



“PAIA” Manual of

DAB PUMPS SOUTH AFRICA (Pty) Ltd

Reg. No. 1982/005233/07

(Hereinafter referred to as: Private Body)

Prepared and compiled on CompilationDate in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 in respect of BusinessName and its associated entities.

Update: Compilation date V2

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DAB PUMPS SOUTH AFRICA (PTY) LTD

Twenty One Industrial Estate, 16 Purlin street - North, Warehouse 4, Unit B, Olifantsfontein, 1667

P.O. Box 74531, Lynnwood Ridge, Pretoria, 0040, South-Africa

Tel +27 12 361 2603, www.dabpumps.co.za

Company Reg. No 1982/005233/07, Company Vat No 4630122564

Directors: P. Zampin (Italy), R. Dressel (South Africa)

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1. Introduction:

The manual is to assist requestors as to the procedures to be followed when requesting access to information / documents from DAB PUMPS South Africa Pty Ltd, as contemplated in terms of the Act. (Promotion of access to Information Act, No. 2 of 2000.)

This manual may be amended from time to time, and as soon as any amendments have been finalized, the latest version of the manual will be made available to the public.

Any requestor is advised to contact the Information Officer of DAB PUMPS South Africa Pty Ltd, should he/she require any assistance in utilizing this manual and/or requesting documents from The Body.

2. Scope of the Manual

This manual has been compiled for DAB PUMPS South Africa Pty Ltd, the only South African registered, 100% owned subsidiary of DWT Holding SpA, Mestrino, Italy. DAB PUMPS South Africa Pty Ltd has only one address for operations inside the borders of South Africa.

3. Information Officer

The appointed Information Officer off The Body is:

Hein Botha – General Manager

Postal Address: PO BOX 74531 , Lynnwood Ridge , 0040

Physical Company Address: 16 Purlin Street North , 21 Industrial Estate,
Olifantsfontein, 1667

Phone numbers: 0861 666 687 / 012-361 2603

Email: hein.botha@dabpumps.com

4. Website

www.dabpumps.co.za

5. Classes of Records

Public Records – Company Documentation that are freely available on the CIPC platform, SARS platforms.

Product and Promotional Brochures and other marketing material.

Private Body Records, Legislation Required Records, Third Party Records -

These documents may include , but are not limited to the following:

- Short term insurance
- Banking documents
- Basic Conditions of Employment
- Customer Credit application forms
- Salary / Payroll related
- Financial Records
- Information Technology records
- Protection of Personal Information (POPIA)
- Legal contracts
- Internal Company Policies

6. Access Procedures and Requests

The purpose of the following, is to provide requestors with guidelines on how to request information held by The Body.

The requester must fulfil the prerequisites for access, in terms of the ACT, including the payment of relevant fees as prescribed by the ACT.

All requests can be submitted by completing the attached “Annexure A”, including proof of fees paid, addressed to the “Information Officer” of The Body as per details of Nr3. Above.

The **Private Body** will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requesters making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The requester must pay the prescribed fee before any further processing can take place.

7. Fees (Annexure B)

The Act provides for two types of fees, namely:

- A request fee, which will be a standard fee; and
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time, as well as postal costs.

When the Information Officer receives the request, such Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before any further processing of the request.

If more hours are needed than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned will repay the deposit to the requester.

8. Grounds for Refusal of ACCESS TO INFORMATION

The main grounds for the Private Body to refuse a request for information that relates to the:

1. Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
2. Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party;
 - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
4. Mandatory protection of confidential information of the protection of property; Mandatory protection of records that would be regarded as privileged in legal proceedings;

The commercial activities of the **Private Body**, which may include:

- Trade secrets of the **Private Body**;
- Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of the **Private Body**;
- Information which, if disclosed could put the **Private Body** at a disadvantage in negotiations or commercial competition;
- A computer program, owned by the **Private Body**, and protected by copyright.

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The research information of the **Private Body** or a third party, if its disclosure would reveal the identity of the **Private Body**, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

9. Remedies available in case a request for information was refused.

Internal remedies

The **Private Body** does not have an internal appeal procedure. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

External remedies

A requester who is dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. A Court for relief, is a Court of Law as referred to in The Act or any other Court of similar status.

10. Decision and extension

The **Private Body** will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30 day period within which the **Private Body** has to decide whether to grant or refuse the request, may be extended for further period of not more than thirty days if the request is for a large amount of information, or the request requires a search for information held at another office of the **Private Body** and the information cannot reasonably be obtained within the original 30 day period. The **Private Body** will notify the requester in writing should an extension be sought.



ANNEXURE "A"

PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

REQUEST FOR ACCESS TO RECORDS OF *PRIVATE BODY*

(Section 53(1) of the Promotion of Access to Information Act No 2 of 2000)

(Regulation 4)

A. Particulars of *Private Body*

The Head:

A. Particulars of person requesting access to the record

- a) The particulars of the person who requests access to the records must be recorded below.*
- b) Furnish an address and/or fax number in the Republic to which information must be sent*
- c) Proof of the capacity in which the request is made, if applicable, must be attached.*
- d) Reason for request in writing.*

Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Telephone number: _____

E-mail address: _____

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*** Please indicate how you would like to receive the information:

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- Hard Copies posted

-Scan to Email

-Cloud Share

Capacity in which request is made, if made on behalf of another person:

This section must be completed only if a request for information is made on behalf of another person

Full Name and Surname: _____

Identity Number: _____

A. Particulars of record:

- a) Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be located.
b) If the provided space is inadequate please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Description of the record or relevant part of the record:

Reference number, if available: _____

Any further particulars of the record:

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A. Fees:

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- a) *A request for access to a record containing personal information about you will be processed only after a **request fee** has been paid*
- b) *You will be notified of the amount of the request fee.*

- c) *The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to searching for and preparing a record*
- d) *If you qualify for exemption from the payment of any fee/ please state the reason for this.*

Reason for exemption from payment of the fee:

B. Form of access to the record:

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in **1 to 4** hereunder, state your disability and indicate in which form the record is required*

Disability:	Form in which record is required:

DAB PUMPS SOUTH AFRICA (PTY) LTD

Mark the appropriate box with an " X "

NOTES:

- a) *Your indication as to the required form of access depends on the form in which the record is available.*
- b) *Access in the form requested may be refused in certain circumstances . In such a case you will be informed if access will be granted in another form .*
- c) *The fee payable for access to the record, if any, will be determined partly by the form in which access is requested*

1. If the record is in written or printed form:

<input type="checkbox"/> Copy of record	<input type="checkbox"/> Inspector
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2. If the record consists of visual images:

(This includes photographs, slides video recordings/ computer generated images sketches etc.)

<input type="checkbox"/> View the Images	<input type="checkbox"/> Copy the image s	<input type="checkbox"/> Transcription of the images
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3. If the record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/> Listen to the soundtrack <i>(Audio Cassette)</i>	<input type="checkbox"/> Transcription of soundtracxk <i>(written or printed document)</i>
--	--

4. If the record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/> Printed copy of record	<input type="checkbox"/> Printed copy of information derived from the record"	<input type="checkbox"/> Copy in computer readable form <i>(compact disc/USB drive)</i>
<input type="checkbox"/> Cloud Share or Electronic Transfer		

<p><i>If you requested a copy or transcription of a record (above) do you want the copy or transcription to be posted to you?</i></p>	Yes	No
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C. Particulars of right to be exercised or protected:

Indicate which right is to be exercised or protected:

Explain why the requested record is required for the exercising or protection of the aforementioned right:

*If the provided space is inadequate please continue on a separate folio and attach it to this form **The requester must sign all the additional folios,***

D. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20_____

**SIGNATURE OF
REQUESTER/PERSON ON
WHO'S BEHALF REQUEST IS MADE**

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ANNEXURE B

REPRODUCTION FEES

Where the requested document appears in the appendix 1, i.e. the *Private Body* has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, shall be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERED TO ABOVE ARE:

* For every photocopy of an A4-size page or part thereof	R	1-25
* For every printed copy of an A4-size page or part thereof held on a computer or in electronic machine readable form	R	0-9 5
* For a copy in a computer-readable form on:		
- Compact Disc	R	70- 00
- USD drive	R	175 - 00
* A Transcription or copy of visual images / A4 size	R	50-00
* A Transcription of an Audio Record / per A4 size	R	20-00
* for a copy of an Audio Record	R	30-00
* To search for a record that must be disclosed (<i>per hour or part of an hour reasonably required for such search</i>)	R	30-00

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Deposits:

*** Where a copy of a record has to be posted the actual postal fee is payable.**

Where the **Private Body** receives a request for access to information on a person other than the requester him- / herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to one third of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations,

AVAILABILITY OF THE MANUAL

The manual of the **Private Body** is available at the premises of the Private body as well as on the website of the **Private Body**.

Signed by:  _____

(HA Botha)

Information Officer: The Body

Date: _____

27/11/2023