

SCIENTIFIC SERVICES CC

(Registration Number: 2004/014180/23)

MANUAL

Published in terms of section 51 of the

Promotion of Access to Information Act 2 of 2000 (PAIA)

and the amendments as per the
Protection of Personal Information Act No 4 of 2013 (PoPIA)

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1 Introduction

Since inception in 1969, SCISERV has been recognised as a leading geochemical and assaying laboratory in Southern Africa.

While maintaining a base in Cape Town, SCISERV has operated satellite laboratories in Langebaan, Namibia and Springbok. SCISERV remains a relatively small but innovative operation, embracing the latest technology. This, along with personal contact and a commitment to providing techniques tailored to exploration requirements, has assured our ongoing success.

The owner-manager relationship, together with a long-serving core of employees, results in a high level of personal commitment from our staff to our customers. It is this personal touch that makes SCISERV unique and resilient.

To ensure continued reproducibility and accuracy, SCISERV participates in the highly recognised Geostats and AMIS round robins.

This Promotion of Access to Information Manual (“Manual”) provides an outline of the type of records and the personal information it holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA Act”). In addition, it explains how to **access**, or **object to**, personal information held by the Company, or **request correction** of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPI Act”).

The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

1.1 Availability of this PAIA Manual

This manual is published on the Company website at www.scientificservices.co.za or alternatively, a copy can be requested from the General Manager: Legal Services and Compliance (see contact details in section 2).

1.2 Availability of guides to the PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed to:

PAIA Act	POPI Act
South African Human Rights Commission Promotion of Access to Information Act Unit Research and Documentation Department Private Bag 2700 Houghton	Information Regulator (details still to be published).

Johannesburg 2041	
Telephone number: +27 21 484 8300 Fax number: +27 21 484 7146/7 Website : www.sahrc.org.za E-mail : PAIA@sahrc.org.za	

2 Company contact details

Company contact details in terms of PAIA section 51:

Scientific Services
42 Morningside
Unit 3 Technosquare
Ndabeni
7405

Telephone number: 021 531 7166
Website : www.scientificservices.co.za

Duly authorised persons:

Information Officer
Michelle Megan Bologna Telephone number: +27 21 531 7166 E-mail: michelle@msas.co.za

3 Company records

3.1 Company records available in terms of other legislation.

Information is available in terms of the following legislation to the persons or entities specified in such legislation, as well as the specific protections offered by such laws. As legislation changes from time to time, and new laws may stipulate new matters and extend the scope of access by persons specified in such entities, this list should be read as not being a final and complete list.

Business legislation (including all regulations issued in terms of such legislation):

Basic Conditions of Employment Act 75 of 1997;
Broad-based Black Economic Empowerment Act 53 of 2003;
Companies Act 71 of 2008;
Compensation for Occupational Injuries and Disease Act 130 of 1993;
Customs and Excise Act 91 of 1969
Electronic Communications Act 36 of 2005;
Electronic Communications and Transactions Act 25 of 2002;
Employment Equity Act 55 of 1998;
Income Tax Act 58 of 1962;
Import and Export Control Act 45 of 1963
Labour Relations Act 66 of 1995;
National Credit Act 34 of 2005;
Occupational Health and Safety Act of 85 of 1993;
Pension Funds Act 24 of 1956;
Promotion of Access to information Act 2 of 2000:
Protection of Personal Information Act 4 of 2013;
Skills Development Levies Act 9 of 1999;
The Companies Act 71 of 2008;
Unemployment Insurance Act 63 of 2001;
Value Added Tax Act 89 of 1991.

Health legislation (including all regulations issued in terms of such legislation):

3.2 Company records availability

Departmental records	Subject	Classification No.
Health, Safety and Environmental Department	Environmental Policy	1
	Environmental Records	9,11
Health, Safety and Environmental Department Human Resources Division	Health and Safety Records (Employees, Contractors)	3,4,7
	Employee Records	3,4,7
	Employment Contracts	3,4
Human Resources Division Financial Division	Personnel Guidelines, Policies and Procedures	10
	Employee Pension and Provident Fund Records	3,4
	Payroll Records	3,4
	Recruitment Records	3,4
	Audited / Signed off Financial Statements	10
	Tax Records (Company & Employees)	3,10
Financial Division and Compliance Division	Asset Register	10
	Movable and Immovable Asset Records	10
	Supplier Records	3,4
	Management Accounts	10
	General Contract Documentation	5,10
	Company Guidelines, Policies and Procedures	10
	Intellectual Property Records	2
	Insurance Records	3
	Employee, customer and Supplier Information	8
	Statutory Records	10
	Sales Records	6
	Customer Information and Database	3,4,10
	Production Records	10
	Apprenticeship Records	3,4
Operations and Management	Quality Records	10
	Physical Security Records (Visitors, Suppliers, Contractors, Employees)	3,4
	Time and Attendance Records	3,4

3.3 Company records classification key

Classification No.	Access	Classification [PAIA section]
1	May be Disclosed	Public Access Document
2	May be Disclosed	Subject to copyright
3	Limited Disclosure	Personal Information of natural persons that belongs to the requester of that information, or personal information of juristic persons represented by the requestor of that information [s61]
4	May not be Disclosed	Unreasonable disclosure of personal information of natural person [s63(1)] or of Juristic Person [POPI]
5	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
6	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
7	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
8	May not be Disclosed	Legally privileged document [s67]
9	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
10	May not be Disclosed	Commercial information of Private Body [s68]
11	May not be Refused	Disclosure in public interest [s70]

4 Processing of personal information

Scientific Services takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African Privacy Acts. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by Scientific Services.

4.1 The purpose of processing of personal information by Scientific Services

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact Scientific Services;
- to maintain customer records;
- to maintain customer purchase history;
- for recruitment purposes;
- for employment purposes;
- for apprenticeship purposes;
- for travel purposes;
- for general administration, financial and tax purposes;
- for legal or contractual purposes;
- for health and safety purposes;
- to monitor access, secure and manage our premises and facilities;
- to transact with our suppliers and business partners;
- to help us improve the quality of our products and services;
- to help us recover debts;
- to carry out analysis and customer profiling; and
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

4.2 Categories of data subjects and personal information processed by Scientific Services

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

Categories of Data Subjects	Personal Information processed
Customers and potential customers	Customer personal information
	Customer contracts
	Customer location information
	Customer information on Scientific Services Connected Drive
Suppliers	Supplier personal information
Suppliers Employees	Personal information of supplier representatives
	Employee personal information
Employees	Employee medical information
	Employee disability information
Job applicants	Employee Pension and Provident Fund information
	Employee contracts
	Employee performance records
	Payroll records
	Electronic access records
	Physical access records
	Health and safety records
	Training records
	Employment history
	Time and attendance records
Curriculum vitae and application forms	
Job applicants Visitors	Criminal checks
	Background checks
	Physical access records

4.3 Recipients or categories of recipients with whom personal information is shared

We may share the personal information of our data subjects for any of the purposes outlined in Section 4.1, with the following:

- our Scientific Services Group in other countries;
- our service providers and agents who perform services on our behalf.

We do not share the personal information of our data subjects with any third parties, except if:

- we are obliged to provide such information for legal or regulatory purposes;
- we are required to do so for purposes of existing or future legal proceedings,
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
- we are involved in the prevention of fraud, loss, bribery or corruption;
- they perform services and process personal information on our behalf;
- this is required to provide or manage any information, products and/or services to data subjects; or
- needed to help us improve the quality of our products and services.

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

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

Our employees, our agencies and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

4.4 Information security measures to protect personal information

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by Scientific Services and its operators. In terms of the POPI Act, operators are third parties that process personal information on behalf of Scientific Services.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction.

We will take steps to ensure that operators that process personal information on behalf of Scientific Services apply adequate safeguards as outlined above.

4.5 Trans-border flows of personal information

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing, and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the PoPI Act.

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 4.4

4.6 Personal information received from third parties

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

5 Remedies

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator (once established), for relief.