






CONSULT INSPECT  
INTERNATIONAL

# Promotion of Access to Information Act (PAIA) Manual



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## **1. INTRODUCTION**

- 1.1. This PAIA Manual is prepared for Consult Inspect International (PTY) Ltd (“**CII**”), in compliance with the Promotion of Access to Information Act 2 of 2000 (“**PAIA**”), and the Protection of Personal Information Act 4 of 2013 (“**POPIA**”).
- 1.2. PAIA grants individuals and organizations the right to access information held by public and private bodies, promoting transparency and accountability. POPIA regulates the processing of personal information, ensuring that it is handled responsibly and securely. CII is committed to upholding these laws by providing a clear process for accessing information while safeguarding personal data.
- 1.3. This manual outlines the procedures for: submitting requests for information; the types of records held by CII; and the grounds for granting or refusing access. It also details the responsibilities of the Information Officer as well as the Deputy Information Officer, who through combined efforts oversee compliance with PAIA and POPIA. CII recognizes the importance of balancing the right to access information with the need to protect personal information, as mandated by POPIA. This manual ensures that all requests for information are handled fairly, transparently, and in accordance with the law. By adhering to these principles, CII demonstrates its commitment to ethical governance, data protection, and the constitutional right to access information.
- 1.4. CII is committed to handling all access requests fairly, transparently, and in compliance with PAIA and POPIA.

## **2. CONTACT DETAILS**

Information Officer: Mr. Arijit Chandra



Physical Address: 38 Virginia St, Amberfield Glen, Centurion, 0157

Postal Address: 38 Virginia St, Amberfield Glen, Centurion, 0157

Phone: +27 71 898 3840

Email: [paia@ciisafrica.com](mailto:paia@ciisafrica.com)

Website: <https://consultinspect.com/>

Deputy Information Officer: Mr. Matthew Nathan Swan

Physical Address: 38 Virginia St, Amberfield Glen, Centurion, 0157

Postal Address: 38 Virginia St, Amberfield Glen, Centurion, 0157

Phone: +27 76 800 2225

Email: [matthew@astramtech.com](mailto:matthew@astramtech.com)

### **3. EXCLUSIONS FROM THE APPLICATION OF PAIA**

3.1. PAIA does not apply to a record of CII where all of the following conditions are met:

3.1.1. The record is requests for the purpose of criminal or civil proceedings;

3.1.2. The request is made after the commencement of those proceedings; and

3.1.3. The production of or access to that record is provided for in any other law (e.g., the rules of court or the Criminal Procedure Act 51 of 1977).

3.2. A record obtained through PAIA in contravention of the above is inadmissible as evidence in those proceedings, unless the court is of the opinion that its exclusion would be detrimental to the interests of justice.

### **4. GUIDE ON HOW TO USE THE ACT**

- 4.1. In accordance with PAIA, CII provides guidance to individuals on how to exercise their rights to access information held by the company. As part of our commitment to transparency and accountability, CII ensures that individuals are aware of their rights under the Act, particularly in relation to personal data and the manner in which such information is processed and managed.
- 4.2. The Information Regulator has compiled a guide on how to use PAIA, as contemplated in section 10 of the Act. This guide is available on the Information Regulator’s website at [www.inforegulator.org.za](http://www.inforegulator.org.za) or can be requested directly from CII’s Information Officer or Deputy Information Officer.
- 4.3. The guide assists individuals in understanding how to:
  - 4.3.1. Submit a request for access records;
  - 4.3.2. Request the correction or deletion of personal information held about them;
  - 4.3.3. Exercise their rights under both PAIA and POPIA.
- 4.4. CII’s Deputy Information Officer will assist in navigating the PAIA request process, ensuring that all requests are handled in compliance with both PAIA and POPIA, while safeguarding the privacy and security of personal information.

## 5. AVAILABILITY OF THIS MANUAL

- 5.1. In compliance with section 51(3) of PAIA, this manual is available in the following ways:

Method	Details
Website	<a href="https://consultinspect.com/">https://consultinspect.com/</a>

Inspection	At CII's principal place of business <i>38 Virginia Street, Amberfield Glen, Centurion</i> During normal business hours
On request	Available to any person upon request subject to payment of a reasonable reproduction fee
Information Regulator	Available to the Information Regulator upon request

## 6. RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

- 6.1. In line with the requirements of the PAIA and the POPIA, CII recognises the importance of making certain records available to the public without the need for a formal access request. This supports CII's commitment to transparency, accountability, and providing easy access to information that does not infringe upon the privacy of individuals or breach confidentiality.
- 6.2. In accordance with section 52 of PAIA, CII voluntarily makes the following categories of records available without requiring a formal PAIA request:
- 6.2.1. Company brochures and marketing materials describing CII's services, products and key company details; and
  - 6.2.2. General company information published on CII's public website.

- 6.3. Only a prescribed reproduction fee (if any) may be charged for access to these records (section 52(3) of PAIA).
- 6.4. Any portion of such records that may or must be refused under Chapter 4 of PAIA may be withheld (section 52(4) of PAIA).
- 6.5. All marketing and public-facing materials containing personal information are processed in compliance with POPIA, client testimonials are only included where the involved individual has provided written consent, and any personal information included is limited to information for which appropriate consent has been obtained or where lawful processing is otherwise permitted.

## 7. **RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

- 7.1. The following records held by CII are available in accordance with legislation other than PAIA, as required by section 51(1)(b)(iii):

<b>Category</b>	<b>Applicable Legislation</b>
Memorandum of Incorporation and company registration documents	Companies Act 71 of 2008
Annual financial statements (where applicable)	Companies Act 71 of 2008
Personal information held about a data subject	Protection of Personal Information Act 4 of 2013
Tax records and related filings	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011
Employment records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995

## 8. CATEGORIES OF RECORDS HELD AND PROCESSING OF PERSONAL INFORMATION

8.1. CII holds a variety of records, categorized to ensure the company complies with relevant legal frameworks such as PAIA and POPIA, while ensuring the efficient operation and governance of the company. These records are crucial for the company's day-to-day functions and its ongoing compliance with industry regulations.

8.2. The following categories of records are held by CII:

8.2.1. **Operational Records:** Documents detailing Ongoing and completed projects and contracts, inspection reports, and compliance records including those relating to SANAS-accredited standards.

8.2.2. **Personnel Records:** Information related to employees, managed with strict adherence to POPIA to protect their privacy. This includes Employee information including identity details, location data (with consent), employment history, payroll records, and performance data.

8.2.3. **IT Records:** System logs, security logs, and electronic data records essential for managing and maintaining CII's technological infrastructure, including system logs and data security logs.

8.2.4. **Financial Records:** Invoices, payment records, banking details, and financial reports.

8.2.5. **Legal Records:** Documents ensuring CII meets its regulatory obligations and complies with applicable laws, such as



compliance documents, contracts, regulatory correspondence, and records.

- 8.3. Each category is managed in accordance with both PAIA and POPIA. Access is restricted to authorized individuals, and personal data is processed only for lawful purposes.

## **PROCESSING PERSONAL INFORMATION (POPIA COMPLIANCE)**

- 8.4. CII is committed to processing personal information lawfully, transparently, and securely, in accordance with the conditions for lawful processing outlined in POPIA. This section provides further details on how CII handles personal information.

- 8.5. CII processes personal information for various legitimate purposes, including but not limited to:

- 8.5.1. Providing services to clients and fulfilling contractual obligations.

- 8.5.2. Managing employee relationships, including payroll, benefits, and performance management.

- 8.5.3. Marketing and communication, where appropriate consent has been obtained or other lawful bases apply.

- 8.5.4. Ensuring the security of our systems and data.

- 8.5.5. Complying with legal and regulatory obligations, including PAIA and POPIA.

- 8.5.6. Conducting internal operations, such as financial management and reporting.

- 8.6. CII processes personal information belonging to various categories of data subjects, including:
- 8.6.1. Clients/Customers: Names, contact details, company information, service history, billing information.
  - 8.6.2. Employees: Names, contact details, identification numbers, employment history, financial details, health information (where legally required and with consent), performance data.
  - 8.6.3. Suppliers/Vendors: Names, contact details, company information, banking details.
  - 8.6.4. Website Visitors: IP addresses, browsing behavior (through cookies, with consent where required).
- 8.7. Personal information may be supplied to the following recipients or categories of recipients, strictly on a need-to-know basis and in compliance with POPIA:
- 8.7.1. Internal departments and employees of CII for operational purposes.
  - 8.7.2. Third-party service providers (e.g., IT support, cloud hosting, payroll services) who are bound by confidentiality and data processing agreements.
  - 8.7.3. Regulatory bodies and government authorities, where legally required.
  - 8.7.4. Business partners, with appropriate agreements and consent where necessary.

- 8.8. CII may transfer personal information across borders to countries that provide an adequate level of data protection, or where appropriate safeguards are in place (such as binding corporate rules or standard contractual clauses), in strict compliance with section 72 of POPIA.
- 8.9. CII implements robust technical and organizational measures to ensure the confidentiality, integrity, and availability of personal information. These measures include:
  - 8.9.1. Access controls and authentication mechanisms to restrict unauthorised access.
  - 8.9.2. Encryption of sensitive data, both in transit and at rest.
  - 8.9.3. Regular security assessments, vulnerability scanning, and penetration testing.
  - 8.9.4. Employee training on data protection and security best practices.
  - 8.9.5. Incident response plans to address security compromises promptly.
  - 8.9.6. Physical security measures for premises and data storage facilities.
  - 8.9.7. Data backup and recovery procedures

## **9. REQUEST PROCEDURES**

- 9.1. Prerequisite for access

9.1.1. Access to a record of CII will only be granted if the requester can demonstrate that the record is required for the exercise or protection of any rights. The request form requires the requested to identify the specific right and explain why the record is necessary for its exercise or protection.

9.1.2. Access remains subject to the procedural requirements of PAIA and to the applicable grounds for refusal set out in section 10 below.

9.2. Procedure for submitting a PAIA request:

9.2.1. Complete the PAIA Request Form:

9.2.1.1. The requester must complete the prescribed PAIA request form (Form 2) which is available on the Information Regulator's website at [www.inforegulator.org.za](http://www.inforegulator.org.za) or can be obtained by contacting the Information Officer or Deputy Information Officer.

9.2.1.2. The form must include:

9.2.1.2.1. Sufficient particulars to identify the record(s) requested and the identity of the requester;

9.2.1.2.2. The right the requestor is seeking to exercise or protect, and an explanation of why the record is required for that purpose;

9.2.1.2.3. The preferred form of access (i.e. electronic copy, physical copy, inspection);

9.2.1.2.4. A postal address or fax number in the Republic of South Africa for correspondence thereof;

9.2.1.2.5. If requesting on behalf of another person:  
proof of capacity to make the request of  
that person's behalf; and

9.2.1.2.6. If a manner of reply other than writing is  
preferred; the relevant particulars for that  
communication.

#### 9.2.2. Submit the Form:

9.2.2.1. The completed form must be submitted electronically to  
one of the following email addresses:

9.2.2.1.1. Information Officer: [paia@ciisafrika.com](mailto:paia@ciisafrika.com)

9.2.2.1.2. Deputy Information Officer:  
[matthew@astramtech.com](mailto:matthew@astramtech.com)

9.2.2.1.3. Alternatively, the form can be delivered in  
person to the company's physical address at  
38 Virginia St, Amberfield Glen, Centurion,  
0157.

## 10. REQUEST FEES

10.1. Before CII processes a request, the requester will be required by  
notice to pay the prescribed fee (if any). The current prescribed  
request fee is set by regulation issued in terms of PAIA.

10.2. The fee notice will state the amount payable, the requester's right to  
lodge a complaint with the Information Regulator or apply to court  
against the fee, and the procedure for doing so.

10.3. CII may withhold the requested record until all applicable fees have  
been paid.



## **11. PROCESSING THE REQUEST**

- 11.1. CII will process the request and decide whether to grant or refuse access as soon as reasonably possible, and within 30 days of receipt of the request (or of any required particulars).
- 11.2. Where the request may affect a third party, the third-party notification procedure described in section 10 below will apply and may affect processing timelines.

## **12. EXTENSION OF TIME**

- 12.1. CII may extend the 30-day period by a further maximum of 30 days, once per request, in the following circumstances:
  - 12.1.1. The request involves a large number of records and compliance within 30 days would unreasonably interfere with CII's activities;
  - 12.1.2. The records must be collected from an office located in a different city or town;
  - 12.1.3. Consultation among divisions of CII or with another body is necessary and cannot be completed in time;
  - 12.1.4. A combination of the above circumstances applies; or
  - 12.1.5. The requester consents in writing to the extension.
- 12.2. The requester will be notified of the extension, its duration, and adequate reasons for it, as soon as reasonably possible but no later than 30 days after receipt of the request. The notification will also

advise the requester of their right to complain to the Information Regulator or apply to court against the extension.

**13. DECISION AND NOTIFICATION:**

13.1. The requester will be notified of CII's decision.

13.2. Where access is granted, the notification will state:

13.2.1. The access fee (if any) payable upon access;

13.2.2. The form in which access will be given; and

13.2.3. The requester's right to lodge a complaint with the Information Regulator or apply to court regarding the fee or form of access, and the procedure and period for doing so.

13.3. Where access is refused, the notification will state:

13.3.1. Adequate reasons for the refusal, citing the specific PAIA provisions relied on (without revealing the content of the record); and

13.3.2. The requester's right to lodge a complaint with the Information Regulator or apply to court, and the procedure and period for doing so.

**14. ACCESS FEES, FORM OF ACCESS AND COLLECTION OF INFORMATION**

14.1. Upon grant of access, the requester must pay an access fee covering the cost of reproduction and, where applicable, the time reasonably required for such search and preparation of the record exceeding the prescribed hours.

14.2. Deposit: where the search and preparation of the record is expected to require more than the prescribed number of hours, CII will require

a deposit of up to one-third of the anticipated access fee before proceeding. If access is ultimately refused, the deposit will be refunded in full.

- 14.3. Form of access: If the requester reasonably requires access in a specific form (e.g., electronic copy, hard copy, inspection), CII will provide access in that form. Where no specific form is requested, CII will determine the form reasonably.
- 14.4. Access will be given as soon as reasonably possible after the notification of the decision and after applicable fees are paid.
- 14.5. Where all reasonable steps have been taken but a requested record cannot be found or does not exist, the head of CII will notify the requester by affidavit or affirmation setting out all steps taken to find the record, including all communications with every person who conducted the search. Such notice is deemed a refusal of the request for the purposes of PAIA.
- 14.6. If the record is subsequently found, the requester must be given access, unless a ground for refusal applies.
- 14.7. Where a record contains some information that must or may be refused under PAIA but also contains information that does not fall within any ground for refusal, and that information can reasonably be severed from the protected portions, CII must grant access to the non-protected portions.

## **15. GROUND FOR REFUSAL**

- 15.1. Mandatory grounds for refusal - CII must refuse a request in the following circumstances:



15.1.1. Personal Information of Third Parties - Section 63(1) - Access must be refused where disclosure would involve the unreasonable disclosure of personal information about a third party (including a deceased person).

15.1.1.1. **Exceptions** - may not be refused where:

15.1.1.1.1. The individual has given written consent to disclosure

15.1.1.1.2. The information is publicly available

15.1.1.1.3. The individual provided the information knowing it belonged to a class that may be made public

15.1.1.1.4. The information concerns the health or well-being of a minor or incapacitated individual in the requester's care, and access would be in that individual's best interests

15.1.1.1.5. The individual is deceased and the requester is the next of kin or has written consent from the next of kin

15.1.1.1.6. The information concerns an official's position or functions, including their title, work address, work phone number, position classification, salary scale, or name as appearing on records prepared in the course of employment

15.1.2. Commercial Information of Third Parties - Section 64(1) - Access must be refused where the record contains:

15.1.2.1. Trade secrets of a third party

- 15.1.2.2. Financial, commercial, scientific or technical information of a third party whose disclosure would likely cause harm to that party's commercial or financial interests
  - 15.1.2.3. Information supplied in confidence by a third party whose disclosure could reasonably be expected to disadvantage that party in contractual negotiations or prejudice it in commercial competition
  - 15.1.2.4. **Exception:** Access may not be refused if the third party has consented in writing, or if the record contains results of product or environmental testing that would reveal a serious public safety or environmental risk (excluding preliminary testing results).
- 15.1.3. Confidential Communications Arising from Agreement - Section 65 - Access must be refused where disclosure would constitute a breach of a duty of confidence owed to a third party in terms of an agreement.
- 15.1.4. Safety of Individuals - Section 66 - Access must be refused where disclosure could reasonably be expected to endanger the life or physical safety of any individual.
- 15.1.5. Legally Privileged Records - Section 67 - Access must be refused where the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived it.
- 15.1.6. Third-Party Research Information - Section 69(1) - Access must be refused where the record contains information about research being or to be carried out by or on behalf of a third

party, and disclosure would likely expose the third party, the researcher, or the subject matter to serious disadvantage.

15.2. Discretionary grounds for refusal - CII may refuse a request in the following circumstances:

15.2.1. Safety of Property and Security - Section 66 - Access may be refused where disclosure would be likely to prejudice or impair:

15.2.1.1. The security of any building, structure, or system, including computer and communication systems

15.2.1.2. The security of any means of transport

15.2.1.3. The security of any other property

15.2.1.4. Methods or plans for protecting individuals under witness protection schemes

15.2.1.5. Public safety, or

15.2.1.6. Security of the property described above

15.2.2. Commercial Information of CII - Section 68(1) - Access may be refused where the record contains:

15.2.2.1. Trade secrets of CII

15.2.2.2. Financial, commercial, scientific or technical information of CII whose disclosure would likely cause harm to CII's commercial or financial interests

15.2.2.3. Information whose disclosure could reasonably be expected to disadvantage CII in contractual or other negotiations or prejudice CII in commercial competition

15.2.2.4. A computer program (as defined in the Copyright Act 98 of 1978) owned by CII, except to the extent

necessary to give access to a record to which access is granted

- 15.2.2.5. Exception: Access may not be refused where the record contains results of product or environmental testing or investigation revealing a serious public safety or environmental risk (excluding preliminary testing results).

### 15.2.3. Research Information of CII - Section 69(2)

- 15.2.3.1. Access may be refused where the record contains information about research being or to be carried out by or on behalf of CII, and disclosure would likely expose CII, the researcher, or the subject matter to serious disadvantage.

### 15.2.4. Unreasonable or Vexatious Requests

- 15.2.4.1. A request may be refused if it is frivolous, overly broad, or made with the intent to harass or disrupt CII's operations.

### 15.2.5. Incomplete or Non-Compliant Requests

- 15.2.5.1. A request may be refused if it does not provide sufficient particulars to identify the requested records, does not demonstrate the right being exercised or protected, or does not comply with the prescribed procedures.

## 15.3. Public Interest Override – Section 70

- 15.3.1. Despite any of the grounds for refusal listed in sections 10.1 and 10.2 above, CII must grant access to a record if both of the following conditions are satisfied:

- 15.3.1.1. Disclosure of the record would reveal evidence of a substantial contravention of or failure to comply with the law, or an imminent and serious public safety or environmental risk; and
  - 15.3.1.2. The public interest in disclosure clearly outweighs the harm contemplated in the applicable ground for refusal
- 15.4. If a request is refused, the requester will receive a written explanation outlining the reasons for the refusal and the relevant legal provisions. The requester may then lodge an internal appeal, submit a complaint to the Information regulator, or seek judicial review.

## **16. THIRD-PARTY NOTIFICATION PROCEDURE**

- 16.1. Where a request concerns a record that may involve the personal information (s63(1)), commercial information (s64(1)), confidential information (s65), or research information (s69(1)) of a third party, CII must take all reasonable steps to notify that third party of the request within 21 days of receiving it, by the fastest means reasonably possible.
- 16.2. The notice will inform the third party of: - The fact that a request has been received and the content of the record concerned - The name of the requester - The relevant statutory provision under which refusal may apply - Whether the public interest override (section 70) may be applicable and the reasons for that view - The third party's right to make written or oral representations, or to give written consent to disclosure, within 21 days of being notified.
- 16.3. The third party may request that their representations be kept confidential from the requester, and CII will give effect to this unless there is good reason not to do so.

- 16.4. After considering any representations, CII will decide on the request and notify both the requester and the third party. If access is granted, the third party will be informed of their right to apply to court before access is given.

## 17. **REMEDIES AVAILABLE TO REQUESTERS**

- 17.1. Where a request is refused or a requester is aggrieved by any decision of CII under PAIA (including decisions relating to fees, the form of access, or an extension of time), the following remedies are available:

### 17.1.1. COMPLAINT TO THE INFORMATION REGULATOR

- 17.1.1.1. A requester or third party may, within 180 days of the decision, submit a complaint to the Information Regulator alleging non-compliance with PAIA, in the prescribed manner and form, for appropriate relief.

- 17.1.1.2. Note: There is no internal appeal mechanism against decisions of private bodies under PAIA.

- 17.1.1.3. Information Regulator contact details:

Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)

Physical Address: JD House, 27 Stiemens Street,  
Braamfontein, Johannesburg, 2001

Email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

- 17.2. Court Application

17.2.1. After exhausting the Information Regulator complaints procedure, a requester or third party may apply to a court for appropriate relief within 180 days of the relevant decision.

## **18. OTHER INFORMATION**

18.1. Annual Reporting Requirement For Private Bodies (PAIA Section 83(4))

18.1.1. Section 83(4) of PAIA provides that, for purposes of the Information Regulator's annual report, and if so requested by the Information Regulator, the head of CII may furnish information regarding requests for access to records received by the private body. While PAIA does not create a standing automatic obligation for private bodies to submit annual reports independently, the Information Regulator has, in practice, required such information to be submitted annually via its e-Services Portal by 30 June. Failure to comply with a request issued by the Information Regulator may result in a compliance assessment.

18.1.2. POPIA-Specific Updates

18.1.2.1. Direct Marketing: CII adheres to the latest guidance on direct marketing issued by the Information Regulator, ensuring that all direct marketing activities comply with Section 69 of POPIA, particularly concerning unsolicited electronic communications

18.1.2.2. Security Compromises: In the event of a security compromise involving personal information, CII will notify affected data subjects and the Information

Regulator via the Regulator's online reporting platform, as required by section 22 of POPIA.

18.1.2.3. Health Information: Where CII processes health information, it will do so in strict compliance with the finalized health information regulations published by the Information Regulator.

### 18.1.3. Privacy Policy

18.1.3.1. For more details on how we protect personal information, please refer to our Privacy Policy, available on our website at <https://consultinspect.com/privacy-policy>. This manual is effective as of 14 April 2026 and will be reviewed annually to ensure compliance with PAIA and POPIA. For further assistance, please contact the Deputy Information Officer at [paia@ciisafrika.com](mailto:paia@ciisafrika.com); [matthew@astramtech.com](mailto:matthew@astramtech.com) or +27 76 800 2225.