

LUKAS ABRASIVES SA (PTY) LTD

# PAIA MANUAL

Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
No. 2 of 2000 (as amended).

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## 1. DEFINITIONS

The following expressions have the meanings assigned to them hereunder and cognate expressions bear corresponding meanings, namely -

- 1.1 “**PAIA**” Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.2 “**POPIA**” Protection of Personal Information Act No.4 of 2013;
- 1.3 “**REGULATOR**” shall mean the Information Regulator of the **REPUBLIC**; and
- 1.4 “**REPUBLIC**” shall mean the **REPUBLIC**.

## 2. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 2.1 **PAIA** was enacted on 3 February 2000 and aims to:
  - 2.1.1 Foster and maintain a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, as contained in Section 32 of the Constitution of the **REPUBLIC**; and
  - 2.1.2 Actively promote a society in which the people of South Africa have effective access to information, in order to cultivate the full exercise and protection of their rights.
- 2.2 Pursuant to Section 51 of **PAIA**, all private bodies are required to compile a manual, for purposes of compliance in respect thereof.
- 2.3 Reference to, and inclusion of, any information herein, in addition to the information, which is specifically required in terms of Section 51 of **PAIA**, does not have the effect of creating any rights or entitlements to receive such information, unless it is so prescribed in terms of **PAIA**.
- 2.4 **PAIA** gives any person who seeks access to a record of a private or public body (hereinafter referred to as a “**REQUESTER**”), a right to lodge a request for access to the information officer of a public or private body.
- 2.5 **PAIA** provides that requests for access to a company’s prescribed information may be made to the company, and that the company is obliged to make such information available, subject to applicable legislative and/or regulatory requirements, unless such information is prohibited from release, in terms of **PAIA**.

### 3. PURPOSE OF THE MANUAL

This **PAIA** Manual is useful for the public to-

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal **PAIA** request;
- 3.2 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;
- 3.3 know the description of the records of the 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 know 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 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;
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if the body has planned to transfer or process personal information outside the **REPUBLIC** and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### 4. COMPANY INTRODUCTION

- 4.1 Lukas Abrasives SA (Pty) Ltd with registration number 2012/192535/07 (hereinafter referred to as “**LUKAS**”) is a private company duly incorporated and registered in South Africa in accordance with the provisions of the Companies Act 71 of 2008, as amended, with its registered office situated at 1288 Harriet Avenue, Driehoek, Germiston 1401.
- 4.2 **LUKAS** is a wholly owned subsidiary of Lukas-Erzett Anlagengesellschaft GmbH & Co. KG, based in Engelskirchen, Germany and is one of the technological leaders in the market for grinding, milling, cutting, and polishing tools, that specialises in the sale of these products as well as expert consulting in the Abrasives field.
- 4.3 This manual of **LUKAS** is available for viewing at its premises situated at 1288 Harriet Avenue, Driehoek, Germiston 1401, as well as on the **LUKAS**’ website, which may be accessed at <https://www.lukas.co.za/>

#### 5. KEY CONTACT DETAILS (SECTION 51(1)(a))

##### 5.1 Chief Information Officer

Name: Mark Walton  
Tel: 084 736 5555  
Email: [markw@lukas.co.za](mailto:markw@lukas.co.za)

##### 5.2 National or Head Office

Postal Address: PO Box 800, Germiston 1400.  
Physical Address: 1288 Harriet Avenue, Driehoek, Germiston 1401.  
Telephone: 011 825 1550  
Email: [abrasives@lukas.co.za](mailto:abrasives@lukas.co.za)  
Website: <https://www.lukas.co.za/>

## 6. THE GUIDE REFERRED TO IN SECTION 10 OF THE ACT (SECTION 51(1)(b)(i))

- 6.1 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**.
- 6.2 The Guide is available in each of the official languages and in braille.
- 6.3 The aforesaid Guide contains the description of-
- 6.3.1 the objects of **PAIA** and **POPIA**;
- 6.3.2 the postal and street address, phone, and fax number and, if available, electronic mail address of-
- 6.3.2.1 the Information Officer of every public body, and
- 6.3.2.2 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>;
- 6.3.3 the manner and form of a request for-
- 6.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>; and
- 6.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>;

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<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.*

<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.*

- 6.3.4 the assistance available from the Information Officer of a public body in terms of **PAIA** and **POPIA**;
- 6.3.5 the assistance available from the **REGULATOR** in terms of **PAIA** and **POPIA**;
- 6.3.6 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-
- 6.3.6.1 an internal appeal;
- 6.3.6.2 a complaint to the **REGULATOR**; and
- 6.3.6.3 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;
- 6.3.7 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;
- 6.3.8 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;
- 6.3.9 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

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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.

- 6.3.10 the regulations made in terms of section 92<sup>11</sup>.
- 6.4 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.
- 6.5 The Guide can also be obtained-
- 6.5.1 upon request to the Information Officer;
- 6.5.2 from the website of the **REGULATOR** (<https://www.justice.gov.za/inforeg/>).
- 6.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
- 6.6.1 English and Afrikaans.
7. **SECTION 52(2) NOTICE (SECTION 51(1)(b)(ii))**
- 7.1 At this stage, no notices have been published on the categories of records that are automatically available, without a person having to request access in terms of **PAIA**.
- 7.2 At this stage, no notices have been published on the categories of records that are automatically available, without a person having to request access in terms of **PAIA**.
- 7.3 However, certain information is freely available on **LUKAS'** website above, which information includes, but is not limited to: -
- 7.3.1 Contact information for **LUKAS**;
- 7.3.2 Industry solutions available through **LUKAS** (where available);

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<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.”



7.3.3 Products and service offerings, as well as their corresponding prices (where available). and

7.3.4 Media Releases.

7.4 Additionally, the following information is available to all employees and need not be requested: -

Category of records	Types of the Record	Freely available
Employee records	Includes, amongst other things, private records provided by employees, records provided by third parties relating to employees, conditions of employment and other employee-related contractual and quasi legal records, internal evaluation records, correspondence with employees, training records, records of disciplinary hearings and related matters, <b>LUKAS'</b> policies, and procedures.	X

7.5 Employees may access these records by directing their request to **LUKAS**.

**8. INFORMATION/DOCUMENTATION HELD IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(b)(iii))**

8.1 Certain records of **LUKAS** are available in terms of legislation other than **PAIA**. Unless disclosure is prohibited in terms of the relevant legislation, regulations, contractual agreements or otherwise, records which are required to be made available in terms of the relevant legislation shall be made available for inspection by interested parties, subject to the requirements and conditions set out in the relevant legislation and internal policies and procedures.

8.2 Accordingly, information is available in terms of the following legislation, if and where applicable:

Item	Legislation
1.	Companies Act 71 of 2008, as amended.
2.	Copyright Act 98 of 1978, as amended.
3.	Trade Marks Act 194 of 1993, as amended.
4.	Employment Equity Act 55 of 1998, as amended.
5.	Income Tax Act 95 of 1967, as amended.
6.	Labour Relations Act 66 of 1995, as amended.
7.	Basic Conditions of Employment Act 75 of 1997, as amended
8.	Value Added Tax Act 89 of 1991, as amended.
9.	Protection of Personal Information Act 4 of 2013, as amended.
10.	Promotion of Access to Information Act 2 of 2000, as amended.
11.	Unemployment Insurance Act 30 of 1996, as amended.
12.	Electronic Communications and Transactions Act 25 of 2002, as amended.
13.	Compensation of Occupational Injuries and Diseases Act 130 of 1993, as amended.
14.	Occupational Health and Safety Act 85 of 1993, as amended.
15.	Consumer Protection Act 68 of 2008, as amended.
16.	Tax Administration Act 28 of 2011, as amended.
17.	Financial Intelligence Centre Act 38 of 2001, as amended.
18.	Competition Act 71 of 2008, as amended.

8.3 The above is not an exhaustive list of **LUKAS'** applicable statutes, which may require the keeping of records.

## 9. FACILITATION OF A REQUEST FOR ACCESS (SECTION 51(1)(b)(iv))

9.1 To facilitate the processing of your request for access to a record, kindly:

- 9.2 Use the prescribed form (Form 2), of Government Notice No. R.757 dated 27 August 2021, a copy of which is annexed hereto marked Appendix 1.
- 9.3 Address your request to **LUKAS**.
- 9.4 Provide sufficient details to enable **LUKAS** to identify:
- 9.4.1 The record(s) requested;
  - 9.4.2 The **REQUESTER** (and if an agent is lodging the request, proof of capacity);
  - 9.4.3 The form of access which is required;
  - 9.4.4 The postal address, fax number, email address or other relevant information of the **REQUESTER** in the **REPUBLIC**;
  - 9.4.5 The right, which the **REQUESTER** is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right;
  - 9.4.6 If the **REQUESTER** wishes to be informed of the decision in any manner (in addition to the written decision), the manner and particulars thereof;
  - 9.4.7 If the request is made on behalf of a person, to furnish proof of the capacity in which the **REQUESTER** makes such request, to the satisfaction of **LUKAS'S** Head.
- 9.5 **LUKAS** may, and must in certain instances, refuse access to records on any of the grounds set out in Part 3 of Chapter 4 of **PAIA**, which instances include, but are not limited to, the following:
- 9.5.1 That access would have the effect of unreasonably disclosing **PERSONAL INFORMATION** about a third party;
  - 9.5.2 The necessity of protecting the confidential information of a third party;
  - 9.5.3 The necessity of protecting the safety of individuals and protecting property;
  - 9.5.4 That the record constitutes privileged information of a third party, or **LUKAS** itself; and

- 9.5.5 Professional privilege.
- 9.6 **LUKAS** will make a decision in relation to a request for a record within 30 (Thirty) days from the date of receipt of the request, unless third parties are required to be notified or the 30 (Thirty) day period is extended as provided for in **PAIA**. **LUKAS** will notify the **REQUESTER** accordingly.
- 9.7 The following applies to requests:
- 9.7.1 A **REQUESTER** is required to pay the prescribed fees (R140.00) before a request will be processed;
- 9.7.2 If the search and preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 9.7.3 A **REQUESTER** may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 9.7.4 Records may be withheld until the fees have been paid.
- 9.7.5 Payments should be made to **LUKAS**.
- 9.8 The fee structure is available on the website of the South African Information Regulator at <https://www.justice.gov.za/inforeg/legal/20210827-gg45057gon757-PAIAregulations.pdf>, an excerpt of which is annexed hereto marked
- 9.9 **LUKAS** holds records pertaining to certain subjects. The below table provides an indication of the subjects, on which **LUKAS** holds records, as well as the categories of records held on each subject.

SUBJECTS ON WHICH LUKAS HOLDS RECORDS.	CATEGORIES OF RECORDS HELD ON EACH SUBJECT.

<p>Incorporation Documents and documents pertaining to the company</p>	<p>Memorandum of Incorporation, share register, shareholders agreements, minutes of general meetings, lists of directors, special and ordinary resolutions.</p>
<p>Property</p>	<p>Asset registers, Title Deeds and Lease agreements in respect of immovable property, insurance records in respect of moveable and immovable property.</p>
<p>Financial and Accounting Records</p>	<p>Accounting records, debtors' records, creditors records, insurance reports, Auditors reports, invoices of suppliers and customers, billing information, reconciliations, credit/debit notes, journals, interim and annual financial statements, ledgers, balance sheets, income statements, trial balances, payment schedules, cheque runs and cash flow statements, management accounts, banks statements, in-out funds transfers records, correspondence, details of auditors and audit reports, electronic payment records.</p>
<p>Publications</p>	<p>Updates, newsletters, company information, product information and other publications prepared by <b>LUKAS</b>.</p>
<p>Taxation Records</p>	<p>Pay as you earn records, documents issued to employees pertaining to income tax, records of payments to SARS on behalf of employees, company Tax Returns, company VAT records, Unemployment Insurance Fund Records, SARS correspondence, SARS company's general records.</p>
<p>Administration Records</p>	<p>Minutes of meetings of <b>LUKAS</b>, minutes of meetings of the committees and sub committees of <b>LUKAS</b>, general</p>

	correspondence, lease agreements, copies and correspondence relating to various insurance policies, salary work-papers, security systems and operational records.
Human Resources Records	Contracts of employment, list of employees, conditions of employment, payroll records, disciplinary records, leave records, remuneration records, job specifications, performance evaluations, health and safety records, personnel files, records provided by third parties relating to personnel, information relating to prospective employees including curricula vitae and application forms, employee tax information, IRP5 documents, insurance, pension and/or provident fund contributions and claims, documents relating to disciplinary and grievance procedures and all employment applications, remuneration policy, next of kin contact details, personal vehicle information, personnel training records, professional accreditations/certifications, all personnel information required in the administration of government required processes i.e. EEA, B-BBEE, expense claims and reimbursement information
Marketing	Content for <b>LUKAS'S</b> website, customer records, databases, product records mailing lists for clients and potential clients and general correspondence.
Customers	Customer information and documentation including documentation in terms of FICA, correspondence with Customers and general correspondence with members of the public, customer performance records and buying trends i.e.

	SSD, Customer personnel information i.e. contact details of customer representatives etc.
Suppliers	Supplier lists and details, agreements with suppliers, programmes including software license agreements, relevant personnel information
Subcontractors	Administrative and logistics service agreement and Quality Assurance agreements, Operational service agreements and agreement with third party service providers, details in respect of company representatives, financial information, and correspondence.
Information Technology	The network and the systems on it, Information technology computer software, records relating to computer systems.

## 10. RELATIONSHIP WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013, AS AMENDED ('POPIA') (SECTIONS 51(1)(c)(i) - 51(1)(c)(iv))

### 10.1 Purpose of Processing Personal Information (Section 51(1)(c)(i))

10.1.1 **LUKAS** processes personal information for various reasons, such as: -

10.1.1.1 To correspond with customers, suppliers, sub-contractors, employees, and members of the public;

10.1.1.2 Where a customer, supplier, sub-contractor and/or employee has consented to the processing;

10.1.1.3 To take the steps which are necessary to conclude a contract with a customer, supplier, sub-contractor, employee and/or a member of the public as the case may be;

10.1.1.4 To comply with contractual obligations towards customers, suppliers, employees, sub-contractors;

- 10.1.1.5 To market **LUKAS'** products and services to customers, or those parties who have consented to such marketing;
- 10.1.1.6 To comply with obligations imposed by the laws of the **REPUBLIC**;
- 10.1.1.7 Where processing is intended to protect the legitimate interests of customers, suppliers, employees and/or sub-contractors; and/or
- 10.1.1.8 Where processing is necessary to pursue to the **LUKAS'** legitimate interests or that of a third party to whom information is supplied.

10.2 **Description of the categories of Data Subjects and of the information or categories of information relating thereto (Section 51(1)(c)(ii))**

Categories of Data Subjects	Personal Information that may be processed
Members of the public	Names, addresses, telephone, or email addresses.
Customers / Clients	Names, addresses, registration numbers or identity numbers, bank details, contact information, details of customer representatives (where applicable), financial information and vat numbers.
Service Providers	Names, addresses, registration numbers or identity numbers, bank details, contact information, details of customer representatives (where applicable), financial information and vat numbers.
Employees	Name and surname, gender, nationality, race, marital status, date of birth, age, personal contact details, emergency contact details, ID number or passport number, as well as the personal information of employees family members for the purposes of medical



Categories of Data Subjects	Personal Information that may be processed
	<p>aid and pension, driver's license details, languages spoken and/or details of your health, possible disability and/or criminal or credit related information , as well as your financial and tax related information, Contract of Employment or engagement, work contact details, employee or payroll number, work location, your worker and/or systems ID, your work biography, the department in which you render services, the person to whom you are to report to, your termination/contract end date (if any), the reason for termination, your last day of work and/or the content of any interviews conducted when you leave the company, Documentation in respect of your registration with any applicable authority (i.e. SARS and/or the Department of Labour), your status in respect of such registration, any registration certificates or references in respect thereof, Information in respect of your remuneration, whether hourly, contractually, or in terms of salary, information regarding allowances, overtime, bonuses and/or commission, leave payment, bank account information, income tax information, expense claims and any information of a similar nature, Information regarding statutory or contractual leave accrued and/or taken, requests and approval therefore (if any), attendance or absence information, manager and/or HR communications, Appraisals and</p>

Categories of Data Subjects	Personal Information that may be processed
	<p>performance review information, performance objectives and/or outcomes and any records which are kept in respect thereof, Appraisals and performance review information, performance objectives and/or outcomes and any records which are kept in respect thereof, Records and documentation regarding any training courses which have been attended, agreements in respect of such training and any certifications in respect thereof, documentation and records in respect of any claims or legal proceedings brought by the employee, mediation, conciliation or arbitration proceedings, settlement negotiations, records of any employee grievances or complaints and documentation pertaining to the resolution thereof, Records of any electronic communications sent or received using company equipment or company provided internet access, login and access records of on any systems or buildings, download and printing records on company equipment, call or meeting recordings, information captured by IT security and information on any closed-circuit television footage which are used for health safety and security and specifically the protection of our assets and any guests on our premises, as well as health information collected in terms of the Occupational Health and Safety Act,</p>

Categories of Data Subjects	Personal Information that may be processed
	records provided by third parties relating to employees, and information relating to prospective employees including curricula vitae and application forms.

10.3 **Recipients or categories of recipients to whom the personal information may be supplied (Section 51(1)(c)(iii))**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Names and contact information for members of the public who contact <b>LUKAS</b> .	Various departments of <b>LUKAS</b> , who are able to respond to questions and provide necessary information to members of the public.
Employee information in respect of COVID-19 Status	Department of Health; Department of Labour
Employee name, identity number, date of birth, address, contact number, email address, income tax number, bank details, remuneration structure and frequency.	Payroll service provider to make provision for payment of remuneration; Financial advisor for provident fund and medical aid; Among the Lukas group of companies for the purposes of intercompany reporting.
Employee names and contact information.	Customers, service providers, suppliers, and members of the public to the extent

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
	that such sharing is necessary to allow such customers and/or subcontractors to contact <b>LUKAS</b> and/or its relevant employees.
Employee personal and financial information.	Governmental organisations (i.e. SARS, the Department of Labour, the Unemployment Insurance Fund etc) for purposes of compliance with legal obligations.
Customer credit and payment history, for credit information.	Credit Bureaus and/or other credit providers for the purposes of providing trade references.
Customer names and addresses	Other companies, in order to obtain trade references.
Customer names and addresses, including names of customer representatives and their contact information.	Logistics and freight service providers for the purposes of ensuring delivery of products.
Customer names, vat number, postal address, physical address, and financial and transaction information.	Employees of <b>LUKAS</b> to enable them to perform their functions and/or who are responsible for performing accounting functions; Auditors of <b>LUKAS</b> ; companies

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
	forming part of the Lukas group of companies for the purposes of intercompany reporting.
Customer names, addresses, and contact information, including names of customer representatives and their contact information, FICA information, financial information, bank details.	<b>LUKAS'</b> CRM Service provider.
Supplier names, contact information and financial information.	Employees of <b>LUKAS</b> to facilitate the rendering of required services and among the Lukas group of companies for the purposes of reporting.
Supplier representatives' names and contact information.	Employees of <b>LUKAS</b> to enable them to perform their functions and/or who are responsible for performing accounting functions.
Supplier names, contact information and financial information.	Employees of <b>LUKAS</b> to facilitate the rendering of required services and among the Lukas group of companies for the purposes of reporting.
Supplier representatives' names and contact information.	Employees of <b>LUKAS</b> to enable them to perform their functions and/or who are

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
	responsible for performing accounting functions.
Sub-contractor names, contact information and financial information.	Employees of <b>LUKAS</b> to facilitate performance of sub-contractor obligations; <b>LUKAS'</b> accounting department to facilitate payment of remuneration and among the Lukas group of companies for the purposes of reporting.

10.4 **Planned transborder flows of personal information (Section 51(1)(c)(iv))**

10.4.1 The personal information of the members of the public who contact **LUKAS** are not transferred outside of the **REPUBLIC**.

10.4.2 The personal information of Customers will only be transferred outside of the **REPUBLIC** to the extent that it shares the information with its holding company for the purposes of reporting and/or market production information, or as may otherwise be for the benefit of the Customer or as may be necessary for the performance of a contract concluded in the interest of the Customer between **LUKAS** and a third party.

10.4.3 The personal information of **LUKAS'** suppliers may be transferred outside of the **REPUBLIC** where such transfer is necessary for the purposes of reporting among the **LUKAS** group of companies, where such transfer is necessary for the performance of a contract between the supplier and **LUKAS** or as may be necessary for the performance of a contract concluded in the interest of the supplier between **LUKAS** and a third party.

10.4.4 The personal information of subcontractors may be transferred outside of the **REPUBLIC** where such transfer is necessary for the performance of a contract between the subcontractor and **LUKAS**, for the purposes of informing **LUKAS'** customers of the details of its subcontractor and/or for the purposes of intercompany reporting among **LUKAS'** group of companies.

10.5 **Security measures to be implemented to ensure confidentiality, integrity and availability of personal information (Section 51(1)(c)(v))**

10.5.1 **LUKAS** ensures the confidentiality, integrity, and availability of the personal information it processes by placing same onto secure servers, which are only accessible: -

10.5.1.1 from password protected computers; and

10.5.1.2 by designated members of staff with separate and limited access permissions.

10.5.2 Up to date Anti-virus software is installed on all machines and regular patches and updates of software is performed to keep systems secure.

10.5.3 **LUKAS** regularly backs up and stores the personal information is holds onto separate secured hard drives.

10.5.4 **LUKAS** has a dedicated hardware firewall, to protect the corporate network from external attacks.

10.5.5 In addition, **LUKAS's** website uses Secure Socket Layer (SSL) encryption to ensure privacy, authentication, and data integrity in internet communications.

11. **AVAILABILITY OF THE MANUAL (SECTION 51(3))**

11.1 A copy of the Manual is available-

11.1.1 on <https://www.lukas.co.za/>;

11.1.2 at the head office of **LUKAS** for public inspection during normal business hours;

11.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

11.1.4 to the **REGULATOR** upon request.

11.2 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.

## 12. **UPDATING OF THE MANUAL**

**LUKAS** will, on a regular basis, update this manual.

Signed at Germiston on this the 12<sup>th</sup> day of August 2022

A handwritten signature in black ink, appearing to read "Mark Walton", written in a cursive style.

For: **LUKAS**

Duly Authorised

Name: Mark Walton

Designation: Managing Director



**FORM 2**  
**REQUEST FOR ACCESS TO RECORD**  
 [Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
<b>PARTICULARS OF RECORD REQUESTED</b>				
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>				
Description of record or relevant part of the record:				
Reference number, if available				
Any further particulars of record				
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>				
Record is in written or printed form				
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>				
Record consists of recorded words or information which can be reproduced in sound				
Record is held on a computer or in an electronic, or machine-readable form				

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
<b>FEES</b>	
a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>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.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication ( <i>Please specify</i> )

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

\_\_\_\_\_  
*Signature of Requester / person on whose behalf request is made*

**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

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

**FEES IN RESPECT OF PRIVATE BODIES**

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable format on: (iii) Flashdrive (to be provided by requestor) (iv) Compact disc • If provided by requester • If provided to requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requester • If provided to requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part or an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual Expense, if any.