

**HAGEN BRINK CONSULTING ENGINEERS (PTY) LTD**  
(Registration Number 2019/617584/07)

# **PAIA MANUAL**

Prepared in terms of Section 51 of  
**The Promotion of Access to Information Act**  
**2 of 2000**  
&  
**The Protection of Personal Information Act**  
**4 of 2013**

**Dec 2024**

A copy of the manual will be available for inspection at Hagen Brink Consulting Engineers' office and is available on the company's website at <https://hagenbrink.co.za/>

## 1. Introduction

This Promotion of Access to Information Manual ("PAIA Manual") provides an outline of the type of records and the personal information **Hagen Brink Consulting Engineers (Pty) Ltd ("Hagen Brink")** 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"). 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 the Protection of Personal Information Act, 4 of 2013 ("POPIA").

The PAIA and POPIA 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.

**Hagen Brink** is a leading multi-disciplinary engineering consulting companies with a solid footprint on the African continent. **Hagen Brink** offers design, planning and management services across the entire engineering consultancy spectrum.

**Hagen Brink** is a partner of choice for the private sector who seek knowledgeable talent, with proven experience and the expertise to respond to the numerous infrastructures demands and needs of the continent.

### 1.1. Availability of this PAIA Manual

This manual is published on **Hagen Brink's** website at [www.hagenbrink.co.za](http://www.hagenbrink.co.za) or alternatively, a copy can be requested from the Information Officer (see contact details below).

### 1.2. Availability of guides to the PAIA and POPIA Acts

Guides to the PAIA and POPIA Acts can be obtained and queries directed to:

PAIA Act	POPIA Act
South African Human Rights Commission  Private Bag 2700 Houghton Johannesburg 2041  JD House 27 Stiemens Street Braamfontein Johannesburg 2001  Telephone number: (011) 484 8300 Fax number: (011) 484 1360 Website: <a href="http://www.sahrc.org.za">www.sahrc.org.za</a> Email: <a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>	The Information Regulator (South Africa)  P.O. Box 31533 Braamfontein Johannesburg 2017  JD House 27 Stiemens Street Braamfontein Johannesburg 2001  Telephone number: (012) 406 4818 Fax number: 086 500 3351 Website: <a href="http://www.justice.gov.za/inforeg/">www.justice.gov.za/inforeg/</a> Email: <a href="mailto:inforeg@justice.gov.za">inforeg@justice.gov.za</a>

## 2. Company Contact Details

Company Contact Details in terms of PAIA:

Hagen Brink Consulting Engineers (Pty) Ltd  
P.O. Box 3972  
Tygervally  
7536

Telephone number: 082 482 8689

Website: [www.hagenbrink.co.za](http://www.hagenbrink.co.za)

Email Address: [genie@hagenbrink.co.za](mailto:genie@hagenbrink.co.za)

## 3. Information Officer Contact Details

Information Officer Designation	Finance Manager
Names	Eugenie Hagen
Email Address	<a href="mailto:genie@hagenbrink.co.za">genie@hagenbrink.co.za</a>
Postal Address	P.O. Box 3972 Tygervally 7536

## 4. Processing of Personal Information

**Hagen Brink** takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African Laws. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, use, retention and dissemination) will be applied to any personal information processed by **Hagen Brink**.

## 5. Records in the Possession of DJHA

Details of the various subjects on which **Hagen Brink** holds records and the categories of records within these subjects are detailed below. Some of the records are automatically available and no requests form or fees need to be paid for such records. Where fees apply to a request for information, such fees are set out below.

### 5.1. Records (as amended) that are available in terms of other legislation

Where applicable to its operations, **Hagen Brink** retains records and documents in terms of the legislation below:

- Basic Condition of Employment Act, 75 of 1997
- Broad-Based Black Economic Empowerment Act, 53 of 2003
- Companies Act, 61 of 1973

- Compensation for Occupational Injuries and Health Diseases Act, 130 of 1993
- Copyright Act, 98 of 1978
- Electronic Communications Amendment Act, 37 of 2007
- Employment Equity Act, 55 of 1998
- Engineering Profession Act, 46 of 2000
- Finance Act, 35 of 2000
- Income Tax Act, 95 of 1967
- Labour Relations Act, 66 of 1995
- National Environmental Management Act, 107 of 1998
- National Water Act, 36 of 1998
- Occupational Health & Safety Act, 85 of 1993
- Pension Funds Act, 24 of 1956
- Skills Development Levies Act, 9 of 1999
- Skills Development Act, 97 of 1998
- Tax on Retirement Funds Act, 38 of 1996
- Unemployment Contributions Act, 4 of 2002
- Unemployment Insurance Act, 63 of 2001
- Unemployment Insurance Contributions Act, 4 of 2002
- Value Added Tax Act, 89 of 1991

## 5.2. Records Automatically Available

The following records are automatically available on the Hagen Brink website at [www.hagenbrink.co.za](http://www.hagenbrink.co.za) without having to request access in terms of the PAIA:

- Profile of **Hagen Brink**
- Professional Services and Capability Statements
- Descriptions of Projects executed
- Location of Offices and contact details

## 5.3. Records Not Automatically Available / Requested Records

**Hagen Brink** keeps records in the categories listed hereunder. These records are not automatically available without a request in terms of the Act. A request in terms of this section is subject to the provisions of PAIA, which provides that the head of a company must refuse a request for access to a record of the company if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party including a deceased individual.

It should be noted that a request for access to such records will not automatically be granted. All requests for access will be evaluated on its own merits in accordance with the provisions of PAIA.

The information is classified and grouped according to records relating to the following subjects and categories:

### 5.3.1. Company Records

- Audit Statements and Tax Records
- Consultant or Contractual Records
- Corporate Policies and Procedures
- Correspondence

- Financial Records and Management Accounts
- Income Tax Records
- Information Technology Records
- Insurance Policies
- Legal and Contractual Records
- Pension Fund and Medical Aid Records
- Personnel Documents and Records
- Purchasing Records
- Registers required in terms of the Companies Act
- Skills Development and Training Records

### 5.3.2. Operational Records

- Billing Records
- Client Records
- Contracts
- Minutes and Correspondence
- Project Plans, Reports, Designs, Drawings and Specifications
- Project Records
- Tenders
- Time and Expense Records

## 6. Requesting Information Not Automatically Available Procedure

The purpose of this paragraph is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by **Hagen Brink**.

**Hagen Brink** will process the request within thirty (30) days, thereafter the requestor will be notified in writing whether access is granted or denied.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.

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

### 6.1. Completion of Access Request Form

In order for **Hagen Brink** to respond to requests in a timely manner, the Access Request Form should be completed, taking due cognisance of the following Instructions on Completion of Forms:

- The Access Request Form must be completed in the English language.
- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.

- If there is nothing to disclose in reply to a particular question state “nil” in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

## 6.2. Submission of Access Request Form

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

The form must:

- Provide information to enable the Information Officer to identify the requester and records requested;
- Provide an explanation why the requested record is required for the exercise or protection of that right; and
- If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

An initial, non-refundable R50.00 request fee is payable on submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.

## 6.3. Payment of Fees

Payment details can be obtained from the Information Officer as indicated above and payment can be made via a direct deposit (no credit card payments are accepted). Proof of payment must be supplied.

*Note: If the request for access is successful, an access fee will be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees. The access fee must be paid prior to access being given to the requested record.*

## 6.4. Notification

Requests will be evaluated and the requester notified within thirty (30) days of receipt of the completed Access Request Form. Notifications may include:

### Notification of Extension Period (if required)

The requesters may be notified whether an extension period is required for the processing of their requests including:

- The required extension period, which will not exceed an additional thirty (30) day period;
- Adequate reasons for the extension; and
- Notice that the requester may lodge an application with a court against the extension and the procedure, including the period, for lodging the application.

## **Payment of Deposit (if applicable)**

The requester may be notified whether a deposit is required. A deposit will be required depending on certain factors such as the volume and/or format of the information requested and the time required for search and preparation of the record(s). The notice will state:

- The amount of the deposit payable (if applicable); and
- That the requester may lodge an application with a court against the payment of the deposit and the procedure, including the period, for lodging the application.

*Note: In the event that access is refused to the requested record, the full deposit will be refunded to the requester.*

## **Decision on Request**

If no extension period or deposit is required, the requesters will be notified, within 30 days, of the decision on their requests.

If the request for access to a record is successful, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record (if any);
- An indication of the form in which the access will be granted;

If the request for access to a record is not successful, the requester will be notified of adequate reasons for the refusal and that the requester may lodge an application with a court against the refusal of the request and the procedure including the period, for lodging the application.

## **7. Remedies for Refusal to Request for Information**

### **7.1. Internal Remedy**

**Hagen Brink** does not have an internal appeal procedure regarding PAIA and POPIA Act requests. As such, the decision made by the Information Officer, is final and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

### **7.2. External Remedy**

If a request is denied, or a requester is not satisfied by a decision made by Information Officer, the requestor is entitled to apply to a Court with appropriate jurisdiction, or the Information Regulator for relief within one hundred and eighty (180) days of receiving the decision that has caused the grievance.

## **8. Information or Records Not Found**

If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the Information Officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the Information Officer with every person who conducted the search.

The notice, as set out above, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.

If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the Information Officer.

## **9. Prescribed Fees**

Note: All prices listed below are inclusive of Value-Added Tax (VAT)

The fees for reproduction of a record are as follows:

- a) For every photocopy of an A4 size page or part thereof R1.50
- b) For every printed copy of an A4-size page or part thereof R1.00
- c) For a copy of a compact disc R100.00
- d) For a transcript of visual images of an A4 size page or part thereof R50.00
- e) For a copy of visual images R70.00
- f) For a transcript of an audio record, for an A4-size page or part thereof R50.00
- g) For a copy of an audio record R50.00
- h) The requester is required to pay a prescribed fee of R50.00 before a request for information is attended to.
- i) If the Information Officer is of the opinion that six (6) hours will be exceeded to source, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R50.00 for each hour or part thereof, exceeding the six (6) hours.
- j) The actual postage fee is payable when a copy of a record must be posted to a requester.

## **10. Availability of the PAIA Manual**

The PAIA Manual is available for inspection at the offices of **Hagen Brink**, free of charge. Copies of the PAIA Manual may be obtained, subject to the prescribed fees, by requesting a copy by email from the Information Officer at [genie@hagenbrink.co.za](mailto:genie@hagenbrink.co.za).

The PAIA Manual can also be accessed on Hagen Brink's website [www.hagenbrink.co.za](http://www.hagenbrink.co.za).

## **11. Other Information**

The Minister of Justice and Constitutional Development has to date not published any regulations in terms of this section.

## **12. Amendment of PAIA Manual**

The PAIA Manual may be amended from time to time as and when necessary, in accordance with the requirements of the applicable sections of PAIA and POPIA. As and when amendments are affected, the latest version of the manual will be made public.



## ACCESS REQUEST FORM

### FOR OFFICE USE

Request received by: \_\_\_\_\_

Date & Place: \_\_\_\_\_

Reference number: \_\_\_\_\_

Request fee (if any): R\_\_\_\_\_

Deposit (if any): R\_\_\_\_\_

Access fee: R\_\_\_\_\_

\_\_\_\_\_  
Signature of Information Officer

### SECTION A: PARTICULARS OF BODY

Requests can be submitted either via conventional mail or e-mail and should be addressed to the relevant Information Officer as indicated below:

#### **Hagen Brink Consulting Engineers (Pty) Ltd**

Information Officer: Eugenie Hagen

Postal address: P.O. Box 3972, Tygervalley, 7536

Phone number: 082 482 8689

Email address: [genie@hagenbrink.co.za](mailto:genie@hagenbrink.co.za)

### SECTION B: PARTICULARS OF REQUESTER (if natural person)

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

Full Names and Surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

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

**SECTION D: 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: \_\_\_\_\_

**SECTION E: 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.**

(i) Description of record or relevant part of the record: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(ii) Reference number, if available: \_\_\_\_\_

(iii) Any further particulars of record: \_\_\_\_\_

\_\_\_\_\_

**SECTION F: FEES**

a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **non-refundable request fee** of **R50.00** has been paid.

b) 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.

c) You will be notified of the amount required to be paid as **access fee**.

d) If you qualify for exemption of the payment of any fee, please state the reason for such exemption.

Reason for exemption from payment of fees: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION G: 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) Your indication as to the required form of access depends 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

**2. If record consists of visual images;**

*(this includes photographs, slides, video recordings, computer-generated images, sketches, etc).*

- ☐ View the images
- ☐ Copy of the images\*
- ☐ Transcription of the images\*

**3. If record consists of recorded words or information which can be reproduced in sound;**

- ☐ Listen to the soundtrack (audio cassette)
- ☐ Transcription of soundtrack\* (written or printed document)

**4. If record is held on computer or in an electronic or machine-readable form;**

*(this includes photographs, slides, video recordings, computer-generated images, sketches, etc).*

- ☐ Printed copy of record\*
- ☐ Printed copy of derived from the record\*
- ☐ Copy in computer readable form\* (compact disc / USB)

\* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? **A postal fee is payable.** ☐ YES ☐ NO

*Note: If the record is not available in the language you prefer, access may be granted in the language in which the record is available.*

**In which language would you prefer the record?** \_\_\_\_\_

**SECTION H: PARTICULARS OF RIGHTS TO BE EXERCISED OR PROTECTED**

*If the space provided is inadequate, please complete the information on a separate folio and attach it to this form. **The requester must sign all additional folios.***

1) Indicate which right is to be exercised or protected: \_\_\_\_\_

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

**SECTION I: 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?

☐ By Posted Mail

☐ By Email

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

\_\_\_\_\_  
**SIGNATURE OF REQUESTOR or  
PERSON ON WHOSE BEHALF THE REQUEST IS MADE**

**YOU MUST:**

- 1) Complete all necessary sections.
- 2) Sign the access request form.
- 3) Sign additional folios completed.

**SEND WITH THIS APPLICATION:**

- 1) R50.00 (if not personal requester) request fee.
- 2) Any additional folios completed.

# OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018  
[Regulation 2]

Note:

- 1) Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- 2) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- 3) Complete as is applicable.

## SECTION A: DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject: \_\_\_\_\_

Unique Identifier/ Identity Number: \_\_\_\_\_

Residential, postal or business address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact number(s): \_\_\_\_\_

Fax number / E-mail address: \_\_\_\_\_

## SECTION B: DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of data subject: \_\_\_\_\_

Unique Identifier/ Identity Number: \_\_\_\_\_

Residential, postal or business address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact number(s): \_\_\_\_\_

Fax number / E-mail address: \_\_\_\_\_

## SECTION C: REASONS FOR OBJECTION

*(Please provide detailed reasons for the objection)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<div><div></div><div></div><div></div></div>
<div>Signed at _____ on this _____ day of _____ 20 ____.</div> <div><div></div><div><b>SIGNATURE OF DATA SUBJECT or DESIGNATED PERSON</b></div></div>

# REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018  
[Regulation 3]

Note:

- 1) Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- 2) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- 3) Complete as is applicable.

Mark the appropriate box with an "x".

## Request for:

☐ Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐ Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

### SECTION A: DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject: \_\_\_\_\_

Unique Identifier/ Identity Number: \_\_\_\_\_

Residential, postal or business address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact number(s): \_\_\_\_\_

Fax number / E-mail address: \_\_\_\_\_

### SECTION B: DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of data subject: \_\_\_\_\_

Unique Identifier/ Identity Number: \_\_\_\_\_

Residential, postal or business address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact number(s): \_\_\_\_\_

Fax number / E-mail address: \_\_\_\_\_

**SECTION C: INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED**

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**SECTION D: REASONS FOR CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY AND OR REASONS FOR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN**

*(Please provide detailed reasons for the request)*

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Signed at \_\_\_\_\_ on this \_\_\_\_\_ day

of \_\_\_\_\_ 20 \_\_\_\_.

\_\_\_\_\_  
**SIGNATURE OF DATA SUBJECT or  
DESIGNATED PERSON**