

# PAIA MANUAL FOR MOGARA MINING PUMPS AND SOLAR SUPPLIES (PTY) LTD PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000

*(As amended by the Protection of Personal Information Act, 4 of 2013)*

## 1. INTRODUCTION

This manual is published in accordance with the requirements of **Section 51 of the Promotion of Access to Information Act 2 of 2000** ("PAIA"), and includes references to the **Protection of Personal Information Act 4 of 2013** ("POPIA").

The purpose of this manual is to outline the categories of records held by Mogara Mining Pumps and Solar Supplies (Pty) Ltd and to facilitate the right of access to information as provided for in PAIA, while ensuring that such access complies with the requirements of POPIA to safeguard personal information.

## 2. COMPANY DETAILS

**Business Name** Mogara Mining Pumps and Solar Supplies (Pty) Ltd  
**Information Officer** Brian Mogara  
**Designated Email** [brian@mogara.co.za](mailto:brian@mogara.co.za)  
**Telephone Number** 060 305 5277  
**Physical Address** Block B, Meerkat Business Park, Kameeldoring Street, Kathu  
**Website** [www.mogaramps.co.za](http://www.mogaramps.co.za)

## 3. GUIDE TO PAIA

A guide on how to use PAIA, including the process of accessing records and submitting requests, is available from the **Information Regulator of South Africa**.

### Contact Details for the Information Regulator:

- **Website:** <https://www.inforegulator.org.za>
- **Email (PAIA complaints):** [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)
- **Telephone:** +27 (0)10 023 5207

## 4. RECORDS AUTOMATICALLY AVAILABLE

The following records are automatically available and do not require a formal PAIA request:

- Company profile and brochures
- Product and service catalogues
- General marketing material
- Published articles and news items

These can be accessed via our website or on request by email.

## **5. RECORDS HELD BY MOGARA MINING PUMPS AND SOLAR SUPPLIES**

### **5.1. Company Records**

- Company registration and founding documents
- Memorandum of Incorporation
- Shareholder information
- Minutes of board and shareholder meetings

### **5.2. Financial Records**

- Annual financial statements
- Tax returns and records
- VAT records
- Invoices and payment records

### **5.3. Human Resources Records**

- Employee contracts and personal files
- Payroll records
- Leave and attendance registers
- Disciplinary procedures and outcomes
- Training records

### **5.4. Client and Vendor Records**

- Quotations and proposals
- Contracts and service level agreements
- Orders and delivery notes
- Payment confirmations

### **5.5. Operational Records**

- Stock and inventory logs
- Project documents and technical reports
- Health and safety records
- Equipment maintenance schedules

### **5.6. POPIA-Related Documentation**

- PAIA Manual
- Privacy policies
- Consent forms
- Information sharing agreements
- Security and access control policies

## 6. PURPOSE OF PROCESSING PERSONAL INFORMATION

Mogara Mining Pumps and Solar Supplies processes personal information for the following purposes:

- Customer management and service delivery
- Supplier and vendor coordination
- Employee management and payroll
- Legal and regulatory compliance
- Marketing and communication
- Safety, health, and operational requirements

## 7. DATA SUBJECTS AND INFORMATION CATEGORIES

### 7.1 Data Subjects:

- Customers and clients
- Employees
- Job applicants
- Suppliers and service providers
- Contractors and visitors

### 7.2 Types of Information Processed:

- Names, ID numbers, contact details
- Banking and billing information
- Employment history and qualifications
- Compliance and health & safety documents
- Technical and location-based data

## 8. RECIPIENTS OF PERSONAL INFORMATION

Personal information may be shared with the following categories of recipients, only when necessary and subject to legal safeguards:

- Authorised employees and management
- Financial institutions
- Regulatory authorities (e.g., SARS, Department of Labour)
- Legal and compliance service providers
- Suppliers and delivery partners
- Information technology providers

## 9. SECURITY SAFEGUARDS

Mogara Mining Pumps and Solar Supplies takes data protection seriously and has implemented appropriate **technical and organisational safeguards**, including:

- Password-protected systems and user access controls
- Antivirus and malware protection
- Physical security and visitor sign-in processes

- Regular employee training on information handling
- Confidentiality agreements

## **10. PROCEDURE TO REQUEST ACCESS TO RECORDS**

Access requests must be made in writing using the prescribed **Form 2**, available on the Information Regulator's website or on request from our offices.

Requests should be directed to:

### **The Information Officer**

[brian@mogara.co.za](mailto:brian@mogara.co.za)

#### **Please include:**

- Your full contact details
- The records requested, with as much detail as possible
- Proof of identity
- Reason for the request (if applicable)

A prescribed fee may apply, depending on the nature and volume of the request.

## **11. GROUNDS FOR REFUSAL OF ACCESS**

Access may be refused on the following lawful grounds:

- Protection of personal information of a third party
- Protection of confidential commercial information
- Legal privilege
- Records relating to ongoing investigations or legal proceedings
- Breach of duty of confidence owed to a third party

## **12. AVAILABILITY OF THE MANUAL**

This PAIA manual is available:

- On our website: [www.mogaramps.co.za](http://www.mogaramps.co.za)
- At our registered office (free for inspection)
- On request via email from [brian@mogara.co.za](mailto:brian@mogara.co.za)
- To the Information Regulator as per Section 51(1)(c) of PAIA

## **13. REVIEW AND UPDATE**

This manual is reviewed annually and updated as required to ensure compliance with current legislation and guidance.

**Version: 1.0**