PAIA MANUAL
TDS Projects Group (Pty) Ltd

Prepared and compiled on 12 October 2026 in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, as amended.

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1. INTRODUCTION

TDS Projects Group (Pty) Ltd conducts business as a civil, structural, mechanical, automation and instrumentation engineering services provider, alongside construction and project management, quantity surveying, estimating, cost control and procurement services.

2. THE ACT

The Promotion of Access to Information Act 2 of 2000 ("PAIA" or "the Act") was enacted on 3 February 2000 to give effect to the constitutional right of access to information held by the State and to information held by another person where that information is required for the exercise or protection of rights. A body receiving a request is not obliged to release information except where the Act expressly requires or permits disclosure. The Act prescribes the procedures applicable to such requests.

3. PURPOSE OF THE MANUAL

This Manual assists a requester to identify records available without a formal PAIA request; understand how to request access to records held by TDS Projects Group (Pty) Ltd; identify records available under other legislation; obtain the contact details of the Information Officer; locate the Information Regulator's PAIA Guide; understand the Company's processing of personal information; identify categories of data subjects and recipients; understand planned transborder information flows and understand the security measures applied to personal information.

4. CONTACT DETAILS

Information Officer	Erenst Du Toit
Private body	TDS Projects Group (Pty) Ltd
Registration number	2021/911962/07
Postal and physical address	84 Sovereign Drive, Route 21 Corporate Park, Irene, 0105
Telephone	012 345 2514
Email	info@tdsprojects.co.za
Website	https://www.tdsprojects.co.za/

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Information Regulator has published an updated Guide in terms of section 10(1) of PAIA explaining how to exercise rights under PAIA and the Protection of Personal Information Act 4 of 2013 ("POPIA"). The Guide is available in the official languages and in braille. It describes the objects of PAIA and POPIA; the contact details of Information Officers and if applicable, Deputy Information Officers; the form and manner of requests; available assistance and remedies; requirements for PAIA manuals and voluntary disclosures; applicable fees; and the regulations made under PAIA. The Guide may be inspected or copied during normal working hours at the offices of public and private bodies, requested from the Information Officer, or obtained from the Information Regulator at Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191; telephone 010 023 5200; toll-free 0800 017 160; email enquiries@inforegulator.org.za; or website https://inforegulator.org.za/.

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category	Records available without a formal PAIA request	Availability

Corporate information	Company profile, public contact details and published corporate information	Company website or on request
Marketing and public communications	Public brochures, advertisements, media releases and other material intended for public distribution	Company website or on request
Statutory public records	Records that the Company is legally required to make publicly available	Relevant public register, Company website or on request
PAIA and privacy information	This Manual, the Company's privacy notice and prescribed request forms	Company website and principal place of business

7. RECORDS OF THE PRIVATE BODY

This section identifies categories of records held by TDS Projects Group (Pty) Ltd to facilitate requests under PAIA. Access remains subject to the grounds for refusal set out in this Manual.

Subject	Categories of records
Strategic documents, plans and proposals	Annual reports; strategic plans; annual performance plans
Human resources	HR policies and procedures; advertised posts; employee records; warnings and development records; skills development and training plans; employment equity plans and statistics
Operational policies, plans, procedures and frameworks	Protocols and agreements; supply chain management; procurement plans; tenders and contracts; donations; suppliers; risk management; audit; IT; finance; HR; marketing; branding and records management
Legal, policy and research	Research strategies, plans and papers
Corporate governance	Organisational and business plans; memoranda of understanding; regulatory policies and procedures; occupational health and safety plans; loss-control registers; evacuation procedures
Manuals and guides	Information Regulator manuals and PAIA guides
Publicity, publications and media	Publications; reports; FAQs; press releases; interviews; speeches; website content; corporate identity material; presentations and conference records
Information technology	Incidents and service requests; asset and custodian records; system logs; performance logs; maintenance checklists; service-level agreements; ICT policies; network maintenance; system-development lifecycle records
Registers, reports, minutes and decisions	Information Officer registers; codes of conduct; directories; file plans; records-control schedules; research findings; monitoring and evaluation records; statistics; surveys and legislative submissions
Supply chain and finance	Bid documents; contracts; purchase orders; quotations; tenders; leases; tender applicant and award lists; accounting and reporting records; asset registers; budgets; audits; revenue statements and returns
Investigation and compliance	Subpoena-based hearings; summonses; warrants; enforcement and information notices; HR interventions; public hearings; plenary and investigation reports
Audio-visual records	Slides; photographs; films and videos

Customers, clients, directors, shareholders and employees	Identification and contact details; addresses; banking and tax details; company and registration information; employment and qualification information; medical and dependant information; next-of-kin information; related personal records

8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are retained under legislation applicable to the Company's operations and the particular records concerned. This includes, where applicable: the Basic Conditions of Employment Act 75 of 1997; Broad-Based Black Economic Empowerment Act 53 of 2003; Companies Act 71 of 2008; Compensation for Occupational Injuries and Diseases Act 130 of 1993; Competition Act 89 of 1998; Constitution of the Republic of South Africa, 1996; Copyright Act 98 of 1978; Customs and Excise Act 91 of 1964; Cybercrimes Act 19 of 2020; Electronic Communications Act 36 of 2005; Electronic Communications and Transactions Act 25 of 2002; Employment Equity Act 55 of 1998; Income Tax Act 58 of 1962; Labour Relations Act 66 of 1995; National Environmental Management Act 107 of 1998; National Road Traffic Act 93 of 1996; Occupational Health and Safety Act 85 of 1993; Promotion of Access to Information Act 2 of 2000; Protection of Personal Information Act 4 of 2013; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999; Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002; and Value-Added Tax Act 89 of 1991. Industry-specific, contractual and project-specific legislation may also apply. References include amendments, replacements and subordinate legislation. The inclusion of legislation in this section does not imply that every category of record is held by the Company.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of processing. The Company processes personal information for legitimate business and legal purposes, including staff and contractor administration; recruitment; payroll, benefits and tax administration; occupational health and safety management; project and client administration; procurement and supplier management; contract performance; financial management; regulatory reporting; security and access control; information technology administration; complaints and dispute management; marketing where permitted; and establishing, exercising or defending legal rights.

9.2 Categories of data subjects and personal information. Data subjects may include employees, former employees, applicants, contractors, directors, shareholders, customers, prospective customers, suppliers, service providers, website users, visitors, complainants and other business contacts. Information processed may include identity and contact details; demographic and employment information; qualifications and training records; financial, banking, payroll and tax information; contractual and commercial information; access-control and electronic-usage records; next-of-kin and dependant information; and, where lawful and necessary, special personal information such as health, biometric or criminal-behaviour information.

9.3 Recipients. Personal information may be supplied, where lawful and necessary, to regulators and public authorities; the South African Revenue Service; employment, compensation and social-security authorities; law-enforcement bodies; courts and dispute-resolution forums; banks and payment providers; insurers and benefit administrators; occupational health practitioners; auditors and professional advisers; clients and principal contractors; background-screening and qualification-verification providers; credit bureaus; information technology, hosting, security and records-management providers; and other contracted operators subject to appropriate safeguards.

9.4 Transborder flows. Personal information may be transferred outside South Africa only where operationally required and in accordance with section 72 of POPIA, including where the recipient is subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection, or where another lawful basis applies. Before publication of this Manual, the Information Officer must verify and record whether transborder transfers are planned or currently undertaken and, if so, identify the relevant countries and categories of recipients. The Manual must be updated whenever those arrangements materially change.

9.5 Security measures. The Company applies reasonable and appropriate technical and organisational safeguards contemplated in POPIA, including physical security; role-based access controls; authentication; network and endpoint security; secure communications; backup and recovery measures; operator and contractual safeguards; retention and secure disposal controls; staff awareness; monitoring and audit measures; incident identification and response; and periodic review of security controls. Safeguards are proportionate to the nature of the information and the risks presented by its processing.

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

A requester seeking access to a record of a private body must satisfy section 50 of PAIA by establishing that the record is required for the exercise or protection of a right, complying with the procedural requirements and paying any prescribed fee. The requester must complete the prescribed Form 2 and submit it to the Information Officer using the details in section 4. The request must contain sufficient particulars to identify the requester and record, specify the preferred form and manner of access, identify the right to be exercised or protected and explain why the record is required. A representative must provide proof of authority. The Information Officer must provide reasonable assistance where a requester cannot complete the form, including where a request is made orally because of illiteracy or disability.

The Company will process a valid request within 30 days, subject to a lawful extension of no more than 30 additional days. Where applicable, affected third parties will be notified and given an opportunity to make representations. If only part of a record is protected, any reasonably severable portion that may lawfully be disclosed will be considered for release. Failure to communicate a decision within the applicable period constitutes a deemed refusal. The outcome will be communicated in the prescribed Form 3, together with applicable fees, reasons for refusal where required, and available remedies.

A requester or third party aggrieved by a decision of a private body may lodge a complaint with the Information Regulator, subject to PAIA's procedural requirements and time limits, or apply to a competent court after exhausting any applicable remedy. Guidance and complaint forms are available from the Information Regulator.

11. FEES

The Information Officer may require payment of the prescribed request fee before processing begins. Where the prescribed search and preparation time is exceeded, a deposit may be required. Access may be withheld until applicable fees are paid. If access is granted, the requester must pay the prescribed reproduction, search and preparation fees. A deposit paid for a refused request must be refunded. The applicable fees are set out in Annexure A.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

Access must or may be refused where PAIA requires or permits refusal, including where disclosure would result in the unreasonable disclosure of personal information about a natural person; reveal protected commercial information or trade secrets of a third party; breach a duty of confidence owed to a third party; endanger the life or physical safety of an individual or prejudice the security of a building, structure, system, means of transport or other property; prejudice law-enforcement or legal proceedings; disclose a record privileged from production in legal proceedings; reveal the Company's trade secrets, commercial, financial, scientific or technical information, negotiating position or protected computer programs; or seriously disadvantage research conducted by or on behalf of the Company or a third party. Access may also be refused where a request is manifestly frivolous or vexatious or would involve a substantial and unreasonable diversion of the Company's resources. Each request will be assessed against the applicable provisions of PAIA, and any reasonably severable part of a record that is not protected will be considered for disclosure.

13. DECISION AND AVAILABILITY OF THE MANUAL

The Company will decide whether to grant or refuse a request within 30 days after receipt of a compliant request and will notify the requester in the prescribed form. The period may be extended once for no more than 30 additional days where permitted by PAIA, including where the request concerns a large volume of records, requires a search at another office, or consultation cannot reasonably be completed within the original period. Written notice of an extension will state the period and reasons and will inform the requester of the right to challenge the extension.

This Manual is available without charge on the Company's website and for inspection during normal business hours at its principal place of business. A copy may be requested from the Information Officer; reproduction or delivery charges may apply where permitted. The Company will make the Manual available in additional official languages where required by the Information Regulator and will review and update it whenever material information changes.

Approved by: Erenst Du Toit
Capacity: Information Officer / Head of Private Body
Effective date: 12 October 2026
Next review date: 11 October 2027

ANNEXURE A: PRESCRIBED FEES

Item	Description	Amount
1	Request fee payable by every requester	R140.00
2	Photocopy or printed black-and-white copy of an A4-size page	R2.00 per page or part thereof
3	Printed copy of an A4-size page	R2.00 per page or part thereof
4(i)	Copy in computer-readable form on a flash drive supplied by the requester	R40.00
4(ii)(a)	Copy on compact disc supplied by the requester	R40.00
4(ii)(b)	Copy on compact disc supplied to the requester	R60.00
5	Transcription of visual images per A4-size page	Outsourced; service-provider quotation applies
6	Copy of visual images	Outsourced; service-provider quotation applies
7	Transcription of an audio record per A4-size page	R24.00
8(i)	Copy of an audio recording on a flash drive supplied by the requester	R40.00
8(ii)(a)	Copy of an audio recording on a compact disc supplied by the requester	R40.00
8(ii)(b)	Copy of an audio recording on a compact disc supplied to the requester	R60.00
9	Search for and preparation of the record for disclosure, for each hour or part of an hour excluding the first hour	R145.00 per hour or part thereof, not exceeding R435.00
10	Deposit where the search exceeds six hours	One third of the applicable amount calculated in terms of items 2 to 8
11	Postage, email or other electronic transfer	Actual expense, if any

ANNEXURE B: FORM 2 — REQUEST FOR ACCESS TO A RECORD

The prescribed Form 2: Request for Access to Record, issued under regulation 7 of the PAIA Regulations, must be used without amendment. The current official form may be obtained from the Information Officer or downloaded from the Information Regulator's PAIA Forms webpage at https://inforegulator.org.za/paia-forms/. A requester must complete and submit the official prescribed form together with the required proof of identity and, where applicable, proof of authority to act on behalf of another person.

ANNEXURE C: FORM 3 — OUTCOME OF REQUEST AND FEES PAYABLE

The prescribed Form 3: Outcome of Request and of Fees Payable, issued under regulation 8 of the PAIA Regulations, must be used without amendment. The current official form may be obtained from the Information Officer or downloaded from the Information Regulator's PAIA Forms webpage at https://inforegulator.org.za/paia-forms/. The Information Officer must use the official prescribed form to communicate the outcome of a request and any deposit, access fee or other prescribed amount payable.