



## PAIA MANUAL

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Revision Date:	2026
Approved By:	TR

# 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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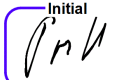

### 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>“CEO”</b>	Chief Executive Officer
1.2	<b>“DIO”</b>	Deputy Information Officer
1.3	<b>“IO”</b>	Information Officer
1.4	<b>“Minister”</b>	Minister of Justice and Correctional Services
1.5	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
1.6	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013
1.7	<b>“Regulator”</b>	Information Regulator
1.8	<b>“Republic”</b>	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.

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### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ASP ROPE ACCESS SOUTH AFRICA (PTY LTD)

#### 3.1 Chief Information Officer

Name: Paul Mark Henderson  
 Tel: 031 205 4913  
 Email: paul@aspinternational.com

#### 3.2 Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Meena Naidoo  
 Tel: 031 205 4913  
 Email: [meena@aspinternational.com](mailto:meena@aspinternational.com)

#### 3.3 National or Head Office

Postal Address: 482 Umbilo Road, Umbilo, Durban 4001  
 Physical Address: as above  
 Telephone: 031 205 4913  
 Website: [www.aspinternational.com](http://www.aspinternational.com)

### 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 and section 56 of POPIA;

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; and

4.3.3.2 access to a record of a private body contemplated in section 50;

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:





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- 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 and 51 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 15 and 52 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 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of section 92.
- 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 English and Zulu.

**5. CATEGORIES OF RECORD OF ASP ROPE ACCESS SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of the Record	Available on Website	Available upon request
Records of a public nature Which are disclosed on the website	Media releases, reports	X	X
Company documents	CIPC records		X

**6. DESCRIPTION OF THE RECORDS OF ASP ROPE ACCESS SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

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Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy	POPIA and PAIA
HR documents in line with specific legislation	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
HSE documents in line with specific legislation	Compensation for Occupational Injuries and Diseases Act 130 of 1993 Occupational Health and Safety Act 85 of 1993

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ASP ROPE ACCESS SOUTH AFRICA (PTY) LTD**

Subjects on which the body holds records	Categories of records
Strategic documents, plans, proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Finance and tax accounting records	Agreements, bank statements, budgets, management accounts, asset registers, debtor and creditor's list, invoices, financial statements, UIF records, VAT records, PAYE records
Human Resources	HR policies and procedures; advertised posts; employee records; training records.
Information and technology management	Agreements
Operations and technical	Access control, administration documentation, agreements, production statistics.
Safety, health, environment and sustainability	Environmental assessment records, safety and environmental statistics, incident reports and investigations, sustainability information, licenses and approvals, training records, safety, health, environment and sustainability policies and management standards, philosophy and strategy.

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Supply chain management	Agreements with contractors and suppliers, contractor and supplier information.

### 8. PROCESSING OF PERSONAL INFORMATION

#### 8.1 Purpose of Processing Personal Information

- Human Resources (HR) data is collected for reasons including for HR and statutory reporting, payroll, communicating with employees and to use in the case of emergencies. It is also used for employee benefits purposes.
- Health & safety use information for purposes including reporting to regulators, assessing medical risk factors and health exposure history. Information may also be used for compensation purposes in the case of an injury.
- Finance processes information for reasons such as to manage sundry receivables.

#### 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
Customers / Clients	Name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	Names, registration number, vat numbers, address, trade secrets, SARS information and bank details
Employees	Address, qualifications, gender and race, medical records, citizenship status
Contractors	Address, qualifications, gender and race, tax data, medical records, citizenship status, banking details for payroll
Vendors	Names, registration number, vat numbers, address, SARS information and bank details

#### 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
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority SETA
Credit and payment history, for credit information	Credit Bureaus
HR data	Auditors Department of Labour Training services provider CCMA
Commercial	Auditors Banks
Finance	Auditors Banks
Health and safety	Department of Labour Department of Health Auditors

**8.4 Planned transborder flows of personal information**

In some cases, third parties to whom ASP Rope Access South Africa (Pty) Ltd may disclose the Data Subject’s Personal Information may be located outside the Data Subject’s country of residence (for example, in a cloud service, system or server), and may be subject to different privacy regimes. This includes ASP Rope Access South Africa’s own related entities.

ASP Rope Access South Africa (Pty) Ltd is part of a larger group of companies which operates in many countries across the world (including Equatorial Guinea, Singapore, Europe, the United Kingdom and the United States of America) and we may need to share information throughout our network for operational purposes. This means that when we collect the Data Subject’s Personal Information we may process or transfer it to a country other than the country in which the data subject is located.

Where required by applicable law when we disclose Personal Information overseas, we will take appropriate safeguards to protect the Data Subject’s Personal Information and that the recipient will handle the information in a manner consistent with this Policy and all applicable privacy laws.

**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**

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ASP Rope Access South Africa (Pty) Ltd is an ISO accredited company and has cyber controls which are designed and operated by expert external IT service providers, adhering to international best practice standards and reviewed annually. Security measures include *inter alia*, anti-virus procedures, data disaster recovery systems, user authentication systems.

### 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available:

- 9.1.1 on www.aspinternational.com, if any;
- 9.1.2 head office of ASP Rope Access South Africa (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 ASP Rope Access South Africa (Pty) Ltd will on a regular basis update this manual.

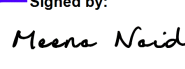
Issued by

Signed by:  
  
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**PAUL MARK HENDERSON**

**MANAGING DIRECTOR**

Signed by:  
  
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