

# PAIA MANUAL FOR GENPOWER (PTY) LTD

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000) ("PAIA") and incorporating the requirements of the Protection of Personal Information Act, 2013 ("POPIA")

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## 1. INTRODUCTION

This PAIA Manual provides information to the public on the procedures to access records held by Genpower (Pty) Ltd, as required under the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA). It also outlines the manner in which personal data is handled to comply with POPIA.

## 2. COMPANY DETAILS

- **Company Name:** Genpower (Pty) Ltd
- **Physical Address:** 129 Charlotte Maxeke Street, Pretoria West
- **Email Address:** willie@genpwoer.co.za
- **Telephone Number:** 0876546200
- **Information Officer:** Willie Botha

## 3. GUIDE TO PAIA AND POPIA

The South African Human Rights Commission has prepared a guide on PAIA to assist the public in accessing information from public and private bodies. This guide can be accessed at [www.sahrc.org.za](http://www.sahrc.org.za) or by contacting the Information Regulator at [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

## 4. RECORDS HELD BY GENPOWER (PTY) LTD

Genpower maintains the following categories of records:

### 4.1 Company Records

- Incorporation documents
- Financial records
- Tax records
- Legal agreements

### 4.2 Employee Records

- Employment contracts

- Payroll records
- Performance reviews

#### **4.3 Customer Records**

- Customer contact details
- Transactional information
- Payment details

#### **4.4 Website & Digital Records**

- Cookie data
- Marketing consent information

### **5. REQUESTING ACCESS TO RECORDS**

To request access to records, an individual must:

1. Complete the **prescribed PAIA request form**.
2. Pay the **applicable request fee**.
3. Submit the request to the **Information Officer** at [willie@genpower.co.za](mailto:willie@genpower.co.za)

Genpower will process the request within **30 days**, subject to valid grounds for refusal under PAIA.

### **6. PROCESSING OF PERSONAL INFORMATION UNDER POPIA**

Genpower ensures that personal information is:

- Processed lawfully and transparently.
- Collected for a specific purpose.
- Securely stored and protected against unauthorized access.

Data subjects have the right to:

- Request access to their personal information.
- Request correction or deletion of their personal data.
- Object to the processing of their information.

### **7. SECURITY MEASURES FOR PERSONAL DATA**

Genpower employs industry-standard security measures, including:

- Encryption of sensitive data.

- Access control restrictions.
  - Regular data security audits.
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## **PRIVACY POLICY**

### **1. INTRODUCTION**

This Privacy Policy explains how Genpower (Pty) Ltd collects, uses, and protects personal information in accordance with the Protection of Personal Information Act (POPIA).

### **2. INFORMATION WE COLLECT**

We may collect personal information such as:

- Name, contact details, and email address.
- Payment details for transactions.
- Browsing behaviour and cookie data.

### **3. PURPOSE OF COLLECTING DATA**

We use personal information for:

- Processing orders and payments.
- Communicating with customers about services and offers.
- Improving website performance and user experience.

### **4. DATA SHARING**

We do **not** sell or distribute personal data to third parties, except:

- Where required by law.
- With service providers who assist in delivering our services.

### **5. SECURITY OF PERSONAL INFORMATION**

We implement strict security measures to protect personal information, including:

- Secure servers with encrypted storage.
- Access control measures to prevent unauthorized access.

### **6. USER RIGHTS**

Users may:

- Request access to their personal data.

- Request deletion or correction of their data.
  - Opt-out of marketing communications.
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## **COOKIE POLICY**

### **1. WHAT ARE COOKIES?**

Cookies are small files stored on a user's device to improve website functionality and user experience.

### **2. TYPES OF COOKIES USED**

- **Essential Cookies:** Required for website functionality.
- **Analytics Cookies:** Help us understand website usage.
- **Marketing Cookies:** Used for personalized advertising.

### **3. USER CONSENT**

Users will be prompted to accept or reject cookies when visiting our website. Cookies can also be managed through browser settings.

### **4. THIRD-PARTY COOKIES**

We may use cookies from third-party services, such as Google Analytics and social media integrations.

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**CONTACT DETAILS** For any queries related to PAIA, POPIA, or data privacy, please contact our Information Officer at:

- **Email:** willie@genpower.co.za
- **Phone:** 0876546200

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