

HEINTZMANN SOUTH AFRICA (PTY) LTD



Section 51 Manual

**Prepared in terms of section 51 of the
Information Act 2 of 2000
(PAIA)**

**Incorporating additional requirement of
The Protection of Personal Information Act No 4 of 2013
(POPIA)**

FOR

Heintzmann South Africa (Pty) Ltd

DATE OF COMPILATION: 01/05/2026

DATE OF REVISION: 19/06/2026

VERSION: 1.0

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1. INTRODUCTION

Heintzmann South Africa (Pty) Ltd is a South African company specialising in the manufacture, supply and installation of road safety products and systems.

The company's activities include:

- Manufacture of guardrail barriers and reinforcing plates.
- Supply of road safety products and accessories.
- Supply and installation of Obex Crash Cushion systems.
- Supply and installation of guardrail systems.
- Supply and installation of truck mounted attenuators and other road safety solutions.
- Management of inventory and distribution through multiple depots within South Africa.

This Manual has been prepared in accordance with the Promotion of Access to Information Act, 2 of 2000 ("PAIA") and incorporates the requirements of the Protection of Personal Information Act, 4 of 2013 ("POPIA").

2. DEFINITIONS AND ABBREVIATIONS

2.1	"CEO"	Chief Executive Officer
2.2	"DIO"	Deputy Information Officer;
2.3	"IO"	Information Officer;
2.4	"Minister"	Minister of Justice and Constitutional Development;
2.5	"PAIA"	Promotion of Access to Information Act No. 2 of 2000(as Amended;
2.6	"POPIA"	Protection of Personal Information Act No.4 of 2013;
2.7	"Regulator"	Information Regulator; and
2.8	"Republic"	Republic of South Africa

3. PURPOSE OF THIS 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 of South Africa 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. COMPANY INFORMATION

Registered Name: Heintzmann South Africa (Pty) Ltd
Registration Number: 2008/018072/07
Physical Address: 42 Van Eck Street Chamdor Krugersdorp 1754
Postal Address: PO Box 1495 Noordheuwel 1756
Telephone: 011 762 2226
Website: www.heintzmannsa.co.za
General Email: info@heintzmannsa.co.za

5. DETAILS OF INFORMATION OFFICER

Information Officer

Name: Alfred Higgo
Tel: 011-762-2226
Email: alf.higgo@heintzmannsa.co.za

Deputy Information Officer:

Name: Ronel Hallatt
Tel: 011-762-2226
Email: ronel@heintzmannsa.co.za

6. GUIDE ON HOW TO USE PAIA

The Information Regulator has compiled a Guide in terms of Section 10 of PAIA to assist persons who wish to exercise any rights contemplated in PAIA.

The Guide contains information regarding:

- The purpose of PAIA.
- How to submit a PAIA request.
- How to access records held by public and private bodies.
- Available remedies where access to information is denied.
- Applicable fees and prescribed forms.

The Guide is available from:

Information Regulator (South Africa)

Physical Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.

Telephone: 010 023 5200

Email: enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

The Guide is available in all official South African languages.

7. CATEGORIES OF RECORDS HELD BY THE COMPANY

The Company maintains records relating to its business operations, employees, customers, suppliers, contractors and statutory obligations. Records may be held in physical and/or electronic format.

7.1 Corporate and Company Records

- Certificate of Incorporation
- Memorandum of Incorporation (MOI)
- Shareholder records
- Director records
- Board resolutions
- Statutory registers
- Company secretarial records

7.2 Financial and Accounting Records

- Annual financial statements
- Management accounts
- General ledger records
- Tax records and submissions
- VAT records
- Payroll records
- Banking records
- Budgets and forecasts
- Audit reports

7.3 Human Resources Records

- Employment contracts
- Employee personal records
- Leave records
- Payroll information
- Performance management records
- Training records
- Disciplinary records
- Health and safety records
- Employee benefit records

7.4 Customer Records

- Customer account information
- Quotations and proposals
- Sales orders
- Contracts and agreements
- Invoices and statements
- Customer correspondence
- Installation and project records

7.5 Supplier and Service Provider Records

- Supplier applications
- Supplier contracts
- Purchase orders
- Supplier invoices
- Payment records
- Supplier correspondence

7.6 Manufacturing and Operational Records

- Production records
- Inventory records
- Stock control records
- Product specifications
- Quality control records
- Maintenance records
- Depot records
- Delivery records

7.7 Road Safety Installation Records

- Installation reports
- Completion certificates
- Customer sign-off documentation
- Safety compliance records

7.8 Information Technology Records

- System access records
- Software licence records
- Backup records
- Security logs

- Email correspondence
- Electronic documents and databases

7.9 Legal and Compliance Records

- Agreements and contracts
- Insurance records
- Litigation records
- Compliance reports
- PAIA records
- POPIA records
- Health and safety records

8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Certain records are available in accordance with applicable South African legislation, including but not limited to:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Unemployment Insurance Act 63 of 2001
- Skills Development Act 97 of 1998
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Electronic Communications and Transactions Act 25 of 2002

9. RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

The following records may be made available without the need to submit a formal PAIA request, subject to operational requirements:

- Company profile
- Product brochures and catalogues
- Marketing material
- Published policies
- Website content
- Publicly available company information
- Contact details published by the company

10. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

10.1 Purpose of Processing Personal Information

The Company processes personal information for legitimate business purposes, including:

- Employment and human resource administration
- Payroll administration
- Recruitment and selection processes
- Customer relationship management

- Supplier management
- Contract administration
- Product supply and installation services
- Regulatory compliance
- Financial and accounting administration
- Health and safety compliance
- Security and access control
- Information technology management

10.2 Lawful Basis for Processing

Personal information is processed in accordance with POPIA and only where:

- Consent has been obtained where required;
- Processing is necessary for contractual obligations;
- Processing is required by law;
- Processing protects a legitimate interest of the data subject; or
- Processing is necessary for the legitimate interests of the Company.

10.3 POPIA Processing Activities

The Company processes personal information relating to:

- Employees and prospective employees
- Customers and customer representatives
- Suppliers and service providers
- Directors and shareholders
- Visitors to Company premises

Processing activities include:

- Collection
- Recording
- Storage
- Updating
- Use
- Distribution where necessary
- Archiving
- Destruction of information

11. CATEGORIES OF DATA SUBJECTS AND PERSONAL INFORMATION

Data Subject Category	Personal Information Processed
Employees	Names, ID numbers, contact details, banking details, payroll information, qualifications, employment history, performance records
Job Applicants	CVs, qualifications, references, contact details, identity information

Customers	Names, contact details, company information, project information, correspondence
Suppliers and Contractors	Contact details, banking details, company registration information, tax information
Directors and Shareholders	Identity information, contact details, statutory information
Visitors	Names, vehicle details, security access records
Service Providers	Contact details, contractual information, compliance documentation

12. RECIPIENTS OF PERSONAL INFORMATION

Personal information may be disclosed to:

- Regulatory authorities and government departments where required by law
- Banks and financial institutions
- Auditors and accountants
- Legal advisers
- Payroll service providers
- Medical aid and employee benefit administrators
- Information technology service providers
- Insurance providers
- External consultants and contractors
- Customers and suppliers where necessary for contractual performance

13. INTERNATIONAL TRANSFER OF PERSONAL INFORMATION

The Company may transfer personal information outside the Republic of South Africa where:

- Such transfer is necessary for business operations;
- The recipient is subject to laws, binding agreements or safeguards that provide an adequate level of protection; or
- The transfer is otherwise permitted under POPIA.

Where personal information is transferred internationally, reasonable steps will be taken to ensure adequate protection of such information.

14. INFORMATION SECURITY MEASURES

The Company implements appropriate technical and organisational measures to protect personal information against loss, unauthorised access, disclosure, alteration or destruction.

Security measures include:

- Locked filing cabinets for HR and payroll records
- Off-site and cloud backups and antivirus/firewall protection
- Restricted access to accounting systems
- User-specific passwords
- Access controls at premises
- Secure shredding of confidential records

The Company retains records for periods required by applicable legislation and business requirements. Records are securely destroyed once retention periods expire, unless a longer retention period is required by law.

15. REQUEST PROCEDURE IN TERMS OF PAIA

15.1 Submission of Requests

A requester seeking access to a record held by the Company must complete the prescribed PAIA Request Form and submit it to the Information Officer or Deputy Information Officer.

The request must contain sufficient detail to enable the Company to:

- Identify the record requested;
- Identify the requester;
- Determine the form of access required;
- Determine whether the requester is entitled to access the record; and
- Communicate with the requester regarding the request.

Requests may be submitted by email, post, or hand delivery to the contact details provided in this Manual.

15.2 Proof of Identity

The Company may require the requester to provide proof of identity before processing a request.

15.3 Representatives

Where a request is made on behalf of another person, the requester must provide proof of authority to act on behalf of that person.

15.4 Response to Request

The Company will consider the request and notify the requester of its decision within the period prescribed by PAIA.

Where permitted by law, the Company may extend the period for responding to a request and will notify the requester of such extension together with the reasons therefor.

15.5 Access to Records

Access to records will be provided in the form reasonably requested by the requester, subject to practical considerations and the provisions of PAIA.

16. APPLICABLE FEES

16.1 Request Fee

A requester may be required to pay a request fee as prescribed by PAIA before the request is processed.

16.2 Access Fee

Where access to records is granted, an access fee may be payable for:

- Searching for and preparing records;
- Reproduction of records;
- Transcription of records;
- Postage or courier costs; and
- Any other costs prescribed by law.

16.3 Fee Schedule

The following fees are applicable to requests for information from a Private Body in terms of the PAIA Regulations:

- Request Fee (payable up front by every requester except a personal requester): R140.00
- Photocopy per A4 page or part thereof: R2.00
- Printed copy of an A4 page or part thereof: R2.00
- Copy on a Flash Drive (provided by requester): R40.00
- Transcription of visual images per A4 page: Will depend on outsourced quotation
- Copy of visual images: Will depend on outsourced quotation
- Transcription of an audio record per A4 page: R24.00
- Copy of an audio record on Flash Drive (provided by requester): R40.00
- Search and preparation of records: R145.00 per hour or part thereof (not to exceed a total of R435.00 as a deposit request)
- Actual postage or courier fees: Actual cost incurred by the Company

17. GROUNDS FOR REFUSAL OF ACCESS

The Company may refuse access to records where such refusal is permitted or required by PAIA, including but not limited to:

17.1 Protection of Personal Information

Access may be refused where disclosure would involve the unreasonable disclosure of personal information about a third party.

17.2 Commercial Information

Access may be refused where records contain:

- Trade secrets;
- Financial information;
- Commercial information;
- Technical information;
- Confidential research information; or
- Information that may prejudice the commercial interests of the Company or a third party.

17.3 Confidential Information

Access may be refused where records contain information supplied in confidence by a third party.

17.4 Safety and Security

Access may be refused where disclosure could reasonably be expected to endanger the life, safety or security of an individual or property.

17.5 Privileged Information

Access may be refused where the record is protected by legal professional privilege.

17.6 Protection of Company Operations

Access may be refused where disclosure could prejudice investigations, legal proceedings, negotiations, security measures or the effective functioning of the Company.

17.7 Mandatory Refusal

The Company shall refuse access where required by PAIA or any other applicable law.

18. REMEDIES AVAILABLE TO REQUESTERS

18.1 Internal Remedies

As a private body, the Company does not have an internal appeal procedure in terms of PAIA.

18.2 Complaint to the Information Regulator

A requester may lodge a complaint with the Information Regulator at PAIAComplaints@inforegulator.org.za where:

- Access to a record has been refused;
- The requester is dissatisfied with a decision relating to a request;
- The requester believes that their rights under PAIA or POPIA have been infringed.

Information Regulator Contact Details:

Physical Address:

Woodmead North Office Park
54 Maxwell Drive
Woodmead
Johannesburg, 2191

Telephone:

010 023 5200

Email:

enquiries@inforegulator.org.za

Website:

www.inforegulator.org.za

18.3 Court Proceedings

A requester may apply to a court of competent jurisdiction for appropriate relief in accordance with PAIA.

19. AVAILABILITY OF THE MANUAL

This Manual is available:

- At the Company's registered office;
- From the Information Officer upon request, subject to the payment of the prescribed fees;
- On the Company's website, where applicable; and
- In any other manner prescribed by law.

A copy of this Manual will be made available to any person upon request, subject to reasonable reproduction costs where applicable.

A copy of this Manual is available on the Company website at www.heintzmanna.co.za

20. UPDATING OF THE MANUAL

The Information Officer is responsible for ensuring that this Manual is reviewed and updated whenever:

- Legislative requirements change;
- Business operations materially change;
- New categories of records are created;

- Personal information processing activities change; or
- The Information Regulator issues new guidance.

21. ANNEXURES

- **Annexure A – Form 2:** Request for Access to a Record (Download via the **Information Regulator Form 2 Portal**).
- **Annexure B – Form 3:** Outcome of Request and Fees Payable (Download via the **Information Regulator Form 3 Portal**)

The Company reserves the right to amend this Manual from time to time.

The latest version of the Manual shall supersede all previous versions and shall be made available in accordance with Section 19 above.

Approved by:



Alfred Higgs
Information Officer

Date: 19.06.26

Version: 1.0

Review Date: 19.06.26