



Olivier Survey Group (Pty) Ltd

Government Approved Inspection Authority

Reg No: 1995/004782/07

SANAS: LVUP 026

DEPT OF MINERAL RESOURCES: DMR017

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148 Rand Airport Road
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PAIA (Promotion of Access to Information Act) & POPI (Protection of Personal Information) MANUAL

Prepared in accordance of Section 51 of the Promotion of Access to Information Act No. 2000
& to address the requirements of the Protection of Personal Information Act No. 2013

A copy of the manual is available for inspection at the company's offices

JULY 1, 2021

OLIVIER SURVEY GROUP (PTY) LTD

Hangar No: 20 148 Rand Airport Road – RAND AIRPORT GERMISTON

DIRECTORS: D.J. Olivier, G.C. Lombard, R du Plessis (Alt) (Mrs)

OSG PAIA & POPI Manual -
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PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, ('PAIA') came into operation in November 2001. Section 51 of this Act requires that Olivier Survey Group (Pty) Ltd as a private company compile a manual giving information to the public regarding the procedure to be followed in requesting information from Olivier Survey Group (Pty) Ltd for the purpose of exercising or protecting rights.

On request, the private company or government is obliged to release such information unless the PAIA Act expressly states that the records containing such information may or must not be released. The Protection of Personal Information Act, 2013 (the "POPIA") provides for:

- The promotion to protection of Personal Information processed by public and private bodies.
- Certain conditions so as to establish minimum requirements for the processing of Personal Information.
- The establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of the POPIA and the PAIA.
- The issuing of codes of conduct.
- The rights of persons regarding unsolicited electronic communications and automated decision making.
- The regulation of the flow of Personal Information across the borders of the Republic; and matters connected therewith.
- Section 14 of the Constitution of the Republic of South Africa, provides that everyone has the right to privacy. The Company endorses the spirit of the PAIA and POPIA and believes that this Manual will assist requesters in exercising their rights. These Acts seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.
- The POPIA gives Data Subjects the right to, in the prescribed manner, request a Responsible Party to correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about the Data Subject that the Responsible Party is no longer authorised to retain access and/or request the correction or deletion of any Personal Information held about them that may be inaccurate, misleading or outdated
- A copy of this manual is available to the public for inspection at the OSG offices on or on request from the designated contact person referred to in this Manual.

TERMS, DEFINITIONS AND ABBREVIATIONS

Company	Olivier Survey Group (Pty) Ltd
Member	An individual with a membership of OSG
PAIA	Promotion of Access to Information Act, 2000
POPI	Protection of Personal Information Act, 2013



SECTION A - OUR DETAILS AND CONTACT PERSON

The Managing Director is by virtue of appointment accountable for legal compliance and governance at Olivier Survey Group (Pty) Ltd, to assist the QMS Representative with the administration of defined controls to ensure compliance with PAIA and POPIA.

The Managing Director is the Designated Information Officer of Olivier Survey Group (Pty) Ltd. The QMS Representative has been designated as the Deputy Information Officer. The Deputy Information Officer is the primary point of contact.

Requests pursuant to the provisions of the Act should be directed as follows:

Full name of Organisation:	Olivier Survey Group (Pty) Ltd
Registration Number:	1995/004782/07
Head Office Address:	Hangar No 20 148 Rand Airport Road Rand Airport GERMISTON
Postal Address:	P.O Box 15051 Wadeville 1422
Telephone Number(s):	011 827 9181/2 or 0861 674 674
Information Officer: E-mail Address:	Managing Director: Mr. D.J Olivier admin@osginspect.co.za or dol@osginspect.co.za
Deputy Information Officer: E-mail Address:	Quality Manager: Claudette Fitzsimons-Oberholzer claudette@osginspect.co.za
Website Address:	www.osginspect.co.za

SECTION B - HUMAN RIGHTS COMMISSION (HRC) GUIDE

The Human Rights Commission has been tasked with the administration of the PAIA Act. Section 10 of the PAIA Act requires the South African Human Rights Commission (SAHRC) to publish a guide which is intended to assist users in the interpretation of the PAIA Act and how to access the records of private and public bodies and the remedies available in the law regarding a breach of any of the provisions of the PAIA Act.

The guide will contain the following information:

1. The objects of the Act
2. Particulars of the information officer of every public body
3. Particulars of every private body as are practicable
4. The manner and form of a request for access to information held by a body
5. Assistance available from both the information officers and the SAHRC in terms of this Act
6. All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application
7. Schedules of fees to be paid in relation to requests for access to information
8. Regulations made in terms of the Act.



Copies of this guide are available from SAHRC. Enquiries regarding the Guide and relating to the person's rights and in particular their right to access information from a private or public body can be addressed to the SAHRC, the contact details of which are as follows:

Post: The South African Human Rights Commission:
PAIA (Promotion of Access to Information Act) Unit Research and Documentation Department
Private Bag 2700 Houghton 2041

Address: 27 Stiemens Street
BRAAMFONTEIN
Telephone Number: 011 877 3600 or 011 877 3622
Fax: 0864 100 149
Website: <http://www.sahrc.org.za>
Emergency Contact
• Gauteng Provincial Office:
Provincial Manager: Buang Jones
Telephonic Contact: 082 059 6520 (You can send WhatsApp messages on this number)
E-mail: GautengComplaints@sahrc.org.za

PROVINCES

Deputy Information Officer: PAIA

Mr Tshepang Sebulela

Tel: 011 877 3645

Email: tsebulela@sahrc.org.za

GAUTENG OFFICE

27 Stiemens Street, Braamfontein

Tel: 011 877 3750 | Fax 0864100149

Provincial Manager

Mr Buang Jones

Email: GautengComplaints@sahrc.org.za

EASTERN CAPE

13 – 33 Phillip Frame Road, Waverley Park,
Chiselhurst, East London, 5200

Tel: 043 722 7828/21/25 | Fax: 086 635
6898

Provincial Manager (Acting)

Mr Loyiso Mpondo

Contact: Yolokazi Mvovo

Email: ymvovo@sahrc.org.za

KWAZULU-NATAL

First Floor, 136 Margaret Mncadi, Durban

Tel: 031 304 7323 | Fax: 086 439 3581

Provincial Manager

Adv Lloyd Lotz

Contact: Kathleen Boyce

Email: kboyce@sahrc.org.za

LIMPOPO

29A Biccard Street, Polokwane

Tel: 015 291 3500 | Fax: 086 608 4097

Provincial Manager

Mr Victor Mavhidula

Contact: Mahlatse Ngobeni

Email: mngobeni@sahrc.org.za

WESTERN CAPE

7th Floor ABSA building, 132 Adderley
Street, Cape Town

Provincial Manager

Ms Zena Nair

Tel: 021 426 2277 |

Email: wcf frontline@sahrc.org.za

SECTION C - INFORMATION AVAILABLE IN TERMS OF THE ACT

Policy regarding confidentiality and access to information.

Olivier Survey Group (Pty) Ltd will protect the confidentiality of information provided to it by third parties, subject to its obligations to disclose information in terms of any applicable law



regulation court order or subpoena requiring disclosure of information. If access is requested to a record that contains information about a third party, Olivier Survey Group (Pty) Ltd is obliged to attempt to contact such third party to inform him/her/it of the request.

Olivier Survey Group (Pty) Ltd will give the third party an opportunity to respond by either consenting to the access or by providing reasons why the access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Deputy Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

Subjects and categories of records held by the company: [section 51(1) (e)]

The list(s) below depict records of information which Olivier Survey Group (Pty) Ltd has available in terms of laws applicable to it. Some of this information and the access thereto may be restricted to protect the Privacy and Private information thereof:

STATUTORY COMPANY INFORMATION:

Registration Certificate.
Certificate of Change of Name (where required)
Share certificate
Register of Directors
Annual Financial Statements
Management Accounts
Auditors Report

CORPORATE GOVERNANCE:

Code of Conduct
Risk Management Registers and associated records
Legal Compliance Registers and associated records
Contracts, Agreements & Vendor Applications

ACCOUNTS RECORDS:

Books of accounts including journals and ledgers.
Delivery notes, orders, invoices, statements, receipts, vouchers
Contract Agreements
Banking records
Tax records, returns and supporting documentation
Correspondences; Management reports; Budgets; General Ledger and Sub Ledgers;
General Ledger Reconciliations.

OTHER

Inspection Reports
NDT Reports
Log Books
Training Material & Records
E-mail Communications
Dispensation Records
Inventory Records
Policies and Procedures
Supplier and Contractor Agreements
Approved Company Certificates
Standards & Specifications
Designs & Drawings
Client Complaints, Permits & Telephone Records
Curriculum Vitae's etc.
Insurance Records



SECTION D – REQUESTING ACCESS TO INFORMATION

Records that are not automatically available

Records of the Company which are not automatically available must be requested in terms of the procedure set out in section 8 of this PAIA Manual or the Regulations as set out in terms of POPIA and which may be subject to the restrictions and right of refusal to access as provided for in the PAIA and in POPIA.

No request shall be accepted telephonically nor shall any information be supplied telephonically. Only the Information officer or any Deputy Information officer appointed shall have the mandate to disclose information in terms of this manual.

Procedure for requesting access to the above information

Records held by Olivier Survey Group (Pty) Ltd may be accessed, on request, only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters:

Personal Requester

A personal requester is one who seeks access to a record containing the requester's own personal information.

Requester

Any person making a request for access to records of the Company.

Other Requester

Other requesters are those who request access to information pertaining to third parties.

A request will not automatically be granted and short reasons for the refusal shall be supplied. It should be noted that a request for access to information can be refused if the application does not comply with the requirements of the Act. Further, the completion and submission of a request do not automatically allow the requester access to the requested record.

The requester must comply with all the procedural requirements contained in the PAIA and POPIA relating to the request for access to records.

If you wish to request access to any of the above categories of information (Section D), you must complete a request form as set out in Annexure "A" hereto.

These forms are available from: • Our Information Officer & or Deputy Information Officer (whose contact details are in Section A of this manual) and are also available on the OSG website.

A requester must state that the information is required in order to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer or deputy information officer.

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

When a request is received by the information officer of the Company, the information officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request.



You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

The information officer shall withhold a record until the requester has paid the fee or fees as indicated. If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.

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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within part 3 Chapter 4 of the Act.

Olivier Survey Group (Pty) Ltd will process the request within 30 days of receipt of the request decide whether to grant or decline the request and give notice with reason (if required) to that effect.

The 30-day period within which Olivier Survey Group (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days, if the request is for a large volume of information, or the request requires a search for information held in another satellite office of Olivier Survey Group (Pty) Ltd and the information cannot reasonably be obtained within the original 30-day period. Olivier Survey Group (Pty) Ltd will notify the requester in writing should the extension be sought.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.



The completed Access Request Form together with a copy of the identity document must be submitted via conventional mail or e-mail and must be addressed to the contact person as indicated above in Section A.

SECTION E – REFUSAL OF ACCESS TO RECORDS

Grounds for Refusal of Access to Records

Olivier Survey Group (Pty) Ltd has the right to refuse access to information on legal grounds as set out in POPIA and in PAIA which will mainly be on one or more of the following grounds:

Mandatory protection of the personal information, special personal information or privacy of a third party who is a natural person (including children), if such disclosure would involve the unlawful or unreasonable disclosure of Personal Information about a third party, including a deceased individual or child, subject to the provisions of section 63 (2) of PAIA or any section or regulation of POPIA.

Mandatory protection of the personal, confidential or commercial information of the third party (which may be a natural person or legal entity), if the record contains:

Trade secrets of that party.

Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that party.

Information disclosed in confidence by the third party to Olivier Survey Group (Pty) Ltd if the disclosure could put the third party at a disadvantage in negotiations or commercial completion.

Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.

Disclosure of the record would put Olivier Survey Group (Pty) Ltd at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.

Records that cannot be found or do not exist

If Olivier Survey Group (Pty) Ltd has searched for a record and it is believed that the record does not exist or cannot be found, the requester will be notified. This will include the steps that were taken to try to locate the record.

SECTION F – PROCESSING OF PERSONAL INFORMATION – PRIVACY POLICY STATEMENT

Olivier Survey Group (Pty) Ltd and/or its subsidiaries recognise our responsibilities in relation to the collection, use, disclosure and other processing and storage of personal data. Among the most important assets of OSG is the trust and confidence placed to properly handle information. Customers and potential customers expect us to maintain their information accurately, protected against manipulation and errors, secure from theft and free from unwarranted disclosure. We protect the data security of our customers and potential customers by complying with all relevant data protection laws (POPIA) and regulations and ensure compliance by our staff with strict standards of security and confidentiality.

This policy statement provides you with notice as to how and why your personal data is collected. Also, how it is intended to be used; to whom your personal data may be transferred through means of personal documentation and information gathered; whether it will be used for record-keeping with inspection reports and/or design verifications etc.

OSG recognises its responsibilities in relation to the collection, holding, processing or use of personal data. The provision of your personal data is voluntary. You may choose not to provide us with the requested data, but failure to do so may inhibit our ability to provide information and services to you or to respond to your enquiries.



How we collect data.

We will collect and store your personal data either:

- directly when you provide such information to us (for example, when you send us enquiries or communications, Curriculum Vita's or information reports and or E-mail communications)
- where you have provided it to us through any other means.

The personal data we collect (which includes sensitive personal data as defined under relevant applicable laws and regulations), includes the following:

- Identity information – name, address, personal contact details (including email address and telephone numbers)
- We will usually identify any information which is mandatory (i.e., information required for creating an account, such as a bank confirmation letter or statement etc)

Why we collect your personal data and how it may be used?

Personal data is collected for the following purposes:

- to design new or enhance existing products, information and services provided by us
- to communicate with you including sending you administrative and technical communications about any account you may have with us, or notify you about future changes to this privacy policy statement
- internal business and administrative purposes
- to assist in law enforcement purposes, investigations by police or other government or regulatory authorities and to meet requirements imposed by applicable laws and regulations (POPIA) or other obligations committed to government or regulatory authorities
- provide recommendations for relevant products, information and services
- other purposes as notified at the time of collection and
- other purposes directly relating to any of the above

Unless permitted by applicable laws and regulations, we will obtain consent from you if we wish to use your personal data for purposes other than those stated in this privacy statement.

OSG may retain your information for as long as necessary to fulfil the purpose(s) for which it is collected or as otherwise required to ensure compliance with applicable laws and regulations (POPIA). OSG applies reasonable security measures to prevent unauthorised or accidental access, processing, erasure, loss or use including limiting physical access to data within OSG systems and encryption of sensitive data when transferring such data. Reasonable steps will be taken to delete or destroy the information when it is no longer necessary for any of the purposes above.

ANNEXURE "A": EXPLANATORY NOTE ON FEES TO BE CHARGED

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure "A" of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

COPIES OF A MANUAL

Should an individual require a copy of the private body's manual, a fee of R1.10 is chargeable for every photocopy of an A4 page or part thereof.

ACCESS FEES

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure "A" to the regulations.



OTHER FEES

A request fee of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part I of this Work.

A search fee may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.

If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one-third of an estimate of the access fee which will become payable.

If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

ANNEXURE "B": FORMAT FOR PAIA INFORMATION REQUEST

The PAIA Regulations prescribe the format in which persons may make an information request and the format in which the organisation is required to respond to the request.

To request information from our organisation in terms of the Promotion of Access to Information Act, please make use of the hyperlink (click on the section underlined in blue) in the following Form 02: [Request for Access to Record](#) [Regulation 7] and Form 04: [Internal Appeal Form](#) [Regulation 9].

Our response will be given in the format of form Form 03: [Outcome of request and of fees payable](#) [Regulation 8]