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# PAIA MANUAL

Ground Water Practitioners (Pty) Ltd

(Registration number: 1980/008556/07)

TRADING AS GROUND WATER PRACTITIONERS (PTY) LTD

Manual in terms of the Promotion of Access to Information  
Act, Act 2 of 2000 (As Amended)

Date of Update: 21 October 2024



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## 1. INTRODUCTION

Ground Water Practitioners (Pty) Ltd is a private body conducting business as a Pioneering water partner, specializing in Borehole applications. This manual sets out the procedure to be followed by the requester when requesting access to information/documents including personal information from Ground Water Practitioners (Pty) Ltd as contemplated in terms of POPIA and PAIA. This manual may be amended from time to time and the latest version will be made public as soon as any amendments have been finalised. Any requester is advised to contact Maryke Shearer ([info@gwv.co.za](mailto:info@gwv.co.za)) should the requester require any assistance in respect of the utilisation of this manual and/or the requesting of documents/information including personal information from Ground Water Practitioners (Pty) Ltd.

### 1.1 LIST OF ACRONYMS AND ABBREVIATIONS

- |     |             |   |
|-----|-------------|---|
| 1.1 | “MD”        | Managing Director.  |
| 1.2 | “FD”        | Financial Director.   |
| 1.3 | “HR“        | Human Resources.  |
| 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; and  |
| 1.8 | “Republic”  | Republic of South Africa  |



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## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 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;
- 2.3 Know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 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;
- 2.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 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;
- 2.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 Know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 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



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2.10 Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GROUND WATER PRACTITIONERS**

#### **3.1 Managing Director.**

Name: Roy Alexander Shearer  
Tel: 013 661 1300  
Email: [roy@gwv.co.za](mailto:roy@gwv.co.za)

#### **3.2 Financial Director.**

Name: Maryke Henriette Shearer  
Tel: 013 661 1300  
Email: [maryke@gwv.co.za](mailto:maryke@gwv.co.za)

#### **3.3 Access to information general contacts**

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

#### **3.4 National or Head Office**

Postal Address: Postnet Suite #48  
Private Bag X01  
Farramere 1518

Physical Address: 65 Witbank Road; Sundra; 2200

Telephone: 013 661 1300

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

Website: [www.gwv.co.za](http://www.gwv.co.za)



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

4.3 The aforesaid Guide contains the description of-

4.3.1 the objects of PAIA and POPIA;

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

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

4.3.3 the manner and form of a request for-

4.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>; and

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

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

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



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- 4.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 4.3.6.1 an internal appeal;
  - 4.3.6.2 a complaint to the Regulator; and
  - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

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

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

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

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



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- 4.3.8 the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of section 92<sup>11</sup>.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained-
- 4.5.1 upon request to the Information Officer;
- 4.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 4.6.1 Afrikaans and English

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

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

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

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

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

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





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## **5. CATEGORIES OF RECORDS OF GROUND WATER PRACTITIONERS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

- 5.1 Records that are automatically available in terms of the companies act, No 71 of 2008.
- 5.2 All information freely available on Ground Water Practitioners (Pty) Ltd's website, namely [www.gwv.co.za](http://www.gwv.co.za), are automatically available to any person requesting the information and is therefor not necessary to apply for access thereto in terms of PAIA.

## **6. DESCRIPTION OF THE RECORDS OF GROUND WATER PRACTITIONERS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

- 6.1 **All Legislation records required for daily operations of Ground Water Practitioners (Pty) Ltd.**

## **7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GROUND WATER PRACTITIONERS (PTY) LTD.**

### **7.1 Records under the Companies Act:**

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 54;
- (c) any notice required by this Act;
- (d) any administrative or procedural matter necessary to give effect to the provisions of this Act."

### **7.2 Financial Records**

### **7.3. Income Tax Records**

### **7.4. Personnel Documents and Records**



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## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

The Personal Information Ground Water Practitioners (Pty) Ltd processes about you is used:

To provide you with the service you have requested; to respond to your inquiries; and for other activities and/or purposes which are lawful, reasonable and adequate, relevant and not excessive in relation to provision of the Website Content, Assets and/or Website, our business activities or such other purpose for which it was collected.

### 8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Only those Data Subjects necessary for the operation of Ground Water Practitioners (Pty) Ltd	Only the personal information necessary for Ground Water Practitioners (Pty) Ltd.

### 8.3 The recipients or categories of recipients to whom the personal information may be supplied



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Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Category of personal information Recipients or Categories of Recipients to whom the personal information may be supplied Only the personal information that Authorities require in performing their duties.	South African Qualifications Authority

#### 8.4 Planned transborder flows of personal information

8.4.1. Ground Water Practitioners (Pty) Ltd may transfer certain information outside the geographical borders of South Africa to service providers for the purposes of, inter alia, providing goods and services as well as for data storage and back-up purposes to ensure the integrity of our systems.

8.4.2 When we transfer your personal information outside the geographical borders South Africa, Ground Water Practitioners (Pty) Ltd will ensure that all information/documents including personal information is subject to laws, binding corporate rules or binding agreements comparable to those under PAIA and POPIA.

#### 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

*NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information*



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*under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.*

## 9. REQUEST FOR PERSONAL INFORMATION

9.1. The requester must comply with all the procedural requirements of PAIA relating to the request for access to a record.

9.2. The requester must complete Form C (available on the Information regulator website <https://inforegulator.org.za/> and the SAHRC website <https://www.sahrc.org.za/>) and submit this form together with a requester fee to the Information Officer at the postal address, physical address or electronic mail address under Part 3 above.

9.3. The prescribed form must contain sufficient particularity in order to enable the Information Officer of Ground Water Practitioners (Pty) Ltd to identify –

- the records requester;
- the identity of the requester;
- which form for access is required;
- the postal address or electronic email address of the requester in the Republic of South Africa

9.4. In the prescribed form –

- the requester must identify the right that the requester is seeking to protect;
- the requester must provide an explanation of why the requested record is required for the exercise of protection of any right;
- if, in addition to the written reply, the requester wished to be informed of the decision in respect to the of the request in any other manner, the requester must state the manner to be informed;
- If the request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the information officer of Ground Water Practitioners (Pty) Ltd.



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9.5. Ground Water Practitioners (Pty) Ltd will inform the requester within 30 (thirty) business days after receipt of the request of its decision to grant or not to grant the request.

9.6. The 30 (thirty) business days period may be extended with a further period of no more than 30 (thirty) business days if the request is for a large number of records or if the request requires Ground Water Practitioners (Pty) Ltd to search through a large volume for records not kept at the offices of Ground Water Practitioners (Pty) Ltd.

9.7. If the request for access is granted, the notice will state the access fee (if any) to be paid upon access, the forms in which the access will be given and that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure for lodging the court application.

9.8. If the request for access is refused, the notice will state adequate reasons for the refusal, including the provisions of PAIA relied upon and will state that the requester may lodge an application with a court against the refusal for the request, and procedure (including the period) for lodging the application.

## 10. AVAILABILITY OF THE MANUAL

10.1. A copy of the Manual is available-

10.1.1. on <https://www.gwv.co.za/>

10.1.2. Head office of Ground Water Practitioners (Pty) Ltd for public inspection during normal business hours;

10.1.3. To any person upon request and upon the payment of a reasonable prescribed fee; and

10.1.4. To the Information Regulator upon request.

## 11. UPDATING OF THE MANUAL

The Operations Manager will on, a regular basis update this manual.



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**Issued by**

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**Maryke Shearer – Financial Director**

**Approved by**

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**Roy Shearer – Managing Director**

