



BSI – PAIA Manual

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000, as amended



Your partner
in progress

.....	1
1. List of Acronyms and Abbreviations.....	3
2. Introduction.....	3
3. Purpose of PAIA Manual	4
4. Key contact details for access to information	5
5. Guide on how to use PAIA and how to access the guide	5
6. Categories of records.....	7
7. Processing personal information.....	9
8. Availability of the manual	11
9. Prescribed request forms and fees.....	11
10. Remedies.....	12
11. Availability of guides to the PAIA and POPI Acts	12
12. Updating the manual.....	13
13. Revision & Approval History.....	13

1. List of Acronyms and Abbreviations

1.1.	IO	Information Officer
1.2.	DIO	Deputy Information Officer
1.3.	Minister	Minister of Justice and Correctional Services
1.4.	PAIA	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
1.5.	POPIA	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
1.6.	Regulator	Information Regulator
1.7.	Republic	Republic of South Africa

2. Introduction

BSI Group South Africa (PTY) specialises in the provision of standards development, management systems & product assessment, certification and training services.

This Promotion of Access to Information Manual (Manual) provides an insight into the type of records and the personal information held by the company it holds and explains how to submit requests for access to these records in accordance relation to the Promotion of Access to Information Act 2 of 2000 (PAIA Act).

In addition, the manual explains how to access or object to personal information held by the Company or request correction of the personal information, pertaining to Sections 23 and 24 of the Protection of Personal Information Act 4 of 2013 (POPI Act).

The PAIA and POPI 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. Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 11.

3. Purpose of PAIA Manual

This manual is available to the public to:

- 3.1. Identify the categories of records held by the company a body which are available without a person having to submit a formal PAIA request;
- 3.2. Explain how to make a request for access to a record in terms of PAIA of the body;
- 3.3. Provide the description of the records of the company body, which are available in accordance with any other legislation;
- 3.4. 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;
- 3.5. Outline the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6. Know and explain all the remedies available from the Regulator regarding request for access to the records, before approaching the Courts;
- 3.7. Explain if the company will process personal information, the purpose of such processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8. Understand the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.9. Identify the recipients or categories of recipients to whom the personal information may be supplied;
- 3.10. Know if the company 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
- 3.11. Confirm whether the company has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. Key contact details for access to information

4.1. Chief Information Officer

Name: Charlene Holm

Tel: +27 12 004 0271

Email: Charlene.holm@bsigroup.com

4.2. Deputy Information Officer

Name: Richard Peart

Tel: 0044 (0) 7917 581641

Email: Richard.peart@bsigroup.com

Access to information general contacts

Email: privacyteam@bsigroup.com

4.3. National Office Address:

Park Lane West, 194 Bancor Avenue, Waterkloof Glen X2, 0181

Tel: +27 12 880 6230 Email: bsi.za@bsigroup.com

5. Guide on how to use PAIA and how to access the guide

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.

5.1. The Guide is available in each of the official languages and in braille.

5.2. The aforesaid Guide contains the description of-

5.2.1. The objects of PAIA and POPIA;

5.2.2. The postal and street address, phone and fax number and, if available, electronic mail address of:

- The Information Officer of every private body, and

- Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA1 and section 56 of POPIA2;

5.2.3. The manner and form of a request for:

- The manner and form of a request for:
- Access to a record of a public body contemplated in section 113; and
- Access to a record of a private body contemplated in section 504;

5.2.4. The assistance available from the IO of a public body in terms of PAIA and POPIA;

5.2.5. The assistance available from the Regulator in terms of PAIA and POPIA;

5.2.6. 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:

- An internal appeal;
- A complaint to the Regulator; and
- 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;

5.2.7. The provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.2.8. The provisions of sections 57 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.2.9. The notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

5.2.10. The regulations made in terms of section 92.

5.3. 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.

5.4. The Guide can also be obtained-

- Upon request to the Information Officer;
- From the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5.5. A copy of the Guide is also available in the following official language, for public inspection during normal office hours;

- English

6. Categories of records

6.1. Categories of records held of BSI which are available to the public without a person having to request access

Categories of Records	Types of Records	Location
Product and Services Information	Information on products and services	Available on Website
Company Information	Information on events	Available on Website
Company Information	Company Contact Information	Available on Website

6.2. Description of records of BSI which are available in accordance with any other legislation

Categories of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Financial and Regulatory	Financial and Tax Regulatory Reports
Tax Submissions, Records	Value Added Tax Act, 89 of 1991
Income Tax submissions, IRP5 I	Income Tax Act 58 of 1962

6.3. Description of the subjects on which the body holds records and categories of records held on each subject by BSI

Subjects on which the body hold records	Categories of Record
Company Documentation	Documents of incorporation Memorandum and Articles of Association Minutes of Board of Directors Meetings Records relating to the appointment of Auditors/Secretary/Public Officer and other Officers.
Financial Records	Annual Financial Statements Tax Returns Accounting Records Banking Records Bank Statements Electronic Banking Records Asset Register Rental Agreements Invoices
Income Tax Records	PAYE Records Documents issued to employees for income tax purposes Records of payments made to SARS on behalf of employees. All other statutory compliances. VAT Skill Development Levies UIF Workmen's Compensation
Personnel Records and Documentation	Employment contracts Employment Equity Plan Medical Records Disciplinary Records Salary Records SETA Records Disciplinary Code Leave Records Training Records

7. Processing personal information

BSI takes the privacy and protection of personal information very seriously and will only process personal information in accordance with Protection of Personal Information Act, 2013 in relation to the collection, use, storage, dissemination and deletion of personal information.

7.1. Purpose of Processing Personal Information

- Management of customer records to effectively deliver services to clients;
- Human resource management and employee welfare;
- Recruitment of personnel;
- The compliance with applicable laws and regulations;
- Health and Safety Management;
- The onboarding and management of suppliers;
- General administration, financial and tax obligations;
- Audit and compliance responsibilities;
- Sales and marketing activities;
- For insurance and risk management purposes.

7.2. Description of the categories of data subjects and of the information or categories of information relating thereto;

Categories of data subjects and personal information processed by BSI include the following:

Categories of Data Subjects	Personal Information that may be processed
Clients and prospect clients	Client contact personal information
Suppliers	Supplier contact personal information
Employees and contingent workers	Personal information, employment contracts, salary information, performance records, benefits information, health information, training records
Job Applicants	Curriculum Vitae & Application Forms

7.3. The recipients or categories of recipients to whom the personal information may be supplied We may share the personal information of data subjects for any of the purposes outlined in Section 9.1; Internal departments and Group entities

We do not share the personal information of data subjects with any third party, unless:

- We are obligated to provide personal information for legal or regulatory purposes;
- Clients utilising products and services and engaging in contracts;
- Partners who work with BSI on joint initiatives;
- Suppliers who process personal information on behalf of BSI;
- Regulators and official bodies.
- We are required by the South African Police Services;
- We are required to do so for purposes of existing or future legal proceedings;
- For the sale of one or more of our businesses to a party to who we may transfer our rights under any agreement we have with you;
- For the prevention of crime, fraud, loss, bribery or corruption;
- To approved suppliers processing personal information on our behalf;
- Required to provide or manage any information, products and/or services to data subjects; or

We issue data subjects with notifications or communications if we are obliged by law or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

7.4. Information security measures to protect personal information

BSI are certified to ISO 27001 and have implemented an effective Information Security Management System, which consists of robust technical and organisational controls to protect the confidentiality, integrity and availability of personal information.

The management system defines the governance standards for information security across BSI and is managed by a dedicated team of Information and Cyber Security Professionals.

7.5. Planned transborder flows of personal information

Personal information is not transferred outside of South Africa, unless it is necessary for internal operational business transactions or circumstances requiring trans-border processing and will do so only in accordance with South African legislative requirements; or

if the data subject consents to transfer of their personal information to third parties in an overseas country.

Governance measures are applied to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act.

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 9.4.

7.6. Personal Information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject and they are aware of the contents of this PAIA manual and the BSI Privacy Policy. Furthermore and do not have any objection to our processing their information in accordance with this policy.

8. Availability of the manual

A copy of the Manual is available for the public to access and published on the BSI website; <https://www.bsigroup.com/en-ZA/> or alternatively, a copy can be requested from Richard Peart (see contact details in section 4).

9. Prescribed request forms and fees

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Information Officer (see contact details in section 4).

The following applies to requests (other than personal requests):

1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
2. If the preparation of the record requested and BSI require more than the prescribed six hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
4. Records may be withheld until the fees have been paid;
5. The detailed Fee Structure is available on the website of the Company, at the following address <https://www.bsigroup.com/en-ZA/>

10. Remedies

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 4, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction or the Information Regulator (once established), for relief.

11. Availability of guides to the PAIA and POPI Acts

POPI Act and PAI Act
Information Regulator P.O Box 31533 Braamfontein, Johannesburg, 2017
JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Fax number: (086) 500 3351 Website: www.justice.gov.za/inforeg/ E-mail: inforeg@justice.gov.za

12. Updating the manual

The Director of BSI will on a periodic basis review and update this manual.

Issued by: Charlene Holm, Global Quality and Compliance Director

13. Revision & Approval History

Revision No	Date	Author	Approved By	Changes
0.1	20 th October 2025	Richard Peart		Draft
1.0	26 th November 2025	Richard Peart	Charlotte Holm	New Document