



PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

<ul style="list-style-type: none">❖ “CEO”❖ “CIO”❖ “DIO”❖ “IO”❖ “Minister”❖ “PAIA”❖ “POPIA”❖ “Regulator”❖ “Republic”❖ “UEA”	<ul style="list-style-type: none">❖ Chief Executive Officer❖ Chief Information Officer;❖ Deputy Information Officer;❖ Information Officer;❖ Minister of Justice and Correctional Services;❖ Promotion of Access to Information Act No. 2 of 2000❖ Protection of Personal Information Act No.4 of 2013;❖ Information Regulator❖ Republic of South Africa; and❖ Upgrade Energy Africa (Pty) Ltd
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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 which 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,
- 2.3 know the description of the records of the body which are available in accordance with any other legislation,
- 2.4 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,
- 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.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF UPGRADE ENERGY AFRICA (PTY) Ltd

3.1. Chief Information Officer

Name: TRISHA BEHARIELAL
Tel: +27 72 444 8142
Email: trisha@upgrade-energy.com
Fax number: Not applicable

3.2. Deputy Information Officer

Name: TREVOR ANDREW NAIR
Tel: +27 72 315 2450
Email: trevor@upgrade-energy.com
Fax Number: Not applicable

3.3 Access to information general contacts

Email: info@upgrade-energy.com

Website: <https://upgrade-energy-africa.com>

3.4 National or Head Office

Postal Address: 155 West Street Sandown, Sandton 2031, South Africa

Physical Address: 155 West Street Sandown, Sandton 2031, South Africa

Telephone: +27 72 315 2450

Email: info@upgrade-energy.com

Website: <https://www.upgrade-energy-africa.com>

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 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.
- 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 number, electronic mail address, and if available, fax number, of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. the Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²
 - 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 113 and 4.3.3.2. access to a record of a private body contemplated in section 504
 - 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;
 - 4.3.6.2. a complaint to the Regulator; and
 - 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 145 and 516 requiring 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 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.9. the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the regulations made in terms of section 9211.
- 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;

5. CATEGORIES OF RECORDS OF SOLARISE AFRICA WHICH ARE AVAILABLE WITHO

The categories of records held by the body which are available without a person having to request access by completing the prescribed form, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Category of records	Types of the Record	Available on Website	Available on request
<ul style="list-style-type: none"> • Upgrade Energy Africa's profile 	<ul style="list-style-type: none"> • Upgrade Energy Africa's profile 	X	

6. DESCRIPTION OF THE RECORDS OF SOLARISE AFRICA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Records maintained by Upgrade Energy Africa (Pty) Ltd in accordance with South African laws including:

- Basic Conditions of Employment Act 75 of 1997;
- Broad-Based Black Economic Empowerment Act 53 of 2003;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Income Tax Act 58 of 1962;
- Interception and Monitoring Prohibition Act 70 of 2002;
- Labour Relations Act 66 of 1995;
- Occupational Health and Safety Act 85 of 1993;
- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Unemployment Insurance Contributions Act 4 of 2002;
- Unemployment Insurance Act 30 of 1996; and
- Value Added Tax Act 89 of 1991

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS
AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY UPGRADE
ENERGY AFRICA (Pty) Ltd**

Records maintained by Upgrade Energy Africa include:

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	-Annual Reports -Strategic Plan -Annual Performance Plan -Budget
Human Resources	-HR policies and procedures -Advertised positions -Employee records -Code of Conduct
Finance Records	-Financial statements and accounts -Asset register -Insurance records -Tax returns and records -Invoice records -Bank records -Financing documents
Company Records	-Company registration/incorporation documents -Statutory registers and documents -Agreements with stakeholders (including investors, lenders, and shareholders)
Client Records	-Client contracts -Client records -Client financial information -System location and specifications -Client correspondence
Service Provider Records	-Service provider contracts -Service provider financial information -Engineering and maintenance documentation -Client pipeline -System location and specifications -System performance records -Service provider correspondence
Policies and Manuals	-PAIA manual -Privacy policy -Occupational health and safety management plan
Marketing materials	-Website -Brochures and profile -Photo and video recordings

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

We collect and use personal information for various purposes including:

- performance of a contract with you;
- to comply with a legal obligation that we are subject to;
- to provide customer support;
- to gather analysis or valuable information to improve our service and products;
- to detect, prevent and address technical issues;
- to fulfil any other purpose for which you provide it;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- to provide you with notices about your account and/or subscription, including expiration and renewal notices, email-instructions, etc.;
- to provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information;
- in any other way we may describe when you provide the personal information; and
- for other purposes with your consent.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

The categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, financial information, VAT numbers, director names and identification card details and their proof of residence, utility bill details and bank details
Service Providers	names, registration number, VAT numbers, address, trade secrets, director names and identification card details and their proof of residence, and bank details
Employees and other natural person stakeholders	Name, age, address, qualifications, gender, race, identity card details, health details contact details, financial information and bank details

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

Persons or category of persons to whom the body may disseminate personal information.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
South African Qualifications Authority Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

There may be potential transborder flows of personal information to Upgrade Energy Africa's affiliate and commonly controlled entities strictly for the purpose for which the personal information was shared with Upgrade Energy Africa. In addition, due to the technology and cloud services used for communication, storage and processing the personal information (for example, Microsoft 365) there will be transborder flows of personal information as servers of service providers may be located outside South Africa. Upgrade Energy Africa takes reasonable security measures to maintain confidentiality and integrity of this personal information.

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.

Upgrade Energy Africa has put in security policies and procedures covering: physical security; computer and network security (including encryption); access to personal information; secure communications; security in contracting out activities or functions; retention and disposal of information; acceptable usage of personal information; governance and regulatory issues; monitoring access and usage of private information; investigating and reacting to security incidents. When we contract with third parties, we check whether their policies to confirm they provide security, privacy and confidentiality obligations that ensure that personal information is kept secure.

9. REQUEST PROCEDURE

9.1 A request for access to a record of Upgrade Energy Africa (Pty) Ltd must be made in the prescribed Form 2, appended to this Manual as Annexure A, to Upgrade Energy Africa (Pty) Ltd using contact details provided in this Manual.

9.2 The requester must provide sufficient particulars to enable the IO to identify the record or records requested and the requester. In addition, indicate which form of access is required; specify a postal address or fax number of the requester in the Republic; identify the right the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right; if, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be so informed; and if the request is made on behalf of a person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the IO.

9.3 Upgrade Energy Africa shall handle any requests in accordance with the terms of the PAIA.

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available:

10.1.1 on <https://upgrade-energy-africa.com>.

10.1.2 head office of the Upgrade Energy Africa for public inspection during normal business hours.

10.1.3 to any person upon request and upon the payment of a reasonable prescribed fee.

10.1.4 to the Information Regulator upon request.

10.2 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.

11. UPDATING OF THE MANUAL

The head of Upgrade Energy Africa (Pty) Ltd will on a regular basis update this manual.