
PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in accordance with Section 51 of The Promotion of Access to Information Act 2
of 2000 (the "Act") (as amended)

May 2025

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Version Control

| Author | Date | Version Number | Notes |
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2. Glossary of Terms

2.1. Terminology

| Terminology | Definition |
|----------------------|--|
| Sintrex/Company/body | Sintrex Integration Services (Pty) Ltd |
| Regulator | Information Regulator |
| Republic | Republic of South Africa |

2.2. Abbreviations

| Abbreviation | Definition |
|--------------|---|
| CEO | Chief Executive Officer |
| DIO | Deputy Information Officer |
| IO | Information Officer |
| PAIA | Promotion of Access to Information Act No. 2 of 2000 (as Amended) |
| POPIA | Protection of Personal Information Act No.4 of 2013 |

3. Introduction

Sintrex Integration Services (Pty) Ltd's ("Sintrex") Promotion of Access to Information Manual ("Manual") is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (PAIA) and section 23 -25 of the Protection of Personal Information Act No. 4 of 2013 (POPIA).

PAIA gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information. This is information held by the State but also information held by any another person. A person that is entitled to exercise a right or who needs information for the protection of any right, is entitled to access that information, subject to certain restraints.

Section 51 of PAIA creates a legal right to access records (as defined in section 1 of PAIA) of a private body (both natural and juristic), however this right may be negated in circumstances as set out under Chapter 4 of Part 3 of PAIA. In addition, in compliance with POPIA a responsible party who processes personal information must notify the person to whom personal information relates ("Data Subject") of the way the Data Subject can access their personal information held by the responsible.

4. Purpose

This PAIA Manual is useful for the public to

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 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;
- know the description of the records of the body which are available in accordance with any other legislation;
- 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;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 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;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- 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
- know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
- The purpose of this manual is to facilitate requests for access to records including records containing Personal Information (as defined in terms of Sintrex's Privacy Policy).
- Where this Manual does not deal with a procedure provided for in PAIA, the Requester or any other interested party is to look at the Act for guidance in relation thereto. Same is to be included as part of the Manual.
- A person requesting access to records from Sintrex ("the Requester") is advised to familiarise themselves with the provisions of PAIA before making any requests to Sintrex in terms of PAIA.
- Sintrex makes no representation and gives no undertaking or warranty that any record(s) provided to a Requester is complete or accurate, or that such record is fit for any purpose. All users of such records shall use such records entirely at their own risk, and Sintrex shall not be liable for any loss, expense, liability, or claims, howsoever arising, resulting from the use of this Manual or of any record provided by Sintrex or any error therein.
- All users and Requesters irrevocably agree to submit to the law of the Republic of South Africa and to the exclusive jurisdiction of the Courts of South Africa in respect of any dispute arising out of the use of this Manual or any records provided by Sintrex.

5. Information required under Section 51(1)(a) of PAIA

| | |
|----------------------------|--|
| Managing Director: | Emile Biagio (CEO) |
| Information Officer | Elizabeth Hamman (Finance Director) |
| Street address: | The Vineyard Office Estate 99 Jip de Jager Bellville 7530 |
| Postal address: | The Vineyard Office Estate 99 Jip de Jager Bellville 7530 |
| Telephone number: | +27 21 913 9202 |
| Website: | www.sintrex.com |
| Email address: | Elzeth.hamman@sintrex.com |

6. The Information Officer (Section 51(1)(b))

The Information Officer is responsible to, inter alia, assess requests for access to information.

The Head of private body fulfils such function in terms of Section 51 of the Act. Sintrex has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.

The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013 ("POPI Act"). The Information Officer oversees the functions and responsibilities as required in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of the POPI Act after registering with the Information Regulator.

The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of Section 17 of the Act as well as Section 56 of the POPI Act.

All requests for information in terms of the Act must be addressed to the Information Officer.

7. Guide of all Manuals in the Republic of South Africa (Section 10)

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. This Guide will assist persons in using and understanding PAIA.

The Guide can be accessed via the Information Regulator of South Africa website (<https://inforegulator.org.za/paia-guidelines/>)

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.

The Guide can also be obtained:

- upon request to the Information Officer.
- from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:

- English and Afrikaans.

8. Automatically Available Information - Notice in terms of section 52(2) of the PAIA

The following records are automatically available, and it is therefore not necessary to apply for access thereto in terms of the Act:

| Category of Records | Type of Records | Available on website | Available on request |
|--|--|----------------------|----------------------|
| Automatically available in terms of the Companies Act, No.71 of 2008 | Records available from CIPC (Disclosure certificate) | | x |
| Freely available on Sintrex's website | PAIA Manual | x | x |

9. Records Available in Terms of Other Legislation: section 51(1)(d)

The following legislation creates the obligation to keep certain records:

| Category of Records | Applicable Legislation |
|--------------------------------|--------------------------------|
| CIPC Records | CIPC Records |
| PAIA Manual | PAIA Manual |
| Summary of Conditions | Summary of Conditions |
| BEE Certificate | BEE Certificate |
| CGSO ***** | CGSO ***** |
| Importers Certificate | Importers Certificate |
| Proof of EE Annual Submissions | Proof of EE Annual Submissions |
| Compliance Certificate | Compliance Certificate |
| Proof of submission of WSP | Proof of submission of WSP |
| Tax Certificate of Compliance | Tax Certificate of Compliance |
| Tax Certificate of Compliance | Tax Certificate of Compliance |

Such records will be made available to only those individuals/entities authorised to request access to such records in terms of the particular legislation. Any other persons must follow the request for access of records procedure as outlined in this Manual.

10. Schedule of Records (Section 51(1)(e))

PAIA requires that sufficient detail be provided to facilitate a request for access to a record of Sintrex.

The table below describes the subjects on which Sintrex holds records and the categories of the records held by each subject.

Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a “case by case” basis in accordance with the provisions of the Act.

| SUBJECT | DESCRIPTION OF CATEGORIES OF RECORDS |
|------------------------------------|---|
| Company Secretarial records | <ul style="list-style-type: none"> • Memorandum of Incorporation * (automatically available from CIPC) • Directors' names *(automatically available from CIPC) • Memorandum and Articles of Association* (automatically available from CIPC) • Company Register • Shareholders Agreements • Share Certificates • Board Meetings: <ul style="list-style-type: none"> ○ Attendance Register ○ Resolutions ○ Minute Books • Delegation of Authorities • General Correspondence • Other Statutory Information |
| Finance | <ul style="list-style-type: none"> • Financial Statements • Corporate tax records/returns • Other documents related to taxation of the company. • Accounting records <ul style="list-style-type: none"> ○ Journals, Ledgers and Balance Sheets ○ Income Statements ○ Trial Balance Statements ○ Cash Flow Statements • Banking records • Banking statements • Asset register • Invoices • Debtors and Creditors • Credit/Debit Notes • Salary information <ul style="list-style-type: none"> ○ PAYE records ○ IRP5 records • UIF payments • Skills levies • Insurance policies • Auditors' reports • General correspondence |
| Human Resources | <ul style="list-style-type: none"> • Employee's personal information • Employee contracts • Human Resource policies and procedures • Remuneration Information and Employee Benefits • Employees' Travel Records • Leave records. • Disciplinary and grievance records • Performance evaluations • Training records • Employment Equity Plan and reports • Job profiles • Remuneration • Medical Aid • General correspondence |

| | |
|---|---|
| Income Tax Records | <ol style="list-style-type: none"> 11. Documents issued to employees for income tax purposes 12. PAYE Records 13. Records of payments made to SARS on behalf of employees 14. Value Added Tax Clearance Certificate 15. All other statutory compliances: <ol style="list-style-type: none"> 15.1. Value Added Tax 15.2. Skills Development Levies 15.3. Unemployment Insurance Fund 15.4. Workman's Compensation 16. Customs and excise |
| Customer <i>(Customer refers to any natural or juristic entity that receives services from Sintrex)</i> | <ul style="list-style-type: none"> • Customer details (Identity, addresses, contact, banking, debit orders etc.) • Contact details of individuals representing a corporate customer. • Communications with customers • Transactional information • Debt and debtor information • Customer liaison, complaints, and queries • General correspondence |
| Supplier Records | <ul style="list-style-type: none"> • The name of the supplier • The address of the supplier • A description of the goods • The quantity or volume of the goods • Proof of date of payment |
| Marketing | <ul style="list-style-type: none"> • New product development information • Advertising • General Correspondence |
| Operations | <ul style="list-style-type: none"> • Service orders • Installation and maintenance of products and services- <ul style="list-style-type: none"> ○ Proof of delivery ○ Proof of installation |
| Information Technology | <ul style="list-style-type: none"> • Hardware • Operating Systems • Telephone Exchange Equipment • Telephone lines, leased lines and data lines. • LAN Installations • Software Packages • Disaster Recovery • Internal Systems Support and Programming / Development • Capacity and Utilisation of Current Systems • Agreements • Licenses • Audits |
| Legal and regulatory | <ul style="list-style-type: none"> • Contracts/Agreements <ul style="list-style-type: none"> ○ Customer agreements ○ Non-Disclosure agreements ○ Letters of Intent and Memoranda of Understanding ○ Supplier/service provider contracts ○ Independent contractors/agent agreements ○ Lease agreements • Litigation Records • Regulatory <ul style="list-style-type: none"> ○ Electronic Communications Licence ○ Submissions to the Independent Communications Authority of South Africa |

| | |
|----------------|---|
| | <ul style="list-style-type: none"> ○ Administration of Legislation ○ Annual report and licence fees • General correspondence |
| R&D | <ul style="list-style-type: none"> • Information relating to Sintrex's commercial activities; and • Research carried out on behalf of a client by Sintrex or commissioned from a third party for a client. • Research information belonging to Sintrex, whether carried out itself or commissioned from a third party. |

17. Protection of Personal Information that is Processed by Sintrex

POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated unless specific exclusions apply as outlined in POPIA.

Sintrex needs Personal Information relating to both individual and juristic persons to carry out its business and organisational functions. The way this information is processed and the purpose for which it is processed is determined by Sintrex. Sintrex is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:

- is processed lawfully, fairly, and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by Sintrex, in the form of privacy or data collection notices. Sintrex must also have a legal basis (for example, consent) to process Personal Information.
- is processed only for the purposes for which it was collected.
- will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
- is adequate, relevant, and not excessive for the purposes for which it was collected.
- is accurate and kept up to date.
- will not be kept for longer than necessary.
- is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, is subject to an appropriate level of security when stored, used, and communicated by Sintrex, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage.
- is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
 - be notified that their Personal Information is being collected by Sintrex. The Data Subject also has the right to be notified in the event of a data breach.
 - know whether Sintrex holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual.
 - request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained personal information.
 - object to Sintrex's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to Sintrex's record-keeping requirements).
 - object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications.

17.1. Terminology

Sintrex might, in the ordinary course of business, have to disclose personal information of Sintrex Customers to third parties, such as Contractors, Service providers and Software developers, Agents, and other licensed electronic communications operators (who are also responsible parties as defined in the legislation) etc.

Sintrex commits to only disclose personal information to third parties where it is necessary to ensure continued quality provisioning of its products and services to its customers.

Sintrex shall also contractually ensure that such third parties undertake to deploy and manage adequate safeguards pertinent to the lawful processing and protection of such personal information.

17.2. Planned transborder flows of personal Information

Sintrex does not generally do cross border information transfers.

However, in the unlikely event that cross border transfer of personal information is necessary and/or unavoidable, Sintrex shall ensure that the data protection and privacy laws of such countries to which personal information is transferred are like the legislation in South Africa and that the recipients of the personal information commit to the same standard of data protection as that which Sintrex has committed to.

Examples of where personal data is hosted:

- Payroll data is hosted in a South African Azure instance and their disaster recovery resides in Cape Town.
- All email is hosted in South African Microsoft data centres and backed up with Mimecast SA.

18. Safeguarding

Personal information of data subjects in Sintrex's possession is safeguarded against unauthorised access and use, disclosure, alteration, damage and/or loss, by the deployment of reasonably practicable organisational and technological safeguards. Sintrex also takes reasonable steps to ensure the integrity, accuracy and updating of personal information held by it. Sintrex has implemented adequate encryption, access controls and other best practices to protect personal data.

We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

19. Procedure For Requesting Access to Information

In terms of POPIA, a data subject may make a request to Sintrex for access to or updating of personal information that Sintrex holds.

The right to access personal information also includes the right to object to or request the limitation of the processing of personal information on specific grounds.

Requests for access to records held by Sintrex must be made on the prescribed form as listed on the Information Regulator of South Africa's website: <https://inforegulator.org.za/paia-forms/>

- Note that requests will only be processed upon payment of the prescribed fees.
- The standard form that must be used for the making of requests. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Requests for access to records must be made to our Information Officer at the address or electronic mail address provided for in clause 5 above.

Provide sufficient details to enable Sintrex to identify:

- The record(s) requested.
- The requester (and if an agent is lodging the request, proof of capacity).
- The form of access required.

- The postal address or electronic email of the requester in the Republic of South Africa.
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
- The requester must specify the right which he/she is seeking to exercise or protect. The requester must provide a reason for the requested record to exercise or protect the right.

Kindly note that all requests to Sintrex will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Sintrex does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

20. Turn Around Times for Attending to Requests

Sintrex will within 30 (thirty) 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 (thirty) days' period within which Sintrex must decide whether to grant or refuse the request for a further period of not more than 30 (thirty) days if the request is for many information, or the request requires a search for information and the information cannot reasonably be obtained within the original 30 (thirty) day period.

Sintrex will notify the requester in writing should an extension be sought.

21. Fees

There are two types of fees to be paid in terms of the Act, namely:

- The request fee, and
- The access fees

21.1. Request Fee

The request fee is an administration fee that is payable on submission of the request for access to a record and must be paid before the request is considered (unless the request is to access the requestor's personal information in which event there is no applicable fee). The request fee is not refundable if the request for access has been granted. However, it is refundable if the request for access has been denied by Sintrex.

The request fee is currently statutorily set at R140-00 (one hundred and forty rand) for a private body and is subject to change as announced in terms of PAIA.

In line with section 23(1)(a) of POPIA, a Data Subject (i.e., personal requestor) has a right to request Alviva to confirm, free of charge, whether or not Sintrex holds personal information about the Data Subject.

21.2. Access Fee

The access fee is payable prior to the Requester actually gaining of access to the records in the required form.

The access fee is intended to reimburse Alviva for the costs involved in reproduction of documents, searching, and preparing the record requested and for any time reasonable required (in excess of the prescribed hours) to search and prepare the record.

Should the preparation of the required record take more than 6 (six) hours, a deposit (which is 1/3 (one third)) of the access fee is payable before the request will be processed by Sintrex as a deposit.

Sintrex may withhold a record until the Requester has paid the applicable fees (if any).

In accordance with Section 23(3) of the POPIA, Sintrex may charge an access fee to the Data Subject to enable Sintrex to respond to the request. In such instances Alviva must provide the Data Subject with a written estimate of the fee before providing the services.

22. Prescribed Fees

Section 22(1) of PAIA states that fees payable for access to records of the Regulator are to be prescribed. The prescribed fees are as set out in Annexure A, attached hereto.

A requester who seeks access to any record may be required to pay a fee, unless an exempted, as referred to in the below paragraph.

The requester does not need to pay an access fee to a public body if:

- He or she is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year, or
- He or she is married and the joint income with his or her partner, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

Sintrex, as a registered private body, will add VAT to all fees in terms of the Value-Added Tax Act.

23. Payment Of Fees

The initial request fee must be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence/documents must be forwarded to the Information Officer via e-mail.

All fees must be deposited into the following bank account.

| | |
|-----------------------------|--|
| Banking Institution: | ABSA Bank |
| Account Name: | Sintrex Integration Services (Pty) Ltd |
| Account Number: | 4106855064 |
| Branch Code: | 631005 |
| Reference: | Requesters Name_PAIA Request Fee |

The CEO or the Information Officer shall provide the Requester with a notice in terms of section 54(3) of PAIA on initial receipt and consideration of the request for access. This notice is Annexure B.

Once the request fee has been paid in full, the CEO or the Information Officer will consider the request for access and will provide the Requester with its decision to the request. This notice is "Form 03 Outcome of Request and of Fees Payable" (Form 03), as prescribed by the Information Regulator, which is available on the Information Regulator website (<https://info regulator.org.za/paia-forms/>).

All fees are subject to change as allowed for in the Act and consequently, such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

24. Availability and updating of PAIA Manual

Sintrex will update this manual at such intervals as may be deemed necessary. This manual of Sintrex can be viewed on its website www.sintrex.com.

25. Approval of this PAIA Manual

This PAIA Manual of Sintrex is approved and signed by the Managing Director and Information Officer of Sintrex.

Approved by Emile Biagio
(Managing Director)

Date

Approved by Elizabeth Hamman
(Information Officer)

Date

26. Annexure A

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 form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor | 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 <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor | R40.00 R40.00 R60.00 |
| 9. | To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of | R145.00 R435.00 |
| 10. | Deposit: If search exceeds 6 hours | One third of amount per request calculated in terms of items 2 to 8. |
| 11. | Postage, e-mail or any other electronic transfer | Actual expense, if any. |

27. Annexure B

Sintrex Notice in terms of Section 54(3) of PAIA

1. Please be advised the Requester is required to pay the prescribed request fee (if any), before further processing the prescribed access form is done.
2. Please be advised that in the event that:
 - (a) the search for the requested record for which a request for access by a Requester, has been made; and
 - (b) the preparation of the record for disclosure (including any arrangements contemplated in PAIA Section 29 (2) and (b) (i) and (ii) (aa)), would, in the opinion of Sintrex, require more than the hours prescribed, the Requester is herewith requested to pay as a deposit, one third of the access fee.
3. The Requester is herewith advised that the aforesaid instance is applicable and therefore a required deposit is payable. Such amounts totals _____ (which is one third of the access fee, which amount is _____).
4. In the event that the Requester finds the aforesaid unacceptable, the Requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the request fee in terms of subsection (1), or the tender or payment of a deposit in terms of subsection (2), as the case may be.
5. The procedure for lodging the complaint stated in subsection 4 is available in the PAIA and its Regulations.

DATE AT _____ ON THE _____ DAY OF _____ 20__

From the desk of the Information Officer

28. Annexure C

The following Promotion of Access to Information (PAIA) Forms can be found on the Regulator's website (<https://info regulator.org.za/paia/>):

- Form 01 – Request for a Guide from the Regulator
- Form 01 – Request for a Copy of the Guide from an Information Officer
- Form 02 – Request for Access to Record
- Form 03 – Outcome of request and fees payable
- Form 04 – Internal Appeal Form
- Form 05 – Complaint form
- For 13 – PAIA Request for Compliance Assessment Form

Contact Information

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