



PAIA MANUAL

**FOR: ALTO KITCHENS (PTY) LTD
(REG NO.: 2008/007502/07)**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000 (AS AMENDED)**

DATE OF COMPILATION: 20/11/2025

DATE OF REVISION:

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer
1.3	“IO”	Information Officer
1.4	“Minister”	Minister of Justice and Correctional Services
1.5	“PAIA”	Promotion of Access to Information Act 2 of 2000 (as amended)
1.6	“POPIA”	Protection of Personal Information Act 4 of 2013
1.7	“Regulator”	Information Regulator
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 entity 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 entity, by providing a description of the subjects on which the entity holds records, and the categories of records held on each subject;
- 2.3 know the description of the records of the entity 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 entity 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 entity 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 entity 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 ALTO KITCHENS (PTY) LTD

3.1 Chief Information Officer

Name: Leon Grobler
Tel: 011 915 0891
Email: leon@altokitchens.co.za

3.2 Deputy Information Officer

Name: N/A
Tel:
Email:

3.3 Access to information general contacts

Email: leon@altokitchens.co.za

3.4 National or Head Office

Postal Address: 235 West Street
Sonneveld
Brakpan, 1541

Physical Address: K109 Business Park, Unit 1
Corner of Tinus de Jongh & Heidelberg Road
Van Eck Park
Brakpan, 1541

Tel: 011 915 0891

Email: leon@altokitchens.co.za

Website: www.altokitchens.co.za

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.
- 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 entity, and
 - 4.3.2.2 every Deputy Information Officer of every public and private entity designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1 access to a record of a public entity contemplated in section 113; and
 - 4.3.3.2 access to a record of a private entity contemplated in section 504;
 - 4.3.4 the assistance available from the IO of a public entity 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-

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

² Section 56(a) of POPIA- Each public and private entity 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.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public entity 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.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private entity 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.

- 4.3.6.1 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 entity, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private entity;
- 4.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public entity and private entity, 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 entity and private entity, 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 92¹¹.

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/>).

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

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

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

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

⁹ Section 22(1) of PAIA- The information officer of a public entity 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.

¹⁰ Section 54(1) of PAIA- The head of a private entity 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.

¹¹ 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 entity 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.”

4.6 A copy of the Guide is also available in the following official language(s), for public inspection during normal office hours-

4.6.1 English

5. CATEGORIES OF RECORDS OF ALTO KITCHENS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following are categories of records held by Alto Kitchens (Pty) Ltd which are available without a person having to request access by completing Form 2, meaning the types of records that may be requested telephonically or by sending an email

Category of Records	Types of Record	Available on Website	Available on request
Newsletters	None		
Pamphlets/Brochures			X
Posters	None		
Pricelists	None		
Reports	None		
Marketing and promotional material			X

6. DESCRIPTION OF THE RECORDS OF ALTO KITCHENS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993

Refer Annexure A - Form 2 for request for records held by Alto Kitchens (Pty) Ltd

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE ENTITY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ALTO KITCHENS (PTY) LTD

This section sets out the subjects (i.e. Finance or HR) in respect of which Alto Kitchens (Pty) Ltd holds records and the categories of records held on each subject, including records which are created and available in accordance with any of the South African legislation. These records are not freely available but can be requested in terms of form 2. The inclusion of any subject of records should not be taken as an indication that the records in those categories will be made available under PAIA, as certain grounds for refusal may be applied.

Subjects on which the entity holds records	Category of records
Company Secretarial / Statutory Records	<ul style="list-style-type: none"> - Annual Statutory Returns - Beneficial Ownership Register - CIPC Compliance Checklist - Certificate of Change of Name - Certificate of Incorporation - Memorandum of Incorporation and alterations / amendments - Notice and minutes of shareholders' meetings - Register of directors' shareholding - Registration Certificate
General	<ul style="list-style-type: none"> - Correspondence
SARS Registrations	<ul style="list-style-type: none"> - Taxpayer registration - VAT registration
Accounting Records	<ul style="list-style-type: none"> - Annual financial statements and working papers - General ledger - Subsidiary ledgers (receivables, payables, etc.) - Bank statements - Customer and supplier statements and invoices - Fixed asset register - Tax returns and assessments - VAT returns - Lease or instalment sale agreements - Auditor's reports - Insurance record
Health and Safety	<ul style="list-style-type: none"> - Register (record of earnings and particulars of all employees) - Health and safety committee's records of reports made to the inspector - Emergency response plans - Environmental impact assessments

Subjects on which the entity holds records	Category of records
	<ul style="list-style-type: none"> - Environmental management programs and systems - Permits, licenses, approvals and registrations for operations of sites/business - Records of incident reported at work - Records of risk assessment and monitoring results in respect of hazardous biological agents - Safety management systems, data and audits
Information Technology	<ul style="list-style-type: none"> - Internet - Operating systems - Software packages
Insurance	<ul style="list-style-type: none"> - Claim records - Insurance policies
Personnel Records	<ul style="list-style-type: none"> - Attendance register - Bargaining Council documents - Collective agreements - Employee records (incl. evaluation and performance, loans, remuneration, contracts, etc.) - Employment equity plan - IRP5 / IT3 certificates - Leave applications - Personnel file (incl. records of foreign employees, trade unions, employers' organisations) - Policies and procedures - UIF, PAYE and SDL returns - Training and development - Workmen's Compensation documents
Tax	<ul style="list-style-type: none"> - Income tax returns - Provisional tax returns - Tax assessments - VAT documents - Export
Intellectual Property	<ul style="list-style-type: none"> - Designs, trademarks, trade names and protected names

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Alto Kitchens (Pty) Ltd will only process personal information in line with the Privacy Policy.

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

This section specifies the categories of data subjects in respect of whom Alto Kitchens (Pty) Ltd processes personal information and the nature or categories of the personal information being processed. The inclusion of any subject of records should not be taken as an indication that the records in those categories will be made available under PAIA, as certain grounds for refusal may be applied.

Category of Data Records	Types of Record
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details

8.3 The 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
Identity number and names, for criminal checks	South African Police Services
Credit and payment history, for credit information	Credit Bureaus
Engagement files and information contained therein	Regularity Bodies (Example IRBA)
Qualifications, for qualification verifications	South African Qualifications Authority

8.4 Planned transborder flows of personal information

Not applicable

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

Refer to Alto Kitchens (Pty) Ltd IT manual.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.altokitchens.co.za

- 9.1.2 head office of Alto Kitchens (Pty) Ltd 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 Alto Kitchens (Pty) Ltd will on a regular basis update this manual.

Issued by

Leon Grobler
Director

A handwritten signature in black ink, appearing to read 'Leon Grobler', is written over a horizontal line. The signature is fluid and cursive.

ANNEXURE A

FORM 2

REQUEST FOR ACCESS TO RECORD

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Cellular:

Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Cellular

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form

Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

Record consists of recorded words or information which can be reproduced in sound

Record is held on a computer or in an electronic, or machine-readable form

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

Transcription of soundtrack (written or printed document)

Copy of record on flash drive (including virtual images and soundtracks)

Copy of record on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private entity (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)

Postal services to postal address

Postal services to street address

Courier service to street address

Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	

Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	
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PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- c) 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.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ on this _____ day of _____ 20 ____.

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. *If your request is granted the-*
(a) *amount of the deposit, (if any), is payable before your request is processed; and*
(b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____

Your request dated _____ refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ on this _____ day of _____ 20 ____.

Information officer