PAIA Manual

(Aligned with PAIA Act 2 of 2000 and PAIA Regulations, 2021)

Date of Compilation: 14 May 2026

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AEE Logix (PTY) LTD
3 Mulder's Mile Street, Eldoraigne, Centurion, 0154
Company Registration: 2013/176710/7 Vat Number: 4480266206
Office: 012-881 1914
www.aeelogix.co.za

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1. Introduction

This manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA") and addresses the requirements of the Protection of Personal Information Act, 4 of 2013 ("POPIA").
It provides guidance on how to access records held by AEE Logix (Pty) Ltd and outlines the procedures to be followed.

2. Purpose

This Promotion of Access to Information Manual ("PAIA Manual") provides an outline of the type of records and the personal information AEE Logix (PTY) Ltd holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA Act"). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 ("POPI Act").

The PAIA and POPI Acts give effect to everyone's constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

This PAIA Manual ensures that AEE Logix (PTY) Ltd complies with the Act and to ensure transparency and accountability within the Company.

3. Company Contact Details

Company Name:	AEE Logix (Pty) Ltd
Registration No.:	2013/176710/07
Physical Address:	3b Mulders Mile Street Eldoraigne Centurion 0154
<u>Contact Details:</u>	
Telephone:	+27 (12) 881 1914
Email:	stefanie@aeelogix.co.za
Website:	www.aeelogix.co.za

4. Information Officer

Information Officer:	Stefanie Erasmus
Deputy Information Officer:	Eugene Erasmus
Contact Email:	stefanie@aeelogix.co.za

5. Guide on PAIA (Section 10)

The PAIA Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of the PAIA Act shall be made in accordance with the prescribed procedures and at the rates provided. The request forms and applicable tariffs are dealt with in paragraphs 7 and 8 below.

Requesters are referred to the Guide in terms of Section 10 of the PAIA Act, which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC and at https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf

6. Records Automatically Available [Section 51(1)(C)]

6.1 The following records are available without a formal PAIA request:

- PAIA Manual
- Company profile and marketing material
- Product and service information
- Website content
- General contact information

6.2 Records that should be requested formally

- Personnel Records;
- Client Related records; and
- Records related to AEE Logix (PTY) Ltd

7. Records Held by the Company

7.1 Personnel Records

- Employee contracts
- Payroll records
- HR policies

7.2 Financial Records

- Financial statements
- Accounting records
- Tax records

7.3 Operational Records

- Internal policies and procedures
- Service delivery records

7.4 Customer Records

- Customer agreements
- Transaction records

7.5 IT and System Records

- System logs
- Security records

8. Request Procedure (PAIA Regulations of 2021)

Requests for access must be made using the prescribed Form 2.

The request must include:

- Sufficient details of the record requested
- Identity of requester
- Contact details
- Form of access required

Requests must be submitted to the Information Officer

9. Fees

Fees are charged in accordance with the latest PAIA Regulations.

- Personal information requests: No request fee
- Other requests: Prescribed request fee applies
- Access and reproduction fees may apply

10. Decision Process

The Information Officer will respond within **30 days** of receiving a request.
This period may be extended once for an additional 30 days where necessary.

11. Grounds for Refusal

Access may be refused in accordance with PAIA, including:

- Protection of personal information
- Commercial confidentiality
- Legal privilege
- Safety and security considerations

12. Remedies and Complaints

If a request is denied, the requester may:

- Lodge a complaint with the Information Regulator
- Apply to a court for appropriate relief

Information Regulator Contact Details:

Email: complaints.IR@justice.gov.za
Website: www.justice.gov.za/inforeg

13. POPIA Compliance

13.1 Purpose of Processing

Personal information is processed for:

- Service delivery
- Customer communication
- Legal compliance

13.2 Data Subjects

- Customers
- Employees
- Suppliers

13.3 Security Measures

Appropriate technical and organisational safeguards are implemented to protect personal data.

14. Transborder Information Flow

Personal information may be transferred outside South Africa only where adequate protection exists.

15. Availability of Manual

This manual is available on the company website or upon request from the Information Officer.

16. Version Control

Version:	Date:	Description:
V2.00	26 June 2025	Updated for PAIA Regulations 2021 compliance
V2.10	14 May 2026	Updated for PAIA Regulations 2021 compliance

17. Approval

Approved by: Stefanie Erasmus (Information Officer)

Date: 14 May 2026

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