the *further* processing of personal information. Further processing must take into account the mandate, reasons, and purposes for processing it in the first place.

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**Information quality:** DMER Worldwide is to take reasonable and practicable steps to ensure personal information collected is complete, accurate, current, and not misleading.

**Openness:** The data subject is to be made aware of:

1. The information being collected (about them) and where it is collected from (if not being directly collected).
2. The purpose for the collection of information.
3. The name and address of the party (i.e. DMER Worldwide) collecting the information.
4. The purpose for which the information is collected.
5. Whether or not the data subject has to supply the information (is it mandatory or optional), and the consequences of not supplying it.
6. The laws and legislations that authorise, mandate, condone, prohibit, or permit the collection of the information.
7. Disclosure where the information will be transferred to a third party, with information about the protection of the information afforded under that third party.

**Data security:** DMER Worldwide is to have due regard for the security of the information collected to ensure it is safe from being lost or damaged, and safe from unlawful access. Generally accepted or industry specific information security practices are to be applied. DMER Worldwide is to identify internal and external security risks and safeguard information accordingly.

**Operator responsibility:** When information is processed by an operator (i.e. staff of DMER Worldwide) the operator is to treat the information as confidential and s to have signed a contract with DMER Worldwide establishing the security of the information will not be compromised (as per section 19 of the act). In case of unauthorised access of information (or grounds to believe this has happened) DMER Worldwide, the data subject, and the regulator are to be notified in the prescribed way, unless the act provides for otherwise (in section 22)

**Access:** A data subject may request information about the personal information DMER Worldwide may or may not have about them as follows:

1. A data subject will need to provide identification when enquiring about whether or not DMER Worldwide has information about them. DMER Worldwide will need to respond to this request free of charge.
2. The data subject may further request DMER Worldwide provide the record or a description of the data held, including identification of any 3<sup>rd</sup> parties who have had access to the information. DMER Worldwide is to do this within a reasonable time, in a reasonable manner and format that is understandable, and may be done at a prescribed fee.
3. Any fees charged as above are to be disclosed beforehand, and DMER Worldwide can request deposit is paid in advance.
4. DMER Worldwide may and must disclose or refuse to disclose information based on the provisions of the acts.

**Correcting and deleting:** On the data subject’s request, DMER Worldwide is to correct or delete personal information that is inaccurate, irrelevant, excessive, out-dated, incomplete, misleading, unlawful, or information DMER Worldwide is no longer authorised to hold. If the data subject requests it DMER Worldwide is to, as soon as possible, correct, destroy, or delete the information and provide credible evidence thereof.

**Change disputes:** If there is a dispute regarding the correcting and deleting information the information must be accompanied with an indication that the information was requested to be changed but was not.

**Prohibition:** DMER Worldwide may not process information regarding religious beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information, or criminal behaviour when the behaviour is only alleged. This is subject to the “general authorisation” and “specific authorisation” sections that follow.

**General Authorisation:** Prohibition as above does not apply where:

1. The data subject provides consent.
2. Processing is necessary as per law.

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3. Processing is for historical, statistical or research purposes, serves the public interest, it is not reasonably possible to gain consent, and there are sufficient guarantees that the processing does not adversely affect the individual's privacy to a disproportionate extent.
4. The Regulator authorises it as per notice in the gazette (a published government notice medium).

**Specific authorisation:**

1. **Religious beliefs:** This is not applicable to this organisation.
2. **Race:** Prohibition does not apply where the processing is carried out to identify subjects and only when it is essential for this purpose, and to comply with laws that protect or advance persons disadvantaged by unfair discrimination.
3. **Trade union membership:** Prohibition does not apply where the organisation processing the information is a trade union, and in such cases information is not to be supplied to 3<sup>rd</sup> parties without consent (this is not applicable to this organisation)
4. **Political persuasion:** This is not applicable to this organisation.
5. **Health and sex life:** This is not applicable to this organisation.
6. **Criminal behaviour or biometric information:** This is not applicable to this organisation.

**Processing personal information of children:** This is not applicable to this organisation.

**Complaints to the regulator:** Complaints regarding DMER Worldwide's processing of a data subject's personal information is to be made to the company if no remedy is achieved, to the regulator in the prescribed manner (in writing).

## 5 PAIA

### 5.1 INFORMATION ABOUT THIS ORGANISATION

**Publication of a PAIA manual:** As is required by PAIA, this manual serves section 51 of PAIA in that it provides the following information about DMER Worldwide:

HEADING	INFORMATION
Where to find this manual	The information manual for DMER Worldwide can be found at <a href="http://www.dmerworldvwide.com">www.dmerworldvwide.com</a>
Private Body Name	DMER Worldwide (Pty) Ltd
Phone number	+27 76 097 2523
Email address	info@dmerworldwide.com
Physical address	13 Vondeling Street, Saldanha, 7395
Name of the head of the body	Juliette van Vuuren (Director)
Information officers	This is a private company; the head of the body is the default information officer and a director of the company. There are no deputies.



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Description of this organisation's services	<p>DMER Worldwide has three main streams of services offered:</p> <ol style="list-style-type: none"> <li>1. On-line CPD training courses for the Commercial dive teams</li> <li>2. Manufacture and supply of Medical Equipment for the Commercial Diving Industry</li> <li>3. Consulting services for the Commercial Diving Industry</li> </ol> <p>This list is not exhaustive, each of these lines have sub categories of services which fall under these services.</p> <p>DMER Worldwide is a registered PTY LTD Trading as D+MER</p> <p>The organisation is based in the Western Cape and serves clients in all provinces in South Africa and has clients abroad.</p>
Proof of submission to SAHRC	The proof of this manual being submitted to the SAHRC is found at Appendix C

## 5.2 THE ACCESSIBILITY OF INFORMATION

### 5.2.1 APPLICABILITY

**Records:** PAIA applies to records DMER Worldwide (being a private or public body) processes, and applies to any records held regardless of when they came into existence. It also applies to records an official or independent contractor holds when acting in their capacity for DMER Worldwide.

**Other legislation:** Nothing in PAIA prevents DMER Worldwide from giving access to records in terms of other relevant legislation (as in Part 2 of the act).

### 5.2.2 MANDATE AND CODE OF CONDUCT

The object of the act mandates that DMER Worldwide:


**Gives effect to the right of data subjects**, subject to justifiable limitations aimed at reasonable protection of privacy, commercial confidentiality, and in a manner which balances any other rights they have as listed in the Bill of Rights and the constitution.

**Gives effect to the constitutional obligations of the state**, to promote human rights culture by including public bodies in the definition of "requester", and allowing them (and others) to access information within the provisions of PAIA.

**Has established procedures to enable persons to access records** as swiftly, effortlessly, and inexpensively as is reasonably possible.

**Promotes transparency and accountability** and good management by empowering everyone to understand their rights under PAIA (as applicable to DMER Worldwide and to understand the function of DMER Worldwide).

DMER Worldwide discloses that it is not a public body, but a private one. Therefore the sections of the act that refer directly and exclusively to public bodies have been omitted from this manual unless supplied for the way they relate to this organisation, or for information purposes.

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## 5.3 CATEGORIES OF INFORMATION

### 5.3.1 CATEGORIES OF RECORDS AVAILABLE WITHOUT REQUEST

The following categories of information are available without the need to formally request it from DMER Worldwide. The information is available on the website, or can be obtained by visiting DMER Worldwide at our physical address.

- **Samples of learning material** and documents marketed by DMER Worldwide as well as any additional learner information.
- **Products and services information** including descriptions of products, and pricing structures.
- **Contact details** of DMER Worldwide.
- **“About us” information** about the director and ethos of DMER Worldwide.
- **Guidance information** pertaining the industry and environment this organisation operates in (articles on the website).
- **Various marketing material** and promotional material.

### 5.3.2 CATEGORIES OF DATA SUBJECTS

The following are categories of data subjects whose personal information DMER Worldwide holds and processes.

**Learners and clients:** Persons (natural and juristic) whom have hired this organisation to perform specific procedures on their behalf. In order for a data subject to be considered a client they will have exchanged money for services and products, or will have supplied some other appropriate form of compensation for products and services. Or there will exist a contract stating that compensation of some agreed on and appropriate type of compensation will made in future once specific criteria have been met.

**Clients’ staff members and contractors:** Staff members or contractors of clients whose information is directly required for DMER Worldwide to execute services for which the client has hired this organisation.


**Suppliers:** Contact details for suppliers of specific services and products this organisation requires in order to function.

**Quality assurers:** The contact details of specific members who work at quality assurers at which this organisation processes applications on clients’ behalves.

### 5.3.3 CATEGORIES OF INFORMATION THIS ORGANISATION KEEPS


The following categories of information are kept by this organisation, but are not available without request. The categories of data subjects for whom this information is kept). This section was last updated on 2021/06/21.

- Contact information (clients, clients’ staff, suppliers, quality assurers)
- CV information (clients, clients’ staff)
- Financial information (clients)
- Organisation inception, structure, and management information (clients)
- Business and organisational planning information (clients)
- Marketing information (clients, suppliers)
- Lease agreements (clients)
- Project progress (clients, clients’ staff, quality assurers)
- Buying trends and spending information (clients, suppliers)
- Guidance information (provided to all)
- Policies and procedures (clients, clients’ staff, suppliers, quality assurers)
- Learning material (provided to all)
- Emails (all)

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## 5.4 REQUESTING INFORMATION

### 5.4.1 REQUESTING INFORMATION FROM A PRIVATE BODY (FORM C)



**This is for when a person or body requests information from a private body. This means if anyone is requesting information from this organisation (DMER Worldwide) they must use this form. This includes a requester who is a person such as a client, learner, contractor (like a moderator or assessor), requesting information from this organisation.**

**Form C is attached as Appendix A to this document.**


Notes regarding part 3 of PAIA, as applicable to DMER Worldwide which is a private body.

**Right of access:** A requester must be given access to any record of DMER Worldwide if:

- The record is required for the exercising or protection of any rights
- The requester complies with the procedural requirements of PAIA and DMER Worldwide.
- Access is not refused as per the provisions of PAIA.
- The above reasons are valid provided that the record requested by the requester contains information about that requester (or the person on whose behalf the requester is requesting information).

**Manner of access:** By way of form C.

### 5.4.2 REQUESTING INFORMATION FROM A PUBLIC BODY (FORM A)




**This is for when this organisation (DMER Worldwide) requests information from a public body (a public body that is not this organisation).** Form A is to be used when a requester within DMER Worldwide (this organisation) wishes to request information from a public body.

Form A will be obtained from the public body, or can be found on the SAHRC website (generic version).

Helpful explanations for terms found in Form A:

- **The public body:** The organisation that is a public organisation, which the requester is requesting information from.
- **The information officer:** The applicable and relevant person in the above organisation who the requester is requesting information from.
- **Identification information about the record:** Info on the record being requested to enable the public official to identify it (e.g. document number, or other identifying information about the record)
- **Identification of the requester:** The person requesting information and filling in this form; their identification information.
- **Preferred form / type:** The format in which the information is to be accessed (print, electronic, media etc.)
- **Language:** The language the information is preferred to be in (e.g. English, Afrikaans, Xhosa, Zulu etc.).
- **Postal address:** The address of the requester (e.g. the person or organisation represented by the person filling in this form).
- **Who the information is requested on behalf of:** if requesting information on behalf of another, the identification of that person.
- **Proof of the above:** If the information is requested on behalf of another, proof of that.
- **Note:** If there is a reason this form cannot be filled in (e.g. disability or illiteracy), information from the public body can be requested orally, and the public body is to reduce the request to the prescribed form (e.g. written) and provide a copy of that to the requester.
- **Note:** The public body has a duty to assist requester as per section 19 of PAIA. Fees may be charged as per section 22 of PAIA.
- **Note:** The public body may transfer the request (to a more relevant public body) within 14 days maximum, to the public body that is relevant, within the provisions of section 20 of PAIA. If information is not provided within 90 days it is deemed as a refusal of the request.
- **Note:** If the public body cannot find the record or states it does not exist, they will need to affirm this by way of affidavit or affirmation.

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### 5.4.3 FEES

**Requesting information from other bodies:** Fees charged for requesting information from public or private bodies are determined by such bodies. Only the head of the body of this organisation is authorised to approve the payment of any such fees.

**Requesting specific information from this organisation:** Fees charged by this organisation (a private body) are as follows:

- Deposit: No deposits are payable, only full payment for each request type.
- Hourly rate: R50 per hour for time reasonably required to attend to requests.
- Request fee: R50 per request.
- Lodging of appeal: R50 per appeal lodged.
- Photocopies (text only): R1.20 per page.
- Pages of documents held in electronic form: R0.80.
- Copy of audio record: R10 per megabyte or part thereof.
- Copy of video record: R80 per gigabyte or part thereof.

## 5.5 REFUSAL OR APPROVAL OF REQUESTS

Requests that are made in a compliant way by a valid requester will be processed properly and within a reasonable time period by DMER Worldwide. The process is as follows:

### 5.5.1 APPROVAL PROCEDURE

The process when requests that are approved:

- The requester makes the request using the prescribed form which is available in this manual.
- The requester makes payment for the request as per the fee structure.
- The form (format) in which the record is to be given is noted and the requester informed.
- Right of access is duly adhered to by this organisation, and the requester has access to information about rights of access as per this manual which they can review.
- The requester is given the forms and access to information about their right to appeal the fee structure if they wish to appeal.

### 5.5.2 REFUSAL PROCEDURE

The process when requests are refused:

- DMER Worldwide will give the requester a written response that indicates the decision made to approve or refuse a request for information with reasons why.
- DMER Worldwide will give such notice within 30 days of the request.
- DMER Worldwide allows itself an additional 30 days (maximum) to review a request if it is complex or needs further consideration. Reason for any extension will be given to the requester.

## GROUNDS FOR REFUSAL

The grounds for refusal (as per PAIA) are for the protection of:

- The privacy of a third party who is a natural person.
- The commercial information of a third party including a public body.

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- Confidential information of a third party.
- Safety of an individual and protection of property.
- Protection of research information.

### 5.5.3 APPEALS AND COMPLAINTS PROCEDURE

PAIA makes provision for a requester who wishes to lodge a complaint regarding:

- The fees charged
- The form of access granted (e.g. electronic document when printed version is requested)
- Refusal of the requester's request for access to a record
- The decision to extend the initial 30 day period to grant access
- The form in which the record is granted

If the requester wishes to appeal they are to:

- Lodge the appeal within 30 days of receiving the decision made by DMER Worldwide.
- Send the request as per the email or physical address details of DMER Worldwide as they are disclosed in this document.
- Describe and identify the subject of the appeal and state reasons for the appeal or complaint.
- Provide proof of payment of the prescribed appeals fee.
- Use the prescribed form for the appeal.
- Specify the postal address or email address for DMER Worldwide to respond to on the matter.

If no remedy is found during the refusal or appeal process the requester has the right to contact the relevant court and information regulator as well as seek guidance from the SAHRC.

## 5.6 GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission ("SAHRC") is mandated under PAIA to promote the right of access to information, monitor the implementation of PAIA, and make recommendations to strengthen PAIA and to report annually to Parliament.

The SAHRC has compiled a guide that contains information which would be reasonably required of any person wishing to exercise any rights set out in the Act. The guide is available in all the counties' official languages and can be viewed at [www.sahrc.org.za](http://www.sahrc.org.za).

Any enquiries regarding the above guide and its contents should be directed to: The South African Human Rights Commission PAIA Unit (the Research and Documentation Department) at:

Postal address: Private Bag 2700, Houghton, 2041 Telephone: +27 11 484-8300

Fax: +27 11 484-7146

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

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## 6 RELEVANT ACTS

DMER Worldwide keeps information in accordance with the following legislation.

Note: This is not an exhaustive list.

LEGISLATION	TYPE OF INFORMATION HELD, PROCESSED, OR RETAINED
Higher Education Act No. 101 of 1997.	Accounting records.
Basic Conditions of Employment Act No. 75 of 1997	Employee personal information.
Broad Based Black Economic Empowerment Act No. 53 of 2003	BEE records (e.g. of BEE activities this organisation is involved in.
Employment Equity Act No. 55 of 1998	Records relating to the workforce and equity plans.
Companies Act No. 71 of 2008	Company related documents and records, CIPC document etc.
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993	Record of employee wages, time worked, overtime etc.
Consumer Protection Act No. 68 of 2008	Transactional information (clients and suppliers).
Electronic Communications and Transactions Act No. 25 of 2002	Email communicative information.
Labour Relations Act No. 66 of 1995	Employee disciplinary records.
Occupational Health and Safety Act No. 85 of 1993	Health and safety records.
Prevention and Combating of Corrupt Activities Act No. 12 of 2004	Records of bribery and corruption.
Regulation of Interception of Communications and Provision of Communication Related Information Act No. 70 of 2002 ("RICA")	Client identification information.
Skills Development Act no. 97 of 1998	Learnership information.
Unemployment Insurance Act No. 30 of 1996	UIF payment information

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# APPENDICES

## APPENDIX A: FORM C



### FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY (Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 10]

#### A: PARTICULARS OF THE PRIVATE BODY:

##### THE HEAD

Organisation	DMER Worldwide
Name	Juliette van Vuuren
Address	13 Vondeling Street, Saldanha, 7395
Contact number	076 097 2523
Email address	<a href="mailto:info@dmerworldwide.com">info@dmerworldwide.com</a>

#### B. THE PARTICULARS OF THE PERSON REQUESTING ACCESS TO THE RECORD

##### THE REQUESTER

Organisation	
Full names and surname	
ID number	
Postal address	
Phone number	
Email address	
Where to send the record	(Email, address, or other place to send the information)

#### WHEN THE REQUESTER REQUESTS A RECORD ON BEHALF OF ANOTHER PERSON

Capacity of the requester	
---------------------------	--

#### C. PARTICULARS OF THE PERSON ON WHOSE BEHALF THE REQUEST IS MADE (ONLY COMPLETE IF THIS IS THE CASE)

##### PERSON ON WHOSE BEHALF THE INFORMATION IS REQUESTED

Full names and surname	
ID number	



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PREVENTING SKILL FADE

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**D. PARTICULARS OF THE RECORD**

Known reference No. If any

Description of the record or relevant part of the record

Additional particulars of the record if any

**E. FEES**

Notes

1. A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
2. You will be notified of the amount required to be paid as the request fee.
3. 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.
4. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for fees exemption





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**F. FORM OF ACCESS TO THE RECORD**

Notes	<ol style="list-style-type: none"> <li>1. If you have a disability to read, view, or listen to the record in the form of access provided state your disability and indicate in which form the record is required.</li> <li>2. Compliance with your request for access in the specified form may depend on the form in which the record is available.</li> <li>3. Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</li> <li>4. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</li> </ol>
Disabilities	

**FORMAT OR FORM YOU WISH TO ACCESS THE RECORD IN**

Description of the form	
-------------------------	--

**G. PARTICULARS OF THE RIGHT TO BE EXERCISED OR PROTECTED BY REQUESTING THIS RECORD**

Right being exercised	
Reason as per answer above	

**H. NOTICE OF DECISION**

Notes	You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request. State the way you would like the decision to be communicated below.
Way decision is to be delivered	
Signature	
Date	



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## APPENDIX B: FORM FOR PROVIDING INFORMATION

In providing information I agree and that:

1. I have **consented** to providing this information.
2. I have been **informed of the reason** I am giving the information.
3. **The purpose** for which this information will be processed is lawful and does not infringe on my rights as per the constitution of South Africa, as well as other relevant legislation (including POPIA and PAIA)
4. I have been given access to the **information manual** of this organisation and have been given the opportunity to understand its contents.
5. I understand that **I can object** to providing information within the provisions of POPIA and PAIA and other acts.
6. The information will **not be used by DMER Worldwide for direct marketing** without my consent.
7. The information will not be given to a third party by DMER Worldwide for uses other than what has been agreed to and consented to, or where a certain right needs to be exercised.
8. I understand that DMER Worldwide is **bound by legislation** when processing my personal information.
9. I understand that DMER Worldwide is not to request **excessive information** from me and is to apply the principle of **Minimality**.
10. **I understand that in order for DMER Worldwide to be able to provide specific services to me they will need certain applicable information from me, without which these services cannot be provided. In that process, the information may need to be relayed to another organisation (such as a SETA) which or who is also bound by legislation.**

Signature\_\_\_\_\_

Full Names:\_\_\_\_\_

Date\_\_\_\_\_

Comments, objections, prohibitions, or other notes I would like to make known regarding the processing of my personal information:



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## APPENDIX C: PROOF OF SUBMISSION

### 6.1 POPIA and PAIA INFORMATION MANUAL - DMER WORLDWIDE (PTY) LTD

To [fadams@sahrc.org.za](mailto:fadams@sahrc.org.za) on 2021-08-19 17:37

[Details](#)

- POPIA and PAIA Privacy Policy.pdf(~463 KB)

Good day

Please find attached submission of POPIA / PAIA information manual for DMER Worldwide (Pty) LTD (Reg: 2019/078150/07)

Sincerely

Juliette van Vuuren  
Director