



PAIA MANUAL

Of

**M and I Solutions (Pty) Ltd
(hereafter referred to as “M&I”)**

Company Registration Number: 2022/769939/07

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

Updated: 2025/01/17

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The purpose of this manual is for assistance to persons who want to access information in terms of the PAIA Act from any member of M&I and with the knowledge of the Designated Head.

1. Information required under section 51(1) (a) of the Act

Required information	Details
Private entity	M and I Solutions (Pty) Ltd
Company Registration Number	2022/769939/07
Physical Address	Ground Floor Southdowns Ridge Office Park, Cnr John Vorster & Nelmapius Drive, Irene, Centurion
Postal Address	Ground Floor Southdowns Ridge Office Park, Cnr John Vorster & Nelmapius Drive, Irene, Centurion, 0157
Contact Number	+27 82 824 6220
Email Address	info@minedustrial.co.za
Information Officer Name	JM Nash
Information Officer Email	info@minedustrial.co.za

2. Guide description as referred to in Section 10 of PAIA

A Guide in terms of Section 10 of PAIA as per the South African Human Rights Commission (SAHRC) contains information to any person who wishes to exercise rights. This Guide is available in all the official languages.

In the event of this Guide to be inspected, it is available at the offices of the South African Human Rights Commission at Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg, Gauteng and also on their website www.sahrc.gov.za. They can be contacted at +27 11 877 3600.

Records available for other legislation:

Protection of Personal Information Act, 2013 (Act 4 of 2013)
Companies Act, 2008 (Act 71 of 2008)
Consumer Protection Act, 2008 (Act 68 of 2008)
National Credit Act, 2005 (Act 34 of 2005)

3. Records automatically available

In terms of Section 52(2) of PAIA, information of the business on the company website is automatically available to any person without having to submit a request for access.

4. Records held by M&I

All persons with access to the internet can access general information about M&I on the company website www.minedustrial.co.za.

The company provides Slurry Pump Solutions, Pump repairs and Maintenance and related Consulting Services for the mining and industrial sectors.

Records on different categories in terms of Section 51(1) (e) are not automatically available and requires to be officially requested access to and could be refused in terms of Section 62 to 69 of the Act. These categories include company records, financial records including Tax related, standard terms and conditions of service and other policies and procedures.

5. Data subjects and their personal information

Data gathered lawfully on customers and suppliers as part of providing proper services comply with the POPI Act and the privacy policy is freely accessible on the company's website www.minedustrial.co.za.

Website tracking is used to track general enquiries and site visits as part of general observation and improvement implementation.

6. Security measures to protect personal information

- Cyber protection by a well-known trusted provider to ensure online safety with antivirus and scam protection functionalities, including information security.
- Policies related to information security.
- Physical security measures

7. Process for a request for access

Any information mentioned in this document or even not mentioned, will only be made available subject to the provisions of the Act. The process to follow to request access to records, are as follows:

- **Form of request**

- A requester must use the Form C to request access to a record and must be addressed to the required head with authority and must include the address, contact number, or email address of the concerned body.
- Sufficient details must be provided by the requester for the Information Officer to clearly identify the requested documents or records. The requester must also state the communication method they wish for replies to be made in.
- An explanation of why the record is requested must be provided by the requester to clearly identify which right should be exercised or protected.
- In the event of a request for access made on behalf of another person, proper proof of the capacity of the requester must be provided to the satisfaction of the Information Officer.

- **Fees**

- Any requester looking to access records with personal information about themselves, is not required to pay any fees.
- Any requester looking to access records with personal information about another person/s is required to pay the request fee as per PAIA rates.
 - With exception of a personal requester, the Information Officer will notify the requester of the related fee payable which must be paid before the request can be processed.
 - For a private body, the request fee is R50, unless the requester lodges an application to the court against payment of the fee.
 - The requester will be notified by the Information Officer through the decided communication method once a decision on the request is made. Once granted, there will be a further access fee payable for the process of searching, preparation, and reproduction and for the time exceeding the prescribed hours to perform these actions for the record to be disclosed.

In terms of the Sections 62 to 70 of Chapter 4 of the PAIA Act, M&I has the right to reject any request for access to information made by any requester.

8. Availability of the manual

This manual will be available on the company website www.minedustrial.co.za



Signature of Designated Head

JM Nash (Director)

Name of Designated Head

2023/01/17

Date of signature