



**ZEISS SOUTH AFRICA (consisting of  
Carl Zeiss PTY Limited and Carl Zeiss  
Vision SA PTY Limited)**

**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, ABBREVIATIONS AND DEFINITIONS

1.1	<b>“BBBEE”</b>	Broad Based Black Economic Empowerment Act No. 53 of 2003
1.2	<b>“CEO”</b>	Chief Executive Officer
1.3	<b>“DIO”</b>	Deputy Information Officer;
1.4	<b>“IO“</b>	Information Officer;
1.5	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.6	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
1.7	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.8	<b>“Regulator”</b>	Information Regulator; and
1.9	<b>“Republic”</b>	Republic of South Africa
1.10	<b>“ZEISS SOUTH AFRICA”</b>	Carl Zeiss PTY Limited and Carl Zeiss Vision SA PTY Limited

## 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 ZEISS SOUTH AFRICA

#### 3.1. Information Officer

Name: Ms Marelize Rex  
Tel: +27 (0) 21 551 9202/ +27 (0) 82 41 55599  
Email: [informationofficer.za@zeiss.com](mailto:informationofficer.za@zeiss.com)

#### 3.2. Deputy Information Officer

Name: Ms Maite Nakana  
Tel: +27 (0) 11 886 9510/ +27 (0) 64 755 5026  
Email: [maite.nakana@zeiss.com](mailto:maite.nakana@zeiss.com)

#### 3.3 Access to information general contacts

Email: [informationofficer.za@zeiss.com](mailto:informationofficer.za@zeiss.com)

#### 3.4 Head Office: South Africa

Postal Address: PO Box 3003  
Randburg  
2125

Physical Address: 363 Oak Avenue  
Ferndale  
Randburg  
2194  
South Africa

Telephone: +27 (11) 886 9510

Email: [info.za@zeiss.com](mailto:info.za@zeiss.com)

Website: [www.zeiss.co.za](http://www.zeiss.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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

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 11<sup>3</sup>; and

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<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

- 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 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;
- 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 14<sup>5</sup> and 51<sup>6</sup> 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 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

- 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 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 English and Afrikaans for public inspection during normal office hours.

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<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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;
- (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.”



## 5. CATEGORIES OF RECORDS OF ZEISS SOUTH AFRICA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
<u>Public affairs/ marketing</u>	Printed/ digital product brochures/ catalogues, BBBEE Certificate	X X	X X
<u>Certificates</u>	ISO 9001:2015 Certification BBBEE Certification		X X
Privacy	Data Privacy Note Privacy Policy PAIA manual	X X	X
Zeiss SA website <a href="https://www.zeiss.co.za/corporate/home.html">https://www.zeiss.co.za/corporate/home.html</a>	About Zeiss News Company Portfolio Careers	X X X X	

## 6. DESCRIPTION OF THE RECORDS OF ZEISS SOUTH AFRICA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Company statutory records	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy	Protection of Personal Information Act 4 of 2013

Registered address, directors information	Companies Act 71 of 2008
Procurement	Broad Based Black Economic Empowerment Act 53 of 2003
Human Resources	Occupational Health and Safety Act 85 of 1993 Compensation for Occupational Injuries and Diseases Act 130 of 1993
Global Quality Policy	ISO 9001:2015

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY ZEISS SOUTH AFRICA**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts</li> <li>- Information of prospective employees</li> <li>- Payroll records (including UIF &amp; PAYE records)</li> <li>- Personnel records</li> </ul>
Customer records	<ul style="list-style-type: none"> <li>- Account information (name, telephone number, cell phone number)</li> </ul>
Financial records	<ul style="list-style-type: none"> <li>- Bank statements</li> <li>- Budgets</li> <li>- Management accounts</li> <li>- Asset register</li> <li>- Debtor and creditor's list</li> <li>- Invoices</li> <li>- VAT records</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>- Computer Software Agreements</li> <li>- Support and Maintenance Agreements</li> </ul>

Subjects on which the body holds records	Categories of records
Statutory records	<ul style="list-style-type: none"> <li>- Company registration documents</li> <li>- Shareholder register</li> <li>- Minutes of meetings</li> <li>- Records of changes to registration information</li> </ul>

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

ZEISS SOUTH AFRICA collects personal information directly from the data subject, and process it in the course of providing services, and in conducting general communication, including customer information for transactional purposes and applicants' details in the course of applying for a job with us.

In addition, data subjects agree to our data privacy policy and cookie policy when accessing our websites <https://www.zeiss.com/corporate/int/home.html> and <https://www.zeiss.co.za/corporate/home.html> and opt-in to request information or subscribe to our newsletters (with the option to revoke consent at any time by sending e-mails to relevant e-mail addresses provided).

In compliance with Regulations issued in terms of the Disaster Management Act, we will also collect certain information from data subjects when you visit our office.

### 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	Name, address, registration numbers or identity numbers, work titles and bank details

Categories of Data Subjects	Personal Information that may be processed
Service providers/ suppliers/ third party agents	Names, registration number, vat numbers, address, BBBEE status, and bank details
Employees/ potential employees	Address, qualifications, gender and race

**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
<p><b>Employees/ potential employees</b> Identity number and names, for criminal checks Qualifications, for qualification verifications</p>	<p>Credit Bureaus  South African Qualifications Authority</p>
<p><b>Clients</b> Credit and payment history, for credit information</p>	<p>Credit Bureaus</p>
<p>Information of potential employees</p>	<p>Employment agencies</p>
<p>Customer information</p>	<p>Advance One/ Net</p>
<p>Accounting information</p>	<p>Auditors, SAP Business 1, Advance One/ Net, Carl Zeiss business bankers</p>
<p>Payroll</p>	<p>Zeiss Corporate Sage Pension and provident fund information: GTC (Carl Zeiss Vision) &amp; BIDVEST (Carl Zeiss (Pty) Ltd)</p>

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
	Brokers: Chartered Employee Benefits (Carl Zeiss Vision) Risk benefit administrators: TSA Administrators, Old Mutual (Carl Zeiss Vision); Capital Alliance (Carl Zeiss (Pty) Ltd)
Human Resources	Zeiss Corporate HR
Medicals (for Health & Safety)	Sites where medical certificates are required; also medicals received from third party suppliers/ contractors to Zeiss

#### 8.4 Planned transborder flows of personal information

- Human Resources: Cloud based (sharing with ZEISS SOUTH AFRICA Corporate)
- Dealers in Africa (Rest of Sub-Saharan Africa – ROSSA) and for instance Kenia, Malawi, Mozambique, Zimbabwe, Zambia, Ethiopia, Tanzania)
- Dealers sharing information (Company & Identity documents) with ZEISS SOUTH AFRICA as part of screening process.
- Customer Information (for travelling overseas – as part of visa application (e.g. passport information (of the visitor and host), medicals are shared on request/Job specific to 3rd party suppliers/ ROSSA (Rest Of Sub-Saharan Africa))

#### 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

Personal Information should be kept secure against the risk of loss, unauthorised access, interference, modification, destruction or disclosure. The Responsible Party is required to secure the integrity of personal information by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised access and unlawful access or processing of Personal Information.

For this purpose, **ZEISS SOUTH AFRICA** uses password protection, data encryption and anti-virus software to ensure the confidentiality and integrity of personal information. The team managing the IT systems also adheres to corporate IT standards set up by the European corporate team to ensure as much is done to secure our IT systems against cyber vulnerabilities as possible. These vulnerabilities are also reviewed on a monthly basis. We try to keep as much of our operational software local and expose as little as possible of our environment to the outside world as necessary. **ZEISS** South Africa also takes measures to control physical access to our buildings and IT Systems. Staff working with personal information is provided with training material on POPIA awareness and cyber security and one on one training is provided where necessary.

All staff members dealing with information are trained on how to handle personal information.

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 On [www.zeiss.co.za](http://www.zeiss.co.za)

9.1.2 At the head office of **ZEISS SOUTH AFRICA** 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

ZEISS SOUTH AFRICA's Information Officer will on a regular basis update this manual.

Issued by:



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**Marelize Rex**  
Information Officer

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**Seyfi Ceyhan**  
Managing Director