



etest

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Quality Industrial Control Equipment

PAIA & POPIA MANUAL Von Albach Electronics CC t/a Etest

(Prepared in accordance with Section 51 of PAIA and POPIA)

1. Introduction

This combined PAIA & POPIA Manual explains how Von Albach Electronics CC t/a Etest processes, stores, shares, and protects personal information in accordance with the Protection of Personal Information Act (POPIA), and how access to records is managed in accordance with the Promotion of Access to Information Act (PAIA).

It informs data subjects of their rights and outlines the procedures for requesting access to records, correcting personal information, and lodging complaints.

2. Contact Details

Head of Private Body (PAIA)

Name: Therese Marion Carlson **Position:** Member / Head of Private Body **Email:** terri@etest.co.za **Telephone:** +27 (0) 82 781 8557

Information Officer (POPIA & PAIA)

Name: Therese Marion Carlson **Email:** terri@etest.co.za **Telephone:** +27 (0) 82 781 8557

Deputy Information Officer (if applicable)

None appointed.

3. Purpose of the Manual

- To comply with Section 51 of PAIA.
- To comply with POPIA's requirement for transparency in personal information processing.
- To provide procedures for requesting access to records.
- To outline how personal information is collected, used, stored, shared, and protected.

4. Scope

This manual applies to:

- All visitors to www.etest.co.za
- All clients, suppliers, and stakeholders
- All employees, contractors, and operators acting on behalf of Von Albach Electronics CC t/a Etest

5. PAIA Guide (Section 10)

The PAIA Guide, compiled by the Information Regulator, explains how to exercise PAIA rights. It is available at: www.inforegulator.org.za ([inforegulator.org.za](http://www.inforegulator.org.za) in [Bing](#)) Or by contacting:

Information Regulator (South Africa) Tel: +27 (0) 10 023 5200 Email: complaints@inforegulator.org.za

6. Categories of Records Held (PAIA Requirement)

Von Albach Electronics CC t/a Etest holds the following categories of records:

6.1 Statutory Records

- Founding documents
- CIPC registration records
- Tax, VAT, and SARS compliance records

6.2 Financial Records

- Invoices
- Statements
- Banking records
- Supplier accounts

6.3 Personnel Records

- Employment contracts
- Payroll records
- Leave records
- Disciplinary records

6.4 Client Records

- Contact details

- Service history
- Correspondence
- Quotes and invoices

6.5 Website & IT Records

- IP addresses
- Cookies
- Analytics data
- Security logs

6.6 POPIA Compliance Records

- Consent records
- Processing notices
- Operator agreements

7. Records Available Without a Request (Section 52(2))

No records are automatically available without a request.

8. Records Available in Accordance with Other Legislation

Records may be available in terms of:

- Companies Act
- Basic Conditions of Employment Act
- Income Tax Act
- VAT Act
- Electronic Communications and Transactions Act
- POPIA
- PAIA

9. How Personal Information Is Collected (POPIA)

- Website contact forms
- Email communication
- Cookies and tracking technologies
- Direct client engagement
- Thirdparty service providers

10. Categories of Personal Information Collected (POPIA)

- Contact details
- Website usage data
- Client records
- Optional information submitted voluntarily

11. Purpose of Processing Personal Information (POPIA)

- Providing and improving services
- Responding to enquiries
- Managing client accounts and billing
- Website analytics and security
- Legal and regulatory compliance

12. Data Storage and Security (POPIA)

Von Albach Electronics CC t/a Etest implements reasonable technical and organisational measures including:

- Encrypted storage
- Access controls
- Secure hosting
- Regular system updates

13. Sharing and Disclosure of Personal Information (POPIA)

Information may be shared:

- When required by law
- For service delivery
- With consent
- With authorised operators

14. Data Subject Rights (POPIA)

Data subjects may:

- Request access
- Request correction or deletion
- Object to processing

- Withdraw consent
- Lodge complaints

15. Procedure for Access Requests (PAIA)

Requests must be submitted using **Form 2** (PAIA Regulations).

Steps:

1. Submit a written request to the Information Officer.
2. Provide proof of identity.
3. Specify the record requested.
4. Pay the prescribed fees.

The Responsible Party will respond within statutory timeframes.

16. Grounds for Refusal of Access (PAIA)

Access may be refused if:

- It would involve unreasonable disclosure of personal information of a third party
- It relates to confidential commercial information
- It relates to safety or security
- It is privileged legal information

17. Fees (PAIA)

Fees are payable as per the PAIA Regulations:

- Request fee
- Access fee
- Reproduction fee

A fee schedule is available from the Information Regulator.

18. Retention and Destruction of Records (POPIA)

Records are retained only as long as necessary or legally required. Once no longer needed, records are securely destroyed or anonymised.

19. Cookies and Website Tracking

The website may use cookies to improve user experience, analyse traffic, and remember preferences.

20. CrossBorder Transfers

Personal information may be transferred outside South Africa only when:

- Adequate protection exists, or
- Contractual safeguards are in place

21. Information Regulator Contact Details

Information Regulator (South Africa) Website: www.inforegulator.org.za
(inforegulator.org.za in Bing) Email: complaints@inforegulator.org.za Tel: +27 (0) 10 023 5200

22. Availability of the Manual

This manual is available:

- On www.etest.co.za
- On request from the Information Officer
- Submitted to the Information Regulator as required

23. Updates to This Manual

This manual will be reviewed annually or when changes occur in:

- Legislation
- Business operations
- Data processing activities