AR JONES ENGINEERING

(PTY) LTD | Registration number 2016/132393/07

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)
DATE OF COMPILATION: 15/10/2026
DATE OF REVISION: 15/10/2027

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 **"MD"** Managing Director;

1.2 **"IO"** 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"** Protection of Personal Information Act No.4 of 2013;

1.6 **"Regulator"** Information Regulator;

1.7 **"Republic"** Republic of South Africa;

1.8 **"Company"** AR Jones Engineering (Pty) Ltd, registration number 2016/132393/07, trading as AR Jones Engineering;

1.9 **"DIO"** Deputy Information Officer;

1.10 **"Head"** the head of the Company as defined in section 1 of PAIA, being the Managing Director; and

1.11 **"Regulations"** the Regulations relating to the Promotion of Access to Information, 2021, published under GN R757 in GG 45057 of 27 August 2021.

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 that 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;

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2.3 know the description of the records of the body that are available in accordance with any other legislation;

2.4 access all the relevant contact details of the 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;

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.

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3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF AR JONES ENGINEERING

3.1. Information Officer and Head of the Company (Managing Director)

Name: Antonio Rodriques Jones

IO Registration Number: 2026-048639 (Information Regulator, issued 29 June 2026)

Tel: (022) 772 0198

Email: antonio@arjones-engineering.com

Postal Address: 29 Bogey Boulevard, Country Club, Langebaan, 7357

3.2 National Office

Physical Address: 79 Platinum Str., Saldanha Industrial Area, Saldanha Bay, 7395, Western Cape, South Africa

Telephone: (022) 772 0198

Email: admin@arjones-engineering.com

Website: arjones-engineering.com

3.3 Deputy Information Officer

No Deputy Information Officer has been designated. All requests and enquiries must be directed to the Information Officer.

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

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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 fax number and, if available, 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 and section 56 of POPIA;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11; and

4.3.3.2. access to a record of a private body contemplated in section 50;

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 (in respect of a public body only);

4.3.6.2. a complaint to the Regulator; and

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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;

4.3.7. the provisions of sections 14 and 51 require 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 and 52 provide for voluntary disclosure of categories of records by a public body and a private body, respectively;

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

4.3.10. the regulations made in terms of section 92.

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://inforegulator.org.za

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

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5. CATEGORIES OF RECORDS OF AR JONES ENGINEERING WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

CATEGORY OF RECORD	TYPES OF THE RECORD	HOW CAN A RECORD BE ACCESSED
Company Information	Company profile, business overview, contact details, physical and postal address	Website, email request, telephone request
Marketing and Promotional Material	Company brochures, service brochures, promotional material	Website, email request
Services Information	Description of engineering and maintenance services offered by the company	Website, email request
Employment Opportunities	Advertised vacancies, employment opportunities, Apprenticeship / Internship opportunities	Website, email request
PAIA Documentation	PAIA Manual, PAIA Request Forms, Information Regulator Guide	Website, email request
POPIA Documentation	Privacy Notice, POPIA Consent Forms, Personal Information Processing Notice	Website, email request

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Corporate Governance Information	Code of Ethics, Company Values, Corporate Social Responsibility information	Website, email request
Health and Safety Information	General Health and Safety Policy Statement, SHEQ Commitment Statements	Website, email request
Environmental Information	Environmental Policy Statements and Sustainability Commitments	Website, email request
B-BBEE Information	Valid B-BBEE Certificate	Email request
Compliance Certificates	Publicly available registrations and certificates not containing confidential information	Email request
Supplier Information	Supplier registration forms and procurement information	Email request
Customer Information	Customer inquiry forms, service request forms, complaints procedure	Website, email request
Training and Development Information	General information on training initiatives and Apprenticeships offered by the company	Website, email request
News and Publications	Company announcements, newsletters, media releases, public notices	Website, email request

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Contact Information	Information Officer contact details and general company contact details	Website, email request, telephone request

6. DESCRIPTION OF THE RECORDS OF AR JONES ENGINEERING WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
Company registration documents, Memorandum of Incorporation (MOI), share registers, director records, statutory registers, annual returns	Companies Act 71 of 2008
Tax registrations, tax returns, PAYE records, VAT records, supporting tax documentation	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value Added Tax Act 89 of 1991
Financial statements, accounting records, invoices, asset registers, banking records	Companies Act 71 of 2008; Income Tax Act 58 of 1962
Employment contracts, employee personal records, attendance registers, leave records, remuneration records, payslips	Basic Conditions of Employment Act 75 of 1997

Disciplinary records, grievance records, retrenchment records, collective agreements	Labour Relations Act 66 of 1995
Employment Equity Plan, EE Committee records, workforce profiles, EEA2 and EEA4 reports	Employment Equity Act 55 of 1998
Workplace Skills Plans (WSP), Annual Training Reports (ATR), training records, skills development records	Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999
UIF registration records, declarations, and contribution records	Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002
Compensation Fund registration records, injury-on-duty records, COIDA claims, Return of Earnings submissions	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Health and Safety policies, incident reports, risk assessments, medical surveillance records, safety committee minutes, appointment letters	Occupational Health and Safety Act 85 of 1993 and Regulations
Engineering equipment inspection records, maintenance records, machinery compliance records	Occupational Health and Safety Act 85 of 1993 and applicable Regulations
B-BBEE certificates	Broad-Based Black Economic Empowerment Act 53 of 2003

Customer contracts, service agreements, quotations, project documentation	Consumer Protection Act 68 of 2008; Common Law of Contract
Supplier agreements, procurement records, contractor files	Companies Act 71 of 2008; Consumer Protection Act 68 of 2008
PAIA Manual, PAIA requests, PAIA registers	Promotion of Access to Information Act 2 of 2000
Privacy notices, consent forms, processing records, operator agreements, data subject requests	Protection of Personal Information Act 4 of 2013
Electronic communications, email records, website records, and electronic transactions	Electronic Communications and Transactions Act 25 of 2002
Information Officer registration records	Protection of Personal Information Act 4 of 2013
Bargaining Council registration records, returns, and compliance documentation	Labour Relations Act 66 of 1995, read with the Main Agreement of the Metal and Engineering Industries Bargaining Council (MEIBC) as extended to non-parties
Employee pension/provident fund records	Pension Funds Act 24 of 1956

7. DESCRIPTION OF THE SUBJECTS AND CATEGORIES OF RECORDS HELD BY AR JONES ENGINEERING

SUBJECTS	CATEGORIES OF RECORDS
Corporate Governance and Company Secretarial	Certificate of Incorporation; Memorandum of Incorporation (MOI); Shareholder Records; Director Records; Statutory Registers; CIPC Documents; Board and Management Meeting Minutes; Resolutions; Compliance Records
Strategic Management and Business Planning	Strategic Plans; Business Plans; Annual Objectives; Operational Plans; Company Policies; Risk Management Records; Management Reports
Human Resources	Employment Contracts; Employee Personal Files; Recruitment Records; CVs and Applications; Leave Records; Payroll Records; Performance Reviews; Training Records; Disciplinary Records; Grievance Records; Employment Equity Records; Skills Development Records; Organograms; HR Policies and Procedures
Finance and Accounting	Annual Financial Statements; Management Accounts; Bank Records; Asset Registers; Budgets; Tax Records; VAT Records; PAYE Records; UIF Records; SDL Records; Invoices; Credit Notes; Debit Notes; Proof of Payments; Audit Reports

Health, Safety, Environment and Quality (HSEQ)	HSE Policies; Risk Assessments; Incident and Accident Reports; Medical Surveillance Records; Safety Committee Minutes; Legal Appointments; Inspection Registers; Environmental Records; Emergency Procedures; Toolbox Talk Registers; Training Records
Operations and Engineering Services	Project Files; Work Orders; Maintenance Records; Engineering Reports; Inspection Reports; Job Cards; Technical Specifications; Method Statements; Equipment Registers; Calibration Records; Completion Certificates
Procurement and Supply Chain Management	Supplier Database; Supplier Agreements; Purchase Orders; Quotations Received; Tender Documents; Procurement Policies; Supplier Evaluations; Vendor Compliance Documents
Sales and Marketing	Quotations Issued; Customer Proposals; Service Agreements; Customer Correspondence; Marketing Material; Company Profile; Sales Records; Customer Enquiries
Customer and Contract Management	Client Contracts; Service Level Agreements; Project Contracts; Customer Records; Client Correspondence; Complaints Records; Project Performance Reports
Information Technology and Communications	IT Policies; System Access Records; Email Communications; Backup Records; Software Licences; User Access Registers; Website Records

Legal and Compliance	Contracts; Legal Opinions; Litigation Records; Insurance Records; PAIA Records; POPIA Records; Regulatory Correspondence; Compliance Registers
Employment Equity and Transformation	Employment Equity Plan; EE Committee Minutes; EEA2 and EEA4 Reports; Workforce Profiles; EE Analysis Reports; Barrier Analysis Reports
Training and Skills Development	Workplace Skills Plans (WSP); Annual Training Reports (ATR); Training Attendance Registers; Certificates; Competency Assessments; Learnership Records
Compensation Fund and UIF Administration	COIDA Registration; Return of Earnings Submissions; Injury-on-Duty Records; UIF Declarations; UIF Contribution Records
Stakeholder and External Relations	Bargaining Council Records; Regulatory Correspondence; SETA Correspondence; Government Submissions; Industry Association Records

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

DATA SUBJECTS	PURPOSE OF PROCESSING
Employees	Recruitment and selection; employment administration; payroll processing; benefits administration; leave management;

	performance management; disciplinary and grievance processes; training and skills development; employment equity reporting; occupational health and safety compliance; emergency contact management; statutory reporting and compliance.
Job Applicants	Assessing suitability for employment; conducting reference and qualification checks; communicating recruitment outcomes; maintaining recruitment records.
Directors and Shareholders	Corporate governance; statutory compliance; CIPC submissions; company administration and record-keeping.
Customers and Clients	Providing engineering and maintenance services; preparing quotations and proposals; contract administration; project management; customer support; invoicing and debt collection; maintaining customer relationships.
Suppliers, Contractors and Service Providers	Procurement processes; supplier evaluations; contract administration; payment processing; compliance verification; management of business relationships.

Visitors to Company Premises	Access control; security monitoring; health and safety management; incident investigations; emergency procedures.
Consultants and Professional Advisors	Contract administration; project execution; payment processing; compliance management; communication and coordination of services.
Regulatory Authorities and Industry Bodies	Compliance with legal obligations; reporting to government departments, bargaining councils, SETAs, the Compensation Fund, SARS and other regulatory authorities.
Emergency Contacts and Dependants of Employees	Contacting next of kin in an emergency; administration of employee benefits and beneficiary nominations.

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
Employees	Full names; identity/passport numbers; employee numbers; contact details; residential addresses; emergency contact details; date of birth; gender; nationality; qualifications;

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	employment history; references; payroll information; banking details; tax numbers; UIF information; leave records; performance records; disciplinary records; training records; medical certificates; occupational health and safety records; race and disability status (for employment equity reporting); biometric information (employees at client sites with biometric access control or clock-in).
Prospective Employees / Job Applicants	Names; contact details; identity numbers; qualifications; employment history; CVs; references; criminal checks ; driver's licence details; interview notes; assessment results.
Directors and Shareholders	Names; identity numbers; contact details; residential addresses; company positions; shareholding information; CIPC-related information; signatures; statutory declarations.
Clients and Customer Representatives	Names; contact details; job titles; employer details; business addresses; correspondence records; contractual information; project-related information; payment information where applicable.
Suppliers, Contractors and Service Providers	Contact details; identity numbers (sole proprietors); company registration details; VAT numbers; banking details; tax information; contracts; compliance documentation; B-BBEE information; correspondence records.
Visitors to Company Premises	Names; identity/passport numbers; vehicle registration numbers; contact details; visitor registers; CCTV footage; health and safety declarations.

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Consultants and Professional Advisors	Names; contact details; qualifications; professional registration details; contracts; banking details; correspondence records.
Regulatory Authorities and Industry Bodies	Contact details of representatives; correspondence records; regulatory submissions; compliance documentation.
Emergency Contacts and Dependants of Employees	Names; relationship to employee; contact details; next-of-kin information; beneficiary information where applicable.

8.2A Special personal information

The Company processes the following special personal information only where authorised by sections 26 to 33 of POPIA:

(a) health information of employees (medical certificates, medical surveillance, fitness-for-work and injury-on-duty records), to comply with obligations under the Basic Conditions of Employment Act, the Occupational Health and Safety Act and COIDA (sections 27(1)(b) and 32 of POPIA);

(b) race and disability information of employees, for employment equity reporting as a designated employer (sections 27(1)(b) and 29 of POPIA);

(c) criminal behavior information of job applicants obtained through criminal record checks, with the consent of the applicant and only where relevant to the position (sections 27(1)(a) and 33 of POPIA); and

(d) biometric information (fingerprint or facial recognition) of employees who work at client sites where the client requires biometric access control or clock-in, with the

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consent of the employee and only to the extent required by the client (sections 27(1)(a) and 33 of POPIA).

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

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED	PURPOSE OF DISCLOSURE
Employee identification and employment information	SARS	PAYE, tax administration and statutory reporting
Employee identification, employment and remuneration information	Department of Employment and Labour	UIF, employment and labour-law compliance
Employee information and injury/medical information where applicable	Compensation Fund / Department of Employment and Labour	COIDA registration, claims and injury-on-duty administration

Employee demographic and employment information	Department of Employment and Labour	Employment Equity reporting and compliance
Employee training and skills information	merSETA / training authorities (QCTO)	Skills development, WSP/ATR submissions, grants and training compliance
Employee information	MEIBC / applicable Bargaining Council	Collective bargaining, dispute resolution, registration, levies and compliance
Employee payroll and banking information	Banks / financial institutions	Salary and authorised payment processing
Employee information	Pension / provident / retirement fund administrators	Administration of employee benefits and statutory deductions
Employee health and medical information	Occupational health practitioners / medical service providers	Medical surveillance, fitness-for-work assessments and occupational health requirements
Employee information	Labour consultants, HR consultants and legal advisers	HR administration, labour relations, legal advice and representation

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Employee and contractor information	Insurers and insurance brokers	Insurance administration, claims and risk management
Employee, visitor and contractor information	Security service providers	Access control, site security and incident management
Employee, contractor and visitor information	IT service providers / system administrators	IT support, hosting, backups, cybersecurity and system administration
Client contact information	Clients / customer representatives	Contract and project administration and service delivery
Supplier and contractor information	Banks and payment service providers	Processing authorised payments
Supplier and contractor information	Auditors, accountants and professional advisers	Financial reporting, auditing, accounting and statutory compliance
Company and director information	CIPC / government and regulatory authorities	Statutory and corporate compliance
Personal information relevant to a dispute or legal matter	Courts, tribunals, arbitrators and legal representatives	Litigation, arbitration, dispute resolution or compliance with legal processes
Personal information required by law	Law-enforcement and regulatory authorities	Investigation, prevention or prosecution of offences, where legally authorised or required

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Personal information relating to projects	Clients, principal contractors and authorised project stakeholders	Project administration, site access, health and safety and contract performance
Visitor and access-control information	Clients, site owners, principal contractors and security providers	Site security, access control and health and safety
Personal information necessary for business transactions	Professional advisers, auditors, financial institutions or prospective transaction parties	Due diligence, restructuring, financing, acquisition or other legitimate business transactions, subject to applicable confidentiality and POPIA requirements

8.4 Planned transborder flows of personal information

COUNTRY / REGION WHERE PERSONAL INFORMATION MAY BE STORED OR PROCESSED	CATEGORIES OF PERSONAL INFORMATION	PURPOSE
Countries in which the company's cloud/software service	Employee contact, employment, payroll and banking information; client and	Cloud storage, email, document management,

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providers operate or host data: Microsoft 365 (email and cloud storage), hosted in South Africa and, for certain services, support and backup, in the European Union and the United States; and Sage Payroll Professional (payroll), a web-based, password-protected platform hosted by Sage or its service providers	supplier contact information; correspondence; documents; financial and administrative information; user/account information	backups, IT systems and business administration
International locations determined by the applicable cloud/service provider	Personal information contained in electronic documents, email correspondence and business records	Secure hosting, storage, backup, disaster recovery and technical support

Personal information will be transferred outside the Republic only in accordance with section 72 of POPIA, namely where the recipient is subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection substantially similar to POPIA, where the data subject consents, or where the transfer is otherwise permitted by section 72.

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

SECURITY MEASURE	GENERAL DESCRIPTION
Access Control	Access to personal information and information systems is restricted to authorised employees and service providers based on their roles and business requirements.
User Authentication	User accounts are protected through appropriate authentication mechanisms, including passwords and, where available and appropriate, multi-factor authentication.
Password Management	Passwords are required to meet appropriate security standards and should be kept confidential and changed where necessary.
Data Encryption	Appropriate encryption may be used to protect personal information during transmission and, where supported by the relevant systems, while stored.
Anti-Virus and Anti-Malware Protection	Computers and other applicable devices are protected using appropriate anti-virus, anti-malware and endpoint-security measures.

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Firewalls and Network Security	Appropriate firewall and network-security controls are used to protect company systems and networks against unauthorised access.
Email Security	Reasonable measures are implemented to protect email systems against phishing, malware, spam and unauthorised access.
Backups	Important electronic information is backed up at appropriate intervals to reduce the risk of permanent loss of information resulting from system failure, accidental deletion, cyber incidents or other events.
Physical Security	Physical access to offices, filing areas, computers and other locations where personal information is stored is restricted to authorised persons.
Paper Records	Physical records containing personal information are stored securely and access is restricted to authorised persons.
Confidentiality Obligations	Employees, contractors and service providers who have access to personal information are subject to appropriate confidentiality and information-handling requirements.

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Employee Awareness and Training	Employees are informed of their responsibilities regarding the protection, handling and confidentiality of personal information.
Information Retention and Disposal	Personal information is retained only for as long as reasonably necessary or as required by applicable legislation, after which it is securely destroyed, deleted or otherwise rendered inaccessible where appropriate.
Security Incident Management	Procedures are implemented or maintained for identifying, reporting, investigating and responding to suspected or actual security compromises involving personal information.
System Updates and Patching	Reasonable measures are taken to keep operating systems, software and security applications appropriately updated to address known vulnerabilities.
Third-Party Security	Where external service providers process personal information on behalf of AR Jones Engineering, appropriate contractual and security requirements are considered to protect the information.
Monitoring and Review	Information-security measures are reviewed periodically and updated where necessary in response to identified risks, technological

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	developments, incidents or changes in the business environment.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on arjones-engineering.com

9.1.2 at the offices of the Company, 79 Platinum Street, Saldanha Industrial Area, Saldanha Bay, 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 **Managing Director** of **AR JONES ENGINEERING** will review this Manual at least annually and update it whenever there is a material change to the information contained in it.

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11. PROCEDURE FOR REQUESTING ACCESS TO RECORDS

11.1 A request for access to a record of the Company must be made on Form 02 prescribed by the Regulations, which is available from the Information Officer and on the website of the Regulator, and must be submitted to the Information Officer at the address or email address set out in paragraph 3.

11.2 The requester must provide sufficient particulars to enable the Information Officer to identify the record and the requester, must indicate the form of access required, and must identify the right that the requester seeks to exercise or protect and explain why the record is required for that purpose (section 53 of PAIA).

11.3 A person who requests access on behalf of another person must submit proof of the capacity in which the request is made.

11.4 A requester, other than a personal requester seeking access to his or her own personal information, must pay the prescribed request fee before the request is processed. If access is granted, an access fee may be payable, and a deposit may be required where the search for and preparation of the record will take longer than the prescribed period. The applicable fees are set out in Annexure B of the Regulations.

11.5 The Information Officer will decide on the request within 30 days of receipt and will notify the requester of the outcome on Form 03. This period may be extended once, by not more than a further 30 days, in the circumstances set out in section 57 of PAIA. A failure to decide within the applicable period is deemed to be a refusal of the request (section 58 of PAIA).

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11.6 Access may be refused only on the grounds set out in Chapter 4 of Part 3 of PAIA, which include the protection of the privacy of third parties, the commercial information of third parties and of the Company, confidential information, the safety of individuals and the protection of property, and records that are privileged from production in legal proceedings.

11.7 There is no internal appeal against a decision of the Company. A requester or third party who is aggrieved by a decision of the Company may, within 180 days of the decision, lodge a complaint with the Regulator on Form 05 in terms of section 77A of PAIA, or apply to court for appropriate relief in terms of section 78 of PAIA.

12. RIGHTS OF DATA SUBJECTS IN TERMS OF POPIA

12.1 A data subject may, on adequate proof of identity, request the Company to confirm, free of charge, whether it holds personal information about the data subject, and request access to that information (section 23 of POPIA). Requests for access to records are dealt with in accordance with paragraph 11.

12.2 A data subject may request the Company to correct or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully, or to destroy or delete a record that the Company is no longer authorised to retain, on Form 2 of the Regulations relating to the Protection of Personal Information, 2018 (section 24 of POPIA).

12.3 A data subject may object, on reasonable grounds, to the processing of his or her personal information where the processing is based on the legitimate interests of the data subject, the Company or a third party, or is for purposes of direct marketing, on

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Form 1 of the Regulations relating to the Protection of Personal Information, 2018 (section 11(3) of POPIA).

12.4 A data subject may lodge a complaint with the Regulator in terms of section 74 of POPIA. The Regulator may be contacted at Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg; P.O. Box 31533, Braamfontein, Johannesburg, 2017; website https://inforegulator.org.za.

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ANTONIO RODRIQUES JONES

MANAGING DIRECTOR AND INFORMATION OFFICER

Date: 20 October 2026

Place: Saldanha Bay