

PAIA MANUAL

(Including POPIA Compliance)

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA)
and
the Protection of Personal Information Act, 4 of 2013 (POPIA)

Last updated: 7 February 2026

1. Introduction

This Manual is published in terms of Section 51 of PAIA and incorporates the requirements of POPIA.

It provides an outline of the types of records held by DNS Hydraulics (Pty) Ltd and explains how to request access to such records.

DNS Hydraulics is committed to transparency, accountability, and the lawful processing of personal information.

2. Company Details

Company Name: DNS Hydraulics (Pty) Ltd

Email Address: info@dnshydraulics.co.za

Website: <https://dnshydraulics.co.za/>

Information Officer:

The Information Officer is the Managing Director of DNS Hydraulics (Pty) Ltd.

All requests in terms of PAIA and POPIA should be directed to the Information Officer.

3. Guide on How to Use PAIA

A guide on how to use PAIA is available from the Information Regulator of South Africa.

Contact details of the Information Regulator:

- Email: infoereg@justice.gov.za
- Website: <https://www.justice.gov.za/infoereg/>

4. Records Available Without a PAIA Request

The following records are available without the need for a formal PAIA request:

- Information available on the DNS Hydraulics website
- Marketing brochures and product information
- Public company contact details

5. Records Held by DNS Hydraulics

DNS Hydraulics holds records in the following categories:

5.1 Company Records

- Company registration documents
- Statutory records
- Shareholder records (if applicable)

5.2 Financial Records

- Accounting records
- Invoices and payment records
- Tax records

5.3 Human Resources Records

- Employee personal information
- Employment contracts
- Payroll records
- Disciplinary records

5.4 Customer and Supplier Records

- Names and contact details
- Quotation and order information
- Correspondence and communications

5.5 Technical and Operational Records

- Product specifications
- Service and maintenance records
- Supplier product data

Access to these records may be subject to grounds for refusal as provided for in PAIA.

6. Request Procedure

To request access to a record:

1. **Submit a written request to the Information Officer**
2. **Specify the record requested clearly**
3. **Provide sufficient proof of identity**
4. **Pay the prescribed fee (if applicable)**

DNS Hydraulics will respond within the timeframes prescribed by PAIA.

7. Grounds for Refusal of Access

Access to records may be refused in terms of PAIA to protect:

- **Personal information of third parties**
- **Commercially sensitive information**
- **Confidential or privileged information**
- **Safety and security interests**

8. POPIA: Processing of Personal Information

8.1 Purpose of Processing

DNS Hydraulics processes personal information for:

- **Customer enquiries and quotations**
- **Supplying products and services**
- **Communication and relationship management**
- **Legal and regulatory compliance**

8.2 Categories of Data Subjects

- **Customers**
- **Prospective customers**
- **Suppliers and service providers**
- **Employees and job applicants**

8.3 Categories of Personal Information

- Names and surnames
- Contact details
- Company information
- Financial and transactional data
- Employment-related information

8.4 Recipients of Personal Information

Personal information may be shared with:

- Employees and authorised representatives
- IT and website service providers
- Regulatory bodies when required by law

8.5 Security Measures

DNS Hydraulics implements appropriate technical and organisational safeguards to prevent:

- Loss
- Unauthorised access
- Unlawful processing

8.6 Retention of Personal Information

Personal information is retained only for as long as necessary or as required by law.

9. Data Subject Rights (POPIA)

Data subjects have the right to:

- Access their personal information
- Request correction or deletion
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

10. Complaints

Complaints may be lodged with:

The Information Regulator (South Africa)

Email: infoereg@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/>

11. Availability of This Manual

This PAIA Manual is available:

- On request from DNS Hydraulics
- On the company website at <https://dnshydraulics.co.za/>