

Green Exhibition Services CC



PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer;
1.3	“IO“	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 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;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 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;

- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE (Green Exhibition Services CC)

3.1. Chief Information Officer

Name: Derek Green
Tel: 011 312 0642
Email: derek@greenexhibitions.co.za
Fax number:

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Reuben Allott
Tel: 011 312 0642
Email: reuben@greenexhibitions.co.za
Fax Number:

3.3 Access to information general contacts

Email: accounts@greenexhibitions.co.za

3.4 National or Head Office

Postal Address: 19 Richards Drive,
Gallagher Convention Centre,
Gallagher House, Level 2,
Halfway House,
Midrand,
1685

Physical Address: P.O. Box 3623
Halfway House
1685
South Africa

Telephone: 011 312 0642

Email: accounts@greenexhibitions.co.za

Website: www.greenexhibitions.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. 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.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11³; and

4.3.3.2. access to a record of a private body contemplated in section 50⁴;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;

4.4. 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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

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

4.6.1 English

5. CATEGORIES OF RECORDS OF THE (Green Exhibition Services CC) WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company Information	Company profile, description of services, contact details	X	X
Marketing and Promotional Material	Brochures, service descriptions, proposals templates, capability statements	X	X
Compliance Documents	PAIA Manual, Privacy Policy, POPIA notices	X	X
Client-Facing Information	Event registration guidelines, service processes, FAQs	X	X
Legal & Governance (Public-facing only)	Company registration confirmation, B-BBEE certificate (if applicable)		X

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

6. DESCRIPTION OF THE RECORDS OF (Green Exhibition Services CC) WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Company registration documents	Companies Act 71 of 2008
Founding / Close Corporation records	Close Corporations Act 69 of 1984
Tax records (VAT, PAYE, Income Tax)	Income Tax Act 58 of 1962; VAT Act 89 of 1991
Financial and accounting records	Companies Act 71 of 2008
Employment records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Occupational health and safety records	Occupational Health and Safety Act 85 of 1993
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Personal information processing records	Protection of Personal Information Act 4 of 2013

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE (Green Exhibition Services CC)

Subjects on which the body holds records	Categories of records
Corporate & Strategic Records	Business plans, strategic planning documents, service proposals, capability presentations
Governance & Compliance	PAIA Manual, POPIA policies, compliance registers, statutory records
Finance & Accounting	Invoices, quotations, bank records, tax records, financial statements, budgets
Sales & Client Management	Client proposals, service agreements, client correspondence, registration data

Subjects on which the body holds records	Categories of records
Operations & Service Delivery	Event service records, project documentation, operational procedures
Human Resources	Employment contracts, personnel files, HR policies, leave and payroll records
Supplier & Vendor Management	Supplier agreements, purchase records, payment details
Information Technology & Systems Marketing & Communications	System access logs, data backups, software licences
Legal Records	Contracts, NDAs, dispute records, legal correspondence
Marketing & Communications	Marketing materials, campaign records, website content

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Green Exhibition Services CC processes personal information for purposes that are necessary, lawful, and directly related to its business operations, including but not limited to the following:

- To provide event, exhibition, and registration services to clients and event organisers
- To manage and administer client and customer relationships
- To facilitate event registrations and attendee management
- To manage relationships with suppliers, service providers, and contractors
- To perform financial, accounting, invoicing, and payment processing activities
- To recruit, employ, and administer employees and temporary staff
- To comply with legal, regulatory, and contractual obligations, including PAIA and POPIA

- To communicate with stakeholders regarding services, operations, and support
- To maintain internal records, reporting, and operational efficiency

All personal information is processed in a manner that is adequate, relevant, and limited to what is necessary for the purposes described above.

Personal information is processed in accordance with the requirements of the Protection of Personal Information Act, 2013, and subject to appropriate safeguards.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Names, contact details, identity or registration numbers, employment details, event registration data, banking details (where applicable)
Service Providers / Suppliers	Names, company registration numbers, VAT numbers, contact details, addresses, banking details, contractual information
Employees	Identity numbers, contact details, residential address, qualifications, employment history, gender, race, payroll and banking information
Prospective Employees	Names, contact details, CVs, qualifications, employment history
Contractors / Temporary Staff	Identification details, contact details, contractual and payment information
Website Users / Data Subjects	IP addresses, contact forms data, website usage information (where applicable)

8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity numbers and names (where legally required)	Regulatory and law-enforcement authorities
Qualifications (for verification purposes)	Educational institutions and verification bodies
Credit and payment history	Financial institutions and payment service providers
Banking details	Banks and authorised payment processors
Employment information	Payroll service providers, statutory bodies (e.g. SARS, UIF)
Client registration data	Event organisers and authorised service partners
Personal information stored on systems	Cloud service providers and IT support vendors

8.4 Planned transborder flows of personal information

Green Exhibition Services CC utilises cloud-based systems which may result in personal information being stored or processed outside the Republic of South Africa. Appropriate safeguards are in place to ensure compliance with the Protection of Personal Information Act, 2013.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Green Exhibition Services CC has implemented appropriate technical and organisational measures to ensure the confidentiality, integrity, and availability of personal information in accordance with the Protection of Personal Information Act, 2013.

Information Security Measures include, but are not limited to:

Access Control

Restricted access to personal information on a need-to-know basis

Unique user credentials and password protection for systems and devices

Technological Safeguards

- Use of antivirus and anti-malware software
- Firewall protection on networks and systems
- Secure, reputable cloud-based platforms with built-in security controls
- Regular system updates and security patches

Data Protection

- Secure storage of electronic and physical records
- Regular data backups to prevent data loss
- Encryption of sensitive information where appropriate

Organisational Measures

- POPIA awareness and confidentiality obligations for employees and contractors
- Policies governing the handling, access, and disposal of personal information
- Operator agreements with third-party service providers handling personal data

Physical Security

- Controlled access to offices and workstations
- Secure storage for physical documents containing personal information

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.greenexhibitions.co.za, if any;

9.1.2 head office of the Green Exhibition Service CC for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

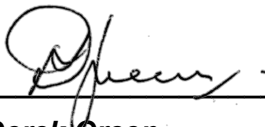
9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of a Green Exhibition Service CC will on a regular basis update this manual.

Issued by

A handwritten signature in black ink, appearing to read 'Derek Green', is positioned above a horizontal line.

Derek Green

Managing Member