

PAIA MANUAL – CLEANCON (PTY) LTD

Compiled in compliance with Section 51 of the Promotion of Access to Information Act 2 of 2000, as amended.

1. Introduction

This manual is compiled to comply with PAIA and POPIA, providing transparency into how CleanCon (Pty) Ltd, handles access to information, including confidential client data, in line with South African law.

2. Company and Information Officer Details

- Company Name: CleanCon (Pty) Ltd
- Registration No.: 2022/805387/07
- Physical Address: Johannesburg, Gauteng, South Africa
- Postal Address: 600 Veldpou street, Monument Park, Pretoria, 0181
- Email (general): admin@cleancon.co.za
- Tel: 082 396 9062
- Website: cleancon.co.za

Information Officer:

- Name/Designation: Nishal Harinarain
- Tel: 082 990 1013
- Email: nishal.harinarain@cleancon.co.za

3. Records Available Without a Request

The following records are available without a formal PAIA request:

- Company brochures
- Marketing materials
- Publicly available reports

4. Records Available Upon Request

Records that may be requested include:

- Client service agreements (non-confidential)
- Internal policies and procedures
- Financial records (non-confidential)
- Employment records (subject to conditions)
- Information security protocols
- POPIA compliance documentation

5. Categories of Data Subjects and Personal Information Processed

- **Clients:** Contact details, financial data, operational data, HR Records,
- **Employees:** HR records, performance data, payroll
- **Vendors:** Contracts (non-confidential), payment details (non-confidential), and SLA's.

6. Purpose of Processing Personal Information

- To deliver contracted services
- To ensure operational efficiency
- To comply with legal and regulatory obligations
- To maintain client confidentiality and data integrity

7. Recipients of Personal Information

- Authorised employees
- Regulatory authorities (where required)
- Third-party service providers under NDA

8. Security Safeguards

CleanCon Pty Ltd implements:

- Encryption and secure storage
- Access control and monitoring
- Regular audits and risk assessments

9. Planned Transborder Flows

Where necessary, data may be transferred outside South Africa, subject to adequate data protection safeguards in line with Section 72 of POPIA

10. Request Procedure

To request access to a record:

- Complete Form 2 - [PAIA Form 2 - Information Regulatory](#) (also available from the Information Regulator Website – (<https://inforegulator.org.za/paia/>))
- Submit to the general email address with a subject line that contains “PAIA request”.
 - admin@cleancon.co.za
- A decision will be made within 30 days.
- Processing will start after payment has been received.