



**PAIA MANUAL Prepared in terms of section 51  
of the Promotion of Access to Information Act  
2 of 2000 (as amended)**



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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 "DIO" Deputy Information Officer;
- 1.2 "IO" Information Officer;
- 1.3 "MD" Managing Director
- 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

## 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
- 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 ZEISS (PTY) LTD

### 3.1. Chief Information Officer

Name:	Seyfi Ceyhan
Tel:	0118869510
Email:	<a href="mailto:Informationofficer.za@zeiss.com">Informationofficer.za@zeiss.com</a>
Fax Number:	N/A



### 3.2. Deputy Information Officer

Name: Marelize Rex  
Tel: 0215519202  
Email: [Informationofficer.za@zeiss.com](mailto:Informationofficer.za@zeiss.com)  
Fax Number: Info Need

Name: Christopher Naidoo  
Tel: 0118869510  
Email: [Informationofficer.za@zeiss.com](mailto:Informationofficer.za@zeiss.com)  
Fax Number: N/A

## 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
    - 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;

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

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

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

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

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



- 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 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 229 and 5410 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 English, for public inspection during normal office hours.

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

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

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

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

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

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

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

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



## 5. CATEGORIES OF RECORDS OF ZEISS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of Records	Types of the Records	Available on website	Available upon request
Client Records	<ul style="list-style-type: none"> <li>• Personal Information</li> <li>• Accounts</li> <li>• Recording / footage</li> <li>• Company information</li> </ul>		X
Human Resources	<ul style="list-style-type: none"> <li>• HR Policies and procedures</li> <li>• Advertised posts</li> <li>• Employees Records</li> <li>• Learning and Development e.g.:</li> <li>• Skills Development and Training Plans</li> <li>• Employment Equity Plan and Statistics</li> <li>• Employment contracts</li> <li>• Employee Remuneration and Benefit Records</li> </ul>		X
Finances	<ul style="list-style-type: none"> <li>• Financial statements</li> <li>• Financial and tax records</li> <li>• Asset register</li> <li>• Management accounts</li> <li>• Transaction Records</li> <li>• VAT Records</li> <li>• PAYE Records</li> <li>• Budgets</li> <li>• Audit Records</li> <li>• Revenue Statements</li> </ul>		X
Administration	<ul style="list-style-type: none"> <li>• Administration Records</li> <li>• Research Records</li> <li>• Internal Report and Communications</li> <li>• Tender documents submitted</li> <li>• General Correspondence</li> </ul>		X
Product Training Information	<ul style="list-style-type: none"> <li>• Records of Product and Service Training Provided</li> </ul>		X
Company Secretary	<ul style="list-style-type: none"> <li>• Secretarial Records</li> <li>• General Correspondence</li> </ul>		X
Information Technology Department	<ul style="list-style-type: none"> <li>• IT Contracts and Agreements</li> <li>• Operational IT Records</li> <li>• IT Equipment Records</li> <li>• IT Policy Records</li> </ul>		X



	<ul style="list-style-type: none"> <li>• General Correspondence</li> </ul>		
Legal Department	<ul style="list-style-type: none"> <li>• Litigation Records</li> <li>• Internal Reports and Communications</li> <li>• General Correspondence</li> </ul>		X
Marketing and Product Information	<ul style="list-style-type: none"> <li>• Product Brochures</li> <li>• Product Performance Records</li> <li>• Customer/Client Data Records</li> <li>• Distributor and Partner Records</li> <li>• Product Sales and Service Records</li> <li>• Logistics Information</li> <li>• Equipment Records</li> <li>• Events Records</li> <li>• General Correspondence</li> </ul>		X
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> <li>• OHS-related Agreements</li> <li>• Medical and Training Records</li> <li>• Incident Investigation Records</li> <li>• CCTV Footage</li> <li>• General Correspondence</li> <li>• Employee Medical Cards</li> </ul>		X
Procurement Department	<ul style="list-style-type: none"> <li>• Procurrent Agreements</li> <li>• Quotes and Invoices</li> <li>• General Correspondence</li> </ul>		X
Compliance	<ul style="list-style-type: none"> <li>• Privacy notices</li> <li>• Frameworks</li> <li>• Policies</li> <li>• Compliance Reports</li> </ul>		X
Corporate Governance	<ul style="list-style-type: none"> <li>• Organisational and Business Plans</li> <li>• Code of Conduct</li> <li>• Regulator's policies and procedures</li> <li>• Loss Control Register</li> </ul>		X



## 6. DESCRIPTION OF THE RECORDS OF ZEISS (Pty) Ltd WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Tax Records	Income Tax Act 58 of 1962
Copyrighted works	Copyright Act No. 98 of 1978
VAT Records	Value Added Tax Act No. 89 of 1991
Electronic Records	Electronic Communications and Transactions Act No. 25 of 2002

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ZEISS (Pty) Ltd

Subjects on which the body holds records	Categories of Records
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> <li>• Annual Reports</li> <li>• Strategic Plans</li> <li>• Annual Performance Plan</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• HR policies and Procedures</li> <li>• Advertised Posts</li> <li>• Employee Records</li> </ul>

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

The purpose of processing personal information is multifaceted, primarily revolving around enabling ZEISS to fulfil our operational needs, comply with legal obligations, and provide tailored services to individuals. ZEISS may process personal data for legitimate purposes such as contract fulfilment, customer service, marketing, and research. Importantly, the processing of personal information must be conducted transparently, lawfully, and with respect for the individual's privacy rights, adhering to principles like data minimisation, purpose limitation, and security.

### 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
Customer / Client	<ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Address</li> <li>• Registration numbers</li> <li>• ID numbers</li> <li>• Employment Status</li> <li>• Bank Details</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>• Names</li> <li>• Contact details</li> <li>• Registration numbers</li> <li>• Vat numbers</li> </ul>



	<ul style="list-style-type: none"> <li>• Address</li> <li>• Trade secrets</li> <li>• Bank details</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Address</li> <li>• Contact details</li> <li>• Qualifications</li> <li>• Gender</li> <li>• Race</li> <li>• Next of King</li> <li>• Medical conditions</li> </ul>

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

Category of personal information	Recipients of Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Policy Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

ZEISS may engage in planned transborder flows of personal information to facilitate e.g., global customer support, international data storage. These transfers may involve sharing data with recipients in other countries or regions. We ensure that such transfers comply with applicable data protection laws by implementing appropriate safeguards, which may include standard contractual clauses, adequacy decisions. We take measures to ensure that recipients of this information maintain an adequate level of data protection and that data subjects are informed of these transfers and their associated safeguards.

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

To ensure the confidentiality, integrity, and availability of personal information, the responsible party will implement a comprehensive suite of information security measures. These measures include robust access controls, such as user authentication and authorisation, to restrict data access to authorised personnel only. Encryption techniques will be employed to protect data both in transit and at rest, mitigating the risk of unauthorised disclosure. Regular security assessments and penetration testing will be conducted to identify and address vulnerabilities. Data backups and disaster recovery plans will be in place to ensure business continuity and data availability in the event of unforeseen incidents. Furthermore, ongoing employee training on data security best practices will foster a culture of vigilance and responsibility, minimising the risk of human error and insider threats.

## 9. AVAILABILITY OF THE MANUAL

- 9.1 A Copy of the Manual is available-
  - 9.1.1 On ZEISS Website;
  - 9.1.2 the office of ZEISS for public inspection during normal business hours;
  - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
  - 9.1.4 to the Information Regulator upon request.
- 9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.



## 10. UPDATING OF THE MANUAL

The head of ZEISS (Pty) Ltd will on a regular basis update this manual.

Issued by

**Seyfi Ceyhan** \_\_\_\_\_  
(Name)  
Managing Director (position)