



Cable Network Specialists (Pty) Ltd

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 “Company” means Cable Network Specialists (Pty) Ltd;
- 1.2 “DIO” means Deputy Information Officer;
- 1.3 “IO” means Information Officer;
- 1.4 “Minister” means the Minister of Justice and Correctional Services;
- 1.5 “PAIA” means the Promotion of Access to Information Act No. 2 of 2000, as amended;
- 1.6 “POPIA” means the Protection of Personal Information Act No. 4 of 2013;
- 1.7 “Regulator” means the Information Regulator (South Africa); and
- 1.8 “Republic” means the 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 the Company 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 Company, by providing a description of the subjects on which the Company holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the Company 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 Company will process personal information, the purpose of processing 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 Company 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 Company 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 Cable Network Specialists (Pty) Ltd

3.1 Information Officer

Name: Quentin van Zyl

Title: Director

Tel: 083 656 1096

Email: Quentin@cnssa.co.za

Fax: Not applicable

3.2 Deputy Information Officer

Name: Corhi van de Merwe

Title: Office Administrator

Tel: 063 011 0812

Email: Corhi@cnssa.co.za

Fax: Not applicable

3.3 Access to information — general contacts

Email: info@cnssa.co.za

3.4 Head Office

Postal Address: PO Box 3131, Randburg, 2125

Physical Address: 12 Hans Schoeman Street, Malanshof, Randburg, 2194

Telephone: 011 793 3872

Email: info@cnssa.co.za

Website: www.cnssa.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, updated and made available the revised Guide on how to use PAIA ("the 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 Guide contains a description of the objects of PAIA and POPIA; the contact details of every Information Officer and Deputy Information Officer; the manner and form of a request for access to a record; the assistance available from the Information Officer and from the Regulator; all remedies available in law, including the manner of lodging an internal appeal, a complaint to the Regulator, and an application to court; the requirement for private bodies to compile a manual; the voluntary disclosure provisions; the fees payable in relation to requests for access; and the regulations made under section 92 of PAIA.

4.4 Members of the public may inspect or make copies of the Guide from the Company's offices, or from the offices of the Regulator, during normal working hours.

4.5 The Guide can also be obtained upon request to the Information Officer, or from the website of the Regulator at www.inforegulator.org.za.

4.6 A copy of the Guide is available in English for inspection at the Company's offices during normal business hours. Copies in other official languages may be obtained directly from the Information Regulator on request.

5. Categories of Records of the Company Which Are Available Without a Person Having to Request Access

The following records are available without the need to submit a formal Form 02 request.

Category of Records	Types of the Record	Available on Website	Available Upon Request
Legal & policy documents	Privacy Policy; Terms and Conditions	Yes	Yes
This PAIA Manual	PAIA Manual	Yes	Yes
Accreditation & partnership documentation	OEM accreditation certificates; technology partnership documentation	No	Yes

6. Description of the Records of the Company Which Are Available in Accordance with Any Other Legislation

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
Annual financial statements	Companies Act 71 of 2008
VAT registration records	Value-Added Tax Act 89 of 1991
Employee records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Privacy Policy	Protection of Personal Information Act 4 of 2013
This PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. Description of the Subjects on Which the Company Holds Records and Categories of Records Held on Each Subject

Subjects on Which the Company Holds Records	Categories of Records Held
Company & statutory records	CIPC registration documents; Memorandum of Incorporation; VAT registration; statutory registers and resolutions
Financial records	Annual financial statements; accounting and bookkeeping records; invoices; banking records. Financial year: 1 October to 30 September.
Human resources	Employee personnel files; payroll records (processed via Sage payroll software); employment contracts
Operational & client records	Project files; client correspondence and contracts; quotations and scopes of work; supplier and subcontractor agreements
IT & security records	CCTV footage from Company premises; PIN-based access control logs; IT and network records
Legal & compliance records	POPIA compliance documentation, including the Privacy Policy, and general compliance correspondence

8. Processing of Personal Information

8.1 Purpose of Processing Personal Information

The Company processes personal information for the purposes of: responding to enquiries from clients and prospective clients; performing and managing contracts for the supply of network infrastructure, structured cabling, IP networking, and security installation services; managing employees and payroll; maintaining accounting and statutory records; and complying with applicable legal obligations.

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, business address, registration numbers, billing and payment details
Service providers / suppliers / subcontractors	Names, registration numbers, VAT numbers, address, banking details, contractual terms
Employees	Names, identity numbers, address, contact details, qualifications, employment history, banking details, payroll information

Website visitors	Name, email address and phone number submitted via the website contact form; technical usage data collected via Google Analytics 4 and Google Tag Manager
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8.3 Recipients or Categories of Recipients to Whom the Personal Information May Be Supplied

Category of Personal Information	Recipients or Categories of Recipients
Financial and accounting records	Bezuidenhout & Kie (external accounting firm)
IT systems and infrastructure access	HTZ Consulting (external IT service provider)
Website analytics data	Google LLC (Google Analytics 4 / Google Tag Manager)
Payroll information	Processed internally via Sage payroll software — no external payroll bureau is used

8.4 Planned Transborder Flows of Personal Information

Yes. Website usage data collected via Google Analytics 4 and Google Tag Manager may be transmitted to and stored on servers operated by Google LLC in the United States of America. The Company relies on appropriate contractual safeguards with Google LLC in respect of this transfer. No other categories of personal information are transferred outside the Republic of South Africa.

8.5 General Description of Information Security Measures Implemented to Ensure the Confidentiality, Integrity and Availability of Personal Information

The Company has implemented the following security measures: PIN-based access control at the Company's premises; CCTV surveillance of Company premises; IT infrastructure managed and secured by an external IT service provider (HTZ Consulting); records stored on the Company's Microsoft server environment with associated access controls; encrypted transmission of website data (HTTPS); and restricted internal access to personal information on a need-to-know basis.

9. Availability of the Manual

9.1 A copy of this Manual is available:

9.1.1 on the Company's website at www.cnssa.co.za;

9.1.2 at the head office of the Company for public inspection during normal business hours;

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

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of this Manual, as contemplated in Annexure B of the PAIA Regulations, is payable per each A4-size photocopy made.

10. Updating of the Manual

Cable Network Specialists (Pty) Ltd will, if necessary, update and publish this Manual annually, or sooner in the event of a material change to the Company's structure, record-keeping practices, or applicable legislation.

Issued by:

Quentin van Zyl

Director (Information Officer), Cable Network Specialists (Pty) Ltd