



## PAIA MANUAL

in terms of  
Section 51 of  
The Promotion of Access to Information Act  
2/2000  
(the "ACT")

# PAIA MANUAL

## INDEX

	Page Number
1. Introduction	3
1.1 The Unigrad PAIA Manual	3
1.2 Guides to the POPI Act and PAIA	4
2. Company Contact Details	5
3. Applicable Legislation	6
4. Records	6
4.1 Personal Information	6
4.2 Protection of Personal Information	7
4.3 Schedule of Records	7
5. Requests for Access to Records	8
5.1 Request Form	8
5.2 Grounds for Declining Requests	8
5.3 Remedy	9
6. Prescribed Fees	9
7. Revision	10

## 1. Introduction

The institution's registered name is Multiknit (Pty) Ltd, with the following divisions: Knittex, Sakpro, Multiknit International. The company registration number is 2008/027159/07.

Multiknit is committed to providing superior products, services and programmes through building relationships with its stakeholders and cultivating responsible lifelong relationships with clients who can function in a competitive global environment.

The Promotion of Access to Information Act, No. 2 of 2000 (PAIA) was enacted to give effect to the constitutional right of access to information. PAIA came into operation on 9 March 2001.

The 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 Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

The purpose of this manual is to assist with accessing information from Unigrad College. The manual:

- outlines the type of records held by Unigrad College,
- explains how information may be accessed, and
- describes the remedial process available for declined requests or third party
- dissatisfaction with granted requests.

### 1.1 The Multiknit PAIA Manual

This manual is available on the Multiknit website ([www.multiknit.co.za](http://www.multiknit.co.za)). Alternatively, a copy may be requested from the Unigrad Information Officer, see company contact details. Unigrad College Section 51 PAIA Manual V1/21 Page 4 of 10

### 1.2 Guides to the POPI Act and PAIA

Guidance on the interpretation of the POPI Act and PAIA can be obtained from and queries addressed to:

#### POPI Act

The Information Regulator  
JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

P O Box 31533  
Braamfontein  
Johannesburg  
2017

PAIA

South African Human Rights Commission  
Promotion of Access to Information Act Unit  
29 Princess of Wales Terrace  
Corner York and St Andrews Streets  
Parktown  
Johannesburg  
2193

Private Bag 2700  
Houghton  
Johannesburg  
2041

Telephone: 011 484 8300  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**2. Company Contact Details**

Physical Address

5 Theo Kleynhans St  
White River  
Mpumalanga

1350 Staal Rd  
Stormill  
Randburg

Postal Address

P O Box 798  
White River  
1240

Contact Details:

Tel: 013 751 2376  
011 692 1658  
E-mail: [marketing@multiknit.co.za](mailto:marketing@multiknit.co.za)  
Website: [www.multiknit.co.za](http://www.multiknit.co.za)

### 3. Applicable Legislation

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Promotion of Access to Information Act No. 2 of 2000
- Protection of Personal Information Act No. 4 of 2013
- Skills development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 30 of 1966

### 4. Records

#### 4.1 Personal Information

Multiknit undertakes to respect privacy and protect personal information. Personal information that is collected, processed, used, stored and retained by Multiknit is done so in compliance with regulatory requirements.

Multiknit requires personal information for a variety of purposes, including:

- to assist with the identification of data subjects
- to provide information and service
- to improve and enhance service
- to maintain records
- for recruitment purposes
- for administration and operational purposes
- for financial and tax purposes
- for legal and contractual purposes
- Multiknit Section 51 PAIA Manual V1/21 Page 7 of 10
- for health and safety purposes

#### 4.2 Protection of Personal Information

Multiknit has measures in place for the protection of personal information held by the company, such as:

- Limited operator access to filing system through assignment of operator roles with accompanying levels of access and restriction.
- Employees, service providers and suppliers are contractually required to abide by Multiknit's privacy policies, which in turn meet regulatory requirements.
- Requests for student information from third parties, excluding sponsors and parents of students under 18 years of age, (hosts of internships, for example) require that the data subject (student) authorises release of information.

Multiknit will not disclose personal information of data subjects to third parties, unless:

- the third party is a service provider and processes personal information on our behalf,
- Multiknit is required to provide personal information for legal or regulatory purposes, or
- Multiknit is required to provide personal information in connection with legal proceedings.

Administration and Finance	Contract of Registration Financial Statements Tax Records Asset Register Supplier Records	Restricted disclosure May not be disclosed May not be disclosed May not be disclosed May not be disclosed
Communication and Marketing	Request for Information Print Media Partners (ie magazines) Digital Media Partners (ie social media) Print Media (ie brochures) Company Communications (ie email)	Public access Public access Public access Public access Restricted disclosure
Health and Safety	Health and Safety Policy Health and Safety  Health and Safety Audit Report	Restricted disclosure Certification Public Access Restricted disclosure
Human Resources	Employee Records Employment Contracts Employee Medical Records Payroll Records Recruitment Records	Restricted disclosure Restricted disclosure Restricted disclosure Restricted disclosure Restricted disclosure

## 5. Requests for Access to Records

To facilitate the processing of requests for access to records, kindly:

- Use the prescribed form
- Address your request to the Information Officer
- Provide sufficient detail to enable Multiknit to identify:
  - the records requested,
  - the requester (and if an agent is lodging the request, proof of capacity),
  - the type of access required
  - the postal address and e-mail address
  - the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## 5.1 Request Form

All requests for information must be made by submission of the Request for Access to Records Form. The form is available on the Multiknit website: [www.multiknit.co.za](http://www.multiknit.co.za).

## 5.2 Grounds for Declining Requests

A private body has grounds for refusing requests for access to records based on the following sections of the PAIA:

- Section 63: Mandatory protection of privacy of a third party who is a natural person
- Section 64: Mandatory protection of commercial information of a third party
- Section 65: Mandatory protection of certain confidential information of a third party
- Section 66: Mandatory protection of safety of individuals, and protection of property
- Section 67: Mandatory protection of records privileged from production in legal proceedings
- Section 68: Commercial information of a private body
- Section 69: Mandatory protection of research information of a third party, and protection of research information of a private body

The head of a private body must grant a request for access to records if the disclosure of the information would reveal evidence of a contravention or failure to comply with the law, or in the case of imminent and serious risk to public safety or the environment. (Section 70)

## 5.3 Remedy

Decisions made by Multiknit's Information Officer are final. If a request is refused, the requester is entitled to apply to the Information Regulator for relief.

## 6. Prescribed Fees

Payment of the prescribed fees is required before requests for access to records will be processed.

If the preparation of the record requested requires more than six hours, a deposit shall be paid of not more than one third of the access fee which would be payable if the request were granted.

Fees are not refundable if a request is refused.

A requester may lodge an application with a court against the payment of the request fee and/or deposit.

Records may be withheld until the fees have been paid.

Fees payable and methods of payment are detailed on the Request for Access to Records Form, available on the Multiknit website: [www.Multiknit.co.za](http://www.Multiknit.co.za).

## 7. Revision

This Section 51 Manual was compiled on 30 June 2021 as part of Multiknit's compliance framework. The manual will be reviewed by the Information Officer and Deputy Information Officers on an annual basis and any revisions made will be published and provided to the Information Regulator.

30 June 2021

marketing@multiknit.co.za



**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

Section 53(1) of the Promotion of Access to Information Act,  
2000 (Act No. 2 of 2000)

**Regulation 10**

**A. Particulars of Private Body**

The Head/Designated Person:

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**B. Particulars of Person Requesting Access to the Record**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or e-mail and/or fax in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:  
\_\_\_\_\_  
\_\_\_\_\_

**C. Particulars of Person on whose behalf Request Is made**

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. Particulars of record**

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

-----

2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

**E. Fees**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees: \_\_\_\_\_

**F. Form of Access to Record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.	
Disability:	Form in which record is required:
Mark the appropriate box with an X. NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	View the images		copy of the images*		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	Listen to the soundtrack (audio)		Transcription of soundtrack* (written or printed document)		
<b>If record is held on computer or in an electronic or machine-readable form:</b>					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (digital)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable</b>	YES	NO
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**G. 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.

1. Indicate which right is to be exercised or protected:

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2. Explain why the record requested is required for the exercise or protection of the aforementioned right: \_\_\_\_\_

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**H. Notice of Decision regarding Request For Access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

-----

Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

-----

Signature of Requester

*Person on whose behalf request is made*

# PRESCRIBED FEES

The following applies to requests (other than personal requests):

- 1.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 1.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 1.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 1.4 Records may be withheld until the fees have been paid.
- 1.5 Payments should be made to Multiknit Pty Ltd.

## Fees in Respect of Private Bodies

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine- readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffer disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70
(d)	
(i) For a transcription of visual images, for an A4-size page or part thereof	40
(ii) For a copy of visual images	60
(e)	
(i) For a transcription of an audio record, for an A4-size page or part thereof	20
(ii) For a copy of an audio record	30
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
(2) For purposes of section 54(2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	