

Tantus Trading
273 (PTY) Ltd

t/ a Genteq
generator
services

(Registration Number: 2004/023738/07)

Manual in terms of section 51 of the Promotion of
Access to Information Act, 2 of 2000

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(Registration number: 2004/023738/07)

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PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 (THE ACT)

SECTION 51 MANUAL OF TANTUS TRADING 237 (PTY) Ltd t/a Genteq generator services (REGISTRATION NUMBER: 2004/023738/07)

1. CONTACT PARTICULARS

Head of business:	Schalk Esterhuysen	Information officer:	Schalk Esterhuysen
Deputy Information officer:	Janine Esterhuysen Jolande Friedrichs	Deputy 1	janine@genteq.co.za
Postal Address:	PO BOX 17347 Bainsvlei Bloemfontein 9338	Deputy 2	receptionpe@genteq.co.za
Telephone Number:	051-4511448	Physical Address:	10 Sipres Ave Bainsvlei Bloemfontein 9338
E-mail Address:	schalk@genteq.co.za	Fax Number:	
Website:	www.genteq.co.za		

2. INTRODUCTION

Tantus Trading 273 (PTY) Ltd t/a Genteq generator services is a reputable Generator services and manufacturing specialist within South Africa. Our Company is a leading supplier of industrial Diesel Generators for standby emergency backup, prime and mobile markets. We have vast experience and knowledge of state-of-the-art technology to successfully design, manufacture and install perfect backup and emergency power solutions for our valued clients. We are also a proud BBBEE level-2 organization. Genteq is ECB, RMA, and CIDB accredited. Genteq's services also include solar panels and Optimized Compressed Air systems.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

3.1 The ACT grants a requester access to records of a private body, if the record 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.

3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 53 and 54 of the Act.

3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: (+27)11 877 3600
Fax Number: (+27)11 403 0625
Website: www.sahrc.org.za

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are

available from Tantus Trading 273 (PTY) Ltd t/a Genteq Generator services, www.genteq.co.za.

5. INFORMATION AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

- Administration of Estates Act 66 of 1965
- Administrative Adjudication of Road Traffic Offences Act, 46 of 1998 and Regulations
- Arbitration Act 42 of 1965
- Architectural Profession Act 44 of 2000
- Attorneys Act 53 of 1979
- Auditing Profession Act 26 of 2005
- Banks Act 94 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003
- Businesses Act, 71 of 1991
- Cannabis for Private Purposes Bill 19 of 2020
- Carbon Tax Act, 15 of 2019 and Regulations
- Children's Act, 38 of 2005
- Civil Aviation Act, 13 of 2009
- Credit Rating Services Act 24 of 2012
- Collective Investment Schemes Control Act 45 of 2002
- Companies Act 71 of 2008
- Other legislation

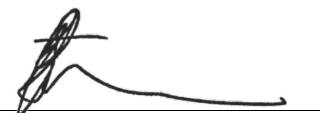
6. INFORMATION AUTOMATICALLY AVAILABLE

- Website
- Pricelists
- Marketing and Promotional Material
- Reports
- Posters
- Pamphlets \ Brochures
- Newsletters

7. INFORMATION AVAILABLE IN TERMS OF THE ACT – ON REQUEST

Statutory Business Records

- Certificate of Change of Name
- Certificate of Incorporation
- Bank confirmation letter



Accounting Records

- Annual financial statements and working papers
- General ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Bank statements, cheque books, cheques

Distribution and Transportation

- Permits and licenses
- Transportation system delivery plan and routing
- Transportation rights
- Transportation, warehouse and storage contracts

Environment, Health and Safety

- Biological monitoring and medical surveillance records and results of biological tests for lead exposure of employees
- Dates of medical surveillance reports in respect of lead
- Details of air emission discharges
- Details of aqueous discharges

Fixed Property

- Building plans
- Leases
- Mortgage bonds or other encumbrances
- Title deeds

Information Technology

- Agreements
- Audits
- Capacity and utilisation of current systems
- Client database

Insurance


- Claim records
- Details of coverage, limits and insurers
- Insurance policies

Intellectual Property

- Agreements relating to intellectual property • Copyrights
- Litigation and other disputes involving intellectual property
- Patents, patent applications and inventions
- Designs, trademarks, trade names and protected names

Legal, Agreements and Contracts

- Acquisition or disposal documentation
- Agreements with contractors, suppliers and clients
- Agreements with customers



- Agreements with governmental agencies
- Agreements with shareholders, officers or directors

Personnel Records

- Arbitration awards
- Attendance register
- Collective agreements
- Disability schemes
- Disciplinary records
- Employee evaluation and performance records
- Employee information records
- Employee loans
- Employee share purchase plan

Sales and Marketing

- Brochures, newsletters and marketing material
- Customers
- Domestic and export orders
- Media releases

Other Records

- Other documents

8. GENERAL

Our Website makes use of “cookies” to provide, improve, protect, and promote our Services. These cookies are used to collect information about how you interact with our website. Personal information that may be stored may include shared name, surname and telephone number.

Cookies help us remembering you for your next visit and understanding how you are interacting with our Services in order to improve and customize your browsing experience. You can set your browser to not accept cookies, but this may limit your ability to use the services.

9. REQUESTING PROCEDURES

A person who wants access to the records must complete the necessary request forms that is available at the offices of Tantus Trading 273 (PTY) Ltd t/a Genteq Generator services, or can be accessed on www.justice.gov.za/inforeg The completed request form must be sent to the address or fax number provided in this manual and marked for the attention of the Information Officer.

Please provide sufficient details to enable the company 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 fax number of the requester in the Republic;
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;



- f) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10. PRESCRIBED FEES

A requestor is required to pay the prescribed fees before a request will be processed;

If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

Records may be withheld until the fees have been paid.

The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za and as an appendix to this manual.

11. PROTECTION OF PERSONAL INFORMATION PROCESSED

The company is committed to protecting the privacy of personal information of our data subjects. The information you share with us as a data subject allows us to provide you with the best experience with our products and services, or as a stakeholder.

The company has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

11.1 The purpose of processing of personal information

We process personal information for various reasons, including but not limited to the following:

1. To manage information, products and/or services requested by data subjects;
2. To help us identify data subjects when they contact us;
3. Manage customers
4. To maintain customer records;
5. Recruitment purposes;
6. Employment purposes;
7. Apprenticeship purposes;
8. Training purposes;
9. Travel purposes;
10. General administration
11. Financial and tax purposes;
12. Legal or contractual purposes;
13. Health and safety purposes;
14. To monitor access, secure and manage our premises and facilities;
15. To transact with our suppliers
16. To improve the quality of our products and services;
17. To help us detect and prevent fraud and money laundering under FICA;
18. To help us recover debts;
19. Marketing purposes
20. Engaging with the public

11.2 Data subject categories and personal information processed

Prospective employees	Gender, Marital status, Age, Health, Language and birth of person, Education history, Employment history, ID nr, e-mail address, Physical address, Telephone nr, Location information
Employees	Gender, Marital status, Age, Health, Language and birth of person, Education history, Employment history, ID nr, e-mail address, Physical address, Telephone nr, Location information, bank details
Customers	ID nr, e-mail address, Physical address, Telephone nr, Location information
Suppliers	Location information, Telephone nr, Physical address, e-mail address
Visitors (Walk-in)	Name, ID nr, Telephone nr, Covid-19 register

11.3 Recipients with whom personal information is shared

In processing your personal information, we may share it within the group of companies or with other third parties. These include but are not limited to:

- a) Statutory authorities;
- b) Law enforcement agencies;
- c) Tax authorities;
- d) Medical schemes;
- e) Employee pension and provident funds;
- f) Industry bodies;
- g) contractors, vendors, or suppliers;
- h) Payment processors
- i) Email management and distribution tools
- j) Data storage providers
- k) Server hosts
- l) Group companies
- m) Agents
- n) Service providers

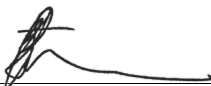
11.4 Security measures implemented to protect personal information

We have identified our security risks over the personal information we process in line with the Protection of Personal Information Act, and we have implemented various security measures to ensure reasonable protection against the risk of loss, misuse, unauthorized access and disclosure, alteration and destruction of the personal information.

We also take steps to ensure that operators that process personal information on behalf of Tantus trading 273 (PTY) Ltd t/a Genteq generator services apply adequate safeguards as outlined above.

11.5 Trans-border flows of personal information

We may transfer to, and store personal information we collect about you, in countries other than South Africa, if the relevant business transactions or situation requires trans-border processing. These countries may not have the same data protection laws as South Africa, and in this instance we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.



11.6 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 Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

Where information on third parties is provided by a data subject, or a third party provides information on a data subject, that information may be taken into account with other personal information.

11.7 Data Breaches

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorized person, TANTUS TRADING 273 (PTY) LTD T/A GENTEQ GENERATOR SERVICES shall notify:

- a) the Regulator; and
- b) the data subject, unless the identity of such data subject cannot be established.

The notification will be made as soon as reasonably possible after the discovery of the compromise, taking into account the legitimate needs of law enforcement or any measures reasonably necessary to determine the scope of the compromise and to restore the integrity of the responsible party's information system.

12. AVAILABILITY OF THE MANUAL

Copies of the manual are available for inspection, free of charge, at the offices of TANTUS TRADING 273 (PTY) LTD T/A GENTEQ GENERATOR SERVICES, from the South African Human Rights Commission and at: www.genteq.co.za.



FORM 1
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
 [Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of20.....

.....
Signature of data subject/designated person

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

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

FEEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?		Yes	<input type="checkbox"/>	No <input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes <input type="checkbox"/>	
			No <input type="checkbox"/>	
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority