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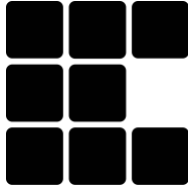
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## PAIA MANUAL

**Prepared in terms of section 51 of the Promotion of Access  
to Information Act 2 of 2000 (as amended)**

**DATE OF COMPILATION: 14/04/2023  
DATE OF REVISION: 16/07/2024**



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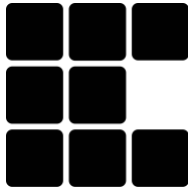
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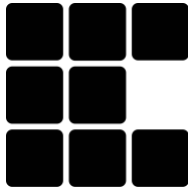
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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

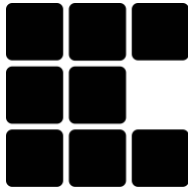
- |     |                    |   |
|-----|--------------------|---|
| 1.1 | <b>“CEO”</b>       | Chief Executive Officer   |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;                                       |
| 1.3 | <b>“IO”</b>        | Information Officer;  |
| 1.4 | <b>“Minister”</b>  | 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;



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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.

### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE ENPOWER TRADING (PTY) LTD

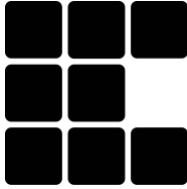
#### 3.1. Chief Information Officer

Name: James Beatty  
Tel: +27 82 728 9344  
Email: james.beatty@enpowertrading.co.za

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: Guido Phillips  
Tel: +27 823 303 433  
Email: guido.phillips@enpowertrading.co.za

#### 3.3 Access to information general contacts



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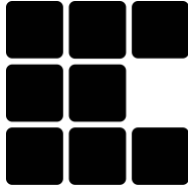
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Email: [info@enpowertrading.co.za](mailto:info@enpowertrading.co.za)

### 3.4 National or Head Office

<b>Postal Address</b>	Office 4115 in SPACES 21 Dreyer Street, Claremont Cape Town, 7708 Western Cape
<b>Physical Address</b>	Office 4115 in SPACES 21 Dreyer Street, Claremont Cape Town, 7708 Western Cape
<b>Telephone</b>	021 003 9100
<b>Email</b>	info@enpowertrading.co.za
<b>Website</b>	www.enpowertrading.co.za



#### 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 electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

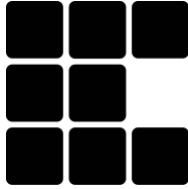
4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

4.3.3. the manner and form of a request for-

---

<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*



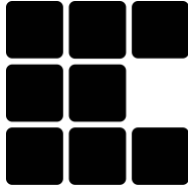
- 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>;  
and
- 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available 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-
  - 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;

---

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.



- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> 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<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

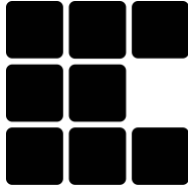
<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



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;

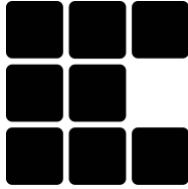
4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

5. CATEGORIES OF RECORDS OF ENPOWER TRADING WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Product Information	Information Relating to our products and services	Yes	Yes
Public Facing Policies and Notices	Privacy Policy, Cookie Policy, Terms and Conditions	Yes	No

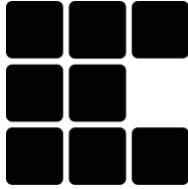
6. DESCRIPTION OF THE RECORDS OF ENPOWER TRADING WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of records	Applicable legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

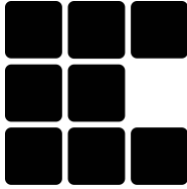


7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ENPOWER TRADING

Subjects on which the body holds records	Categories of records
Statutory Company Information	<ul style="list-style-type: none"><li>• Incorporation documents</li><li>• Memorandum of Incorporation</li><li>• Minute books, Resolutions</li><li>• Registers of directors and officers</li><li>• Share registers and other statutory registers</li><li>• Statutory returns to relevant authorities</li><li>• Statutory Records</li></ul>
Financial and Accounting Records	<ul style="list-style-type: none"><li>• Annual Financial Statements</li><li>• Accounting Records (inclusive of books of account)</li><li>• Administrative Records</li><li>• Banking Records</li><li>• Internal and external audit reports</li><li>• Rental agreements</li><li>• Invoices</li><li>• Lease agreements</li><li>• Asset registers</li></ul>
Tax Records	<ul style="list-style-type: none"><li>• Income tax returns and other documentation</li><li>• PAYE Records</li><li>• Regional services council Records</li><li>• Skills Development Levies Records</li><li>• Stamp Duties Records</li><li>• UIF and Workmen's compensation</li><li>• Value Added Tax Records</li></ul>
Legal Records	<ul style="list-style-type: none"><li>• General agreements and contracts</li><li>• Licenses, permits and authorizations</li></ul>
Insurance Records	<ul style="list-style-type: none"><li>• Claims Records</li></ul>



	<ul style="list-style-type: none"><li>• Details of insurance coverage, limits, and insurers</li><li>• Insurance policies</li></ul>
Employee Records	<ul style="list-style-type: none"><li>• Casual employee Records</li><li>• Code of conduct</li><li>• Company tax submissions in respect of employees</li><li>• Confidentiality agreements</li><li>• Disciplinary Records and internal evaluations</li><li>• Employee personal details</li><li>• Employment conditions and policies</li><li>• Employment contracts</li><li>• Employment equity plan</li><li>• Internal Records, policies, and procedures</li><li>• Leave Records</li><li>• Operating manuals</li><li>• Medical aid Records</li><li>• Remuneration and benefits Records</li><li>• Retirement and Pension fund Records</li><li>• Share option schemes registers</li><li>• Share option schemes rules</li><li>• Training schedules and material</li></ul>
Customer Records and Credit Services	<ul style="list-style-type: none"><li>• Customer contracts</li><li>• Customer records</li><li>• Records of customer details and payment performance listed with credit bureaus</li><li>• Sales Records</li><li>• Terms and conditions of sale</li><li>• Transaction Records</li><li>• Energy Bills</li></ul>
Supplier /Third Party Records	<ul style="list-style-type: none"><li>• Supplier contracts</li><li>• Terms and conditions for dealing with suppliers</li><li>• Transactional Records and supporting information</li></ul>



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## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

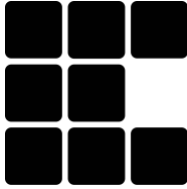
*POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe upon the Data Subject's privacy.*

The type of personal information that we process will depend on the purpose for which it is collected.

We will disclose the reason the personal information is being collected and will process the personal information for that purpose only.

Information is required by our businesses to allow them to perform the following (without detracting from the generality hereof):

- to pursue their business objectives and strategies;
- to comply with a variety of lawful obligations, including without detracting from the generality thereof, to carry out actions for the conclusion and performance of a contract as between the Enpower Trading and the Data Subject;
- for the purposes of contacting the Data Subject and attending to the Data Subject's enquiries and requests;
- for the purpose of providing the Data Subject from time to time with information pertaining to the Companies, their officers, employees, services and goods and other ad hoc business-related information;
- to pursue the parties' legitimate interests, or that of a third party to whom the Personal Information is supplied;
- for the purposes of providing, maintaining, and improving our Products and Services, and to monitor and analyse various usage and activity trends pertaining thereto;
- for the purposes of performing internal operations, including management of employees, employee wellness programmes, the performance of all required HR and IR functions, call centres, attending to all financial matters including budgeting, planning, invoicing,

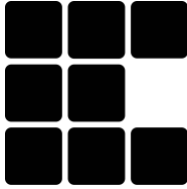


facilitating, and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested, or required; and

- for the purpose of preventing fraud and abuse of the Companies' processes, systems, procedures, and operations, including conducting internal and external investigations and disciplinary enquiries and hearings.

## 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
Clients - Natural persons	<ul style="list-style-type: none"><li>• Names</li><li>• Contact details</li><li>• Physical and postal addresses</li><li>• Date of birth</li><li>• ID number</li><li>• Tax related information</li><li>• Nationality</li><li>• Gender</li></ul>
Clients - Juristic persons	<ul style="list-style-type: none"><li>• Names of contact persons</li><li>• Name of legal entity</li><li>• Physical and postal address</li><li>• Contact details</li><li>• Financial information</li><li>• Registration number</li><li>• Founding documents</li><li>• tax related information</li><li>• authorised signatories</li><li>• beneficiaries</li><li>• ultimate beneficial owners</li></ul>

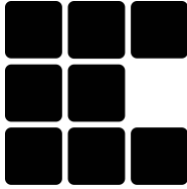


Employees / Directors / Potential Employees/ Shareholders / Volunteers	<ul style="list-style-type: none"><li>• Gender</li><li>• Marital status</li><li>• Race</li><li>• Age</li><li>• Language</li><li>• Education information</li><li>• Financial information</li><li>• Employment history</li><li>• ID number</li><li>• Next of kin</li><li>• Physical and postal address</li><li>• Contact details</li><li>• Criminal Records</li><li>• Medical information</li><li>• Images</li><li>• Demographics</li></ul>
Website end-users	<ul style="list-style-type: none"><li>• Application end-users: names</li><li>• Electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data, social media.</li></ul>

**8.3 The recipients or categories of recipients to whom the personal information may be supplied**

We may supply personal Information to these potential recipients:

- Management.
- Employees and temporary employees / job applicants / agents / bursary applicants / directors / learnerships
- Business partners
- Customers and clients
- Medical Service Providers, insurance companies, pensions and provident funds, wellness, or health providers; banks



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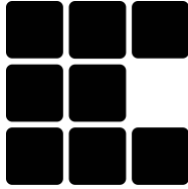
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- Contractors / vendors / suppliers / service providers / operators / franchisors / franchisees.
- Third party service providers.
- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies; public bodies who we engage with to discharge legal and public duties and obligations including SARS, National treasury, Department of Labour and the financial sector conduct authorities
- Courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules
- Anyone making a successful Request for Access in terms of PAIA or POPIA.
- Subject to the provisions of POPIA and other relevant legislation, Enpower Trading may share information about a client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which Enpower Trading operates.

#### **8.4 Planned transborder flows of personal information**

Enpower Trading may from time to time have to disclose a Data Subject's personal information to other parties, including organs of state, other departments or subsidiaries, product or third party service providers, regulators and or governmental officials, overseas service providers and or agents, but such disclosure will always be subject to an agreement which will be concluded as between the company and the party to whom it is disclosing the Data Subject's personal information to, which contractually obliges the recipient of this personal information to comply with strict confidentiality and data security conditions. Where personal information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject's personal information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the personal information is bound contractually to a no lesser set of obligations than those imposed by POPIA.



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## **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**

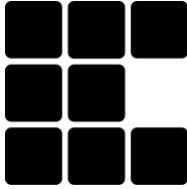
Enpower Trading will ensure that the Data Subject's personal information is securely stored electronically, which for operational reasons, will be accessible to certain categories of authorised persons within the company on a need to know and business basis, save that where appropriate, some of the Data Subject's personal information may be retained in hard copy and stored securely. Considering the nature, scope, context, and purpose of Processing, Enpower Trading ensures implementation of appropriate technical and organizational measures designed to ensure the confidentiality, integrity and security of personal information against unlawful access and against accidental loss, destruction or damage as prescribed by POPIA. The security measures implemented to secure against unauthorized processing or access may include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

## **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on [www.enpowertrading.co.za](http://www.enpowertrading.co.za);



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9.1.2 head office of the Enpower Trading 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 a Enpower Trading will on a regular basis update this manual.

***Issued by***

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***James Beatty***

***Information Officer and CEO***