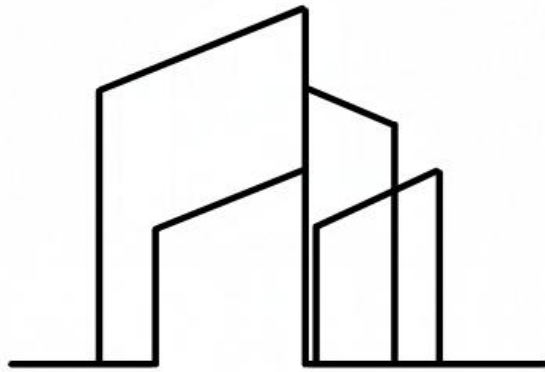




**Eco Build**

CONSTRUCTIONS AND PROJECTS (PTY) LTD

# COMPANY POLICIES AND PROCEDURES

*Guiding our people, protecting  
our business, building a better future.*



COMPLIANCE



PEOPLE



OPERATIONS



SUSTAINABILITY



Document Title:

*PIAI Manual*

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BUILT TO DELIVER.  
POWERED BY PURPOSE.

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## **ECOBUILD CONSTRUCTIONS T/A ECOBUILD CONSTRUCTION & PROJECTS**

### **PAIA MANUAL**

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

**Date of compilation:** 3 October 2026

**Date of revision:** 3 October 2026

**Version:** 1.0

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## **1. LIST OF ACRONYMS AND ABBREVIATIONS**

- 1.1 **CIPC** – Companies and Intellectual Property Commission.
  - 1.2 **CIDB** – Construction Industry Development Board.
  - 1.3 **DIO** – Deputy Information Officer.
  - 1.4 **IO** – Information Officer.
  - 1.5 **PAIA** – Promotion of Access to Information Act 2 of 2000, as amended.
  - 1.6 **POPIA** – Protection of Personal Information Act 4 of 2013.
  - 1.7 **Regulator** – Information Regulator of South Africa.
  - 1.8 **SARS** – South African Revenue Service.
  - 1.9 **Republic** – Republic of South Africa.
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## **2. PURPOSE OF THE PAIA MANUAL**

This PAIA Manual is intended to assist members of the public in understanding the records held by EcoBuild Constructions t/a EcoBuild Construction & Projects and the procedures for requesting access to such records.

This Manual is useful for the public to:

- 2.1 Identify categories of records held by the company that are available without a person having to submit a formal PAIA request.
- 2.2 Understand how to request access to a record held by the company by identifying the subjects on which records are held and the categories of records maintained under each subject.
- 2.3 Identify records that may be available in accordance with other applicable South African legislation.

2.4 Obtain the relevant contact details of the Information Officer who may assist with requests for access to records.

2.5 Understand the purpose of the Guide on how to use PAIA and how to obtain access to that Guide.

2.6 Understand whether and why the company processes personal information.

2.7 Identify categories of data subjects and the types of personal information that may relate to them.

2.8 Identify recipients or categories of recipients to whom personal information may be supplied.

2.9 Understand whether the company anticipates transferring or processing personal information outside the Republic of South Africa.

2.10 Understand the general security measures used or intended to protect the confidentiality, integrity and availability of personal information processed by the company.

This Manual must be read subject to PAIA, POPIA and other applicable legislation.

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## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

### 3.1 Information Officer

**Organisation:** ECOBUILD CONSTRUCTIONS t/a ECOBUILD CONSTRUCTION & PROJECTS

**Name:** Siyabonga Innocent Mngadi

**Designation:** Information Officer

**Telephone:** +27 63 285 0371

**Email:** [info@ecobuild25.co.za](mailto:info@ecobuild25.co.za)

### 3.2 Deputy Information Officer

No Deputy Information Officer is currently designated by the company.

Enquiries concerning access to information and the company's handling of personal information may be directed to the Information Officer listed in Section 3.1.

### 3.3 General contacts for access to information

**Email:** [info@ecobuild25.co.za](mailto:info@ecobuild25.co.za)

**Telephone:** +27 63 285 0371

Requests and enquiries should identify the records or information sought and provide sufficient contact details for the company to respond.

### 3.4 Company address and website

**Registered/physical address:** 185 Ormonde Vie Estate, Aeroton, Johannesburg, Gauteng, 2091, South Africa

**Postal address:**

Same as the registered/physical address, subject to confirmation against the company's official records.

**Telephone:** +27 63 285 0371

**Email:** [info@ecobuild25.co.za](mailto:info@ecobuild25.co.za)

**Website:** <https://ecobuild25.co.za/>

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

### 4.1 Purpose of the Guide

The Information Regulator makes available a Guide intended to assist people who wish to exercise rights under PAIA and POPIA.

The Guide explains the purpose and operation of the legislation and provides information about requesting access to records, obtaining assistance, applicable fees and remedies available under the law.

### 4.2 Access to the Guide

Members of the public may consult the Information Regulator's website for the Guide and related PAIA resources.

**Information Regulator website:**

<https://infoeregulator.org.za/>

**PAIA information:**

<https://infoeregulator.org.za/paia/>

**PAIA Manuals and templates:**

<https://eservices.infoeregulator.org.za/paiamanuals/>

The availability of specific language versions and alternative formats should be confirmed with the Information Regulator.

### 4.3 Information contained in the Guide

The Guide includes information relating to:

4.3.1 The objects and purposes of PAIA and POPIA.

4.3.2 Relevant contact information for Information Officers and Deputy Information Officers, where applicable.

4.3.3 The manner and form in which requests for access to records may be submitted.

- 4.3.4 Assistance available from the Information Regulator under PAIA and POPIA.
- 4.3.5 Remedies available in law concerning rights and duties under PAIA and POPIA, including relevant complaint and court procedures.
- 4.3.6 The requirements relating to PAIA manuals and how to obtain access to them.
- 4.3.7 Voluntary disclosure of categories of records where applicable.
- 4.3.8 Applicable notices and fees relating to requests for access to records.
- 4.3.9 Regulations made under PAIA.

#### 4.4 Assistance with requests

A person who wishes to request access to records held by EcoBuild may contact the Information Officer using the details in Section 3.

A formal request should comply with the applicable PAIA requirements and forms. The Information Officer may direct the requester to the relevant forms, explain the submission process and communicate any applicable fee requirements.

## 5. CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records may be available without a formal PAIA request, depending on whether the information has been published or otherwise made available by the company.

| Category of records             | Types of records                                                                                          | How the records may be accessed    |
|---------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------|
| Company and general information | Public company profile and general business information                                                   | Company website or general enquiry |
| Services and capabilities       | Public descriptions of construction, project management, engineering and professional consulting services | Company website                    |
| Contact information             | Published business contact details and communication channels                                             | Company website                    |
| Website information             | Publicly accessible website content, including company, service and contact information                   | Company website                    |
| Public project information      | Project descriptions, photographs and information approved for public release                             | Company website, where published   |

|                              |                                                                      |                                  |
|------------------------------|----------------------------------------------------------------------|----------------------------------|
| Careers and recruitment      | Publicly advertised career opportunities                             | Company website, where published |
| PAIA and privacy information | This Manual and privacy notices or policies published by the company | Company website, where published |

Access to the above information is subject to applicable law, confidentiality obligations, intellectual property rights, third-party rights and the protection of personal information.

The company does not treat confidential business records, private client information, internal financial records, unpublished quotations or contracts as automatically available merely because they fall within a category of records held by the company.

The categories and methods of access may be updated as the company's operations and website develop.

## 6. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

EcoBuild may create, receive or maintain records in accordance with applicable South African legislation. Relevant categories include the following:

| Category of records                                                                                             | Applicable legislation                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Company registration documents, memorandum of incorporation, director information and statutory company records | Companies Act 71 of 2008                                                                                                |
| PAIA Manual and access-to-information request records                                                           | Promotion of Access to Information Act 2 of 2000, as amended                                                            |
| Personal information processing records, privacy notices and related compliance records                         | Protection of Personal Information Act 4 of 2013                                                                        |
| Tax returns, tax correspondence, invoices and supporting financial records                                      | Tax Administration Act 28 of 2011 and applicable tax legislation                                                        |
| Employment contracts, recruitment, payroll and employment records, where applicable                             | Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; and other applicable labour legislation |
| Occupational health and safety records relating to construction activities, where applicable                    | Occupational Health and Safety Act 85 of 1993                                                                           |
| Compensation and occupational injury records, where applicable                                                  | Compensation for Occupational Injuries and Diseases Act 130 of 1993                                                     |

|                                                                                |                                                                                                 |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Construction industry registration and related records, where applicable       | Construction Industry Development Board Act 38 of 2000 and applicable regulations               |
| Building and construction-related records, where applicable                    | National Building Regulations and Building Standards Act 103 of 1977 and applicable regulations |
| Contracts, quotations, invoices, procurement records and project documentation | Applicable legislation governing the relevant transaction, project or business activity         |

The legislation listed above is included according to its potential relevance to the company's activities. Its inclusion does not mean that the company is registered for every tax type, employs staff, undertakes every type of construction project or currently holds every category of record listed.

Access to records remains subject to applicable legal restrictions, confidentiality obligations and PAIA.

## 7. DESCRIPTION OF SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD

EcoBuild may hold records relating to the following subjects, depending on the company's activities and the transactions or projects undertaken.

| Subject                          | Categories of records                                                                                                                                                                                 |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Corporate and governance records | Company registration documents, memorandum of incorporation, director and governance records, company policies and statutory records                                                                  |
| Finance and accounting           | Invoices, quotations, receipts, payment records, accounting records, tax correspondence and supporting financial documents                                                                            |
| Projects and construction        | Project proposals, bills of quantities, specifications, drawings received or prepared, schedules, site correspondence, progress records, project photographs and completion documentation, where held |
| Clients and prospective clients  | Enquiries, contact details, project requirements, quotations, proposals, contracts, correspondence and client instructions                                                                            |
| Human resources and recruitment  | Job advertisements, applications, CVs, qualifications, employment agreements and related personnel records, where applicable                                                                          |

|                                                |                                                                                                                                  |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Suppliers and subcontractors                   | Supplier details, quotations, purchase orders, agreements, invoices, payment details and relevant compliance documents           |
| Consultants and professional service providers | Professional contact details, proposals, agreements, technical reports, correspondence and deliverables                          |
| Procurement and tenders                        | Tender notices, tender submissions, supporting documents, procurement correspondence and award documentation, where held         |
| Website and electronic communications          | Website enquiries, submitted forms, business email correspondence and related electronic records                                 |
| Information security and compliance            | PAIA requests, privacy-related enquiries, consent records where applicable, access records and relevant compliance documentation |

The company may not hold every record listed above at all times. The availability of a record depends on the company's actual activities, legal obligations and the records created or received in the ordinary course of business.

Access to records may be restricted where permitted or required by law, including where records contain personal information, confidential commercial information or information relating to third parties.

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of processing personal information

EcoBuild may process personal information for legitimate business, contractual, administrative and legal purposes, including:

- 8.1.1 Responding to general enquiries and communications.
- 8.1.2 Preparing quotations, proposals, estimates and bills of quantities.
- 8.1.3 Assessing project requirements and communicating with clients or prospective clients.
- 8.1.4 Entering into and administering contracts and project-related arrangements.
- 8.1.5 Communicating with suppliers, subcontractors, consultants and other professional service providers.
- 8.1.6 Managing procurement, tenders, project delivery and related documentation.
- 8.1.7 Processing invoices, payments and accounting records.
- 8.1.8 Managing recruitment and employment-related activities, where applicable.
- 8.1.9 Meeting applicable legal, tax, regulatory and record-keeping obligations.

8.1.10 Operating, maintaining, securing and improving the company website and business communication systems.

8.1.11 Handling complaints, disputes, legal claims and requests for access to information.

Personal information will be processed for purposes connected to the reason it was collected, or for another purpose permitted by applicable law.

## 8.2 Categories of data subjects and personal information processed

The categories of data subjects and personal information that may be processed include the following:

| Categories of data subjects                              | Personal information that may be processed                                                                                                        |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Clients and prospective clients                          | Names, business and contact details, project requirements, correspondence, quotations, contractual information and relevant payment records       |
| Suppliers and subcontractors                             | Names, contact details, business registration information, tax or invoicing details where applicable, contractual records and payment information |
| Consultants and professional service providers           | Names, professional contact details, qualifications or credentials where relevant, proposals, agreements, correspondence and payment records      |
| Employees and prospective employees                      | Names, contact details, CVs, qualifications, employment history, application information and employment records, where applicable                 |
| Website users and people submitting enquiries            | Names, email addresses, telephone numbers, information supplied through website forms, messages and attachments voluntarily submitted             |
| Business representatives and other professional contacts | Names, job titles, business contact details and correspondence                                                                                    |
| Other individuals who communicate with the company       | Contact details and information reasonably necessary to respond to their communications or fulfil a lawful business purpose                       |

The company will seek to limit personal information collected to information reasonably necessary for the relevant purpose, subject to applicable law.

Special or sensitive personal information, identity numbers, bank details and other high-risk information will only be processed where appropriate and lawful for the relevant purpose.

## 8.3 Recipients or categories of recipients to whom personal information may be supplied

Where lawful and necessary for a relevant purpose, personal information may be supplied to the following categories of recipients:

| Category of personal information                | Recipients or categories of recipients                                                                                                                |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Client and project contact information          | Authorised company directors or personnel, relevant consultants, subcontractors or project participants                                               |
| Supplier and subcontractor information          | Authorised company personnel, accountants, payment service providers and relevant project administrators                                              |
| Financial and payment information               | Banks, accountants, auditors, tax advisers and relevant payment service providers                                                                     |
| Employment and recruitment information          | Authorised company personnel, relevant professional advisers and service providers where necessary                                                    |
| Website enquiries and electronic communications | Authorised company personnel and relevant website, hosting, email or information technology service providers                                         |
| Contractual, compliance and statutory records   | Legal advisers, professional advisers, relevant government departments, regulators or law-enforcement authorities where lawfully required             |
| Tender and procurement information              | Relevant procuring entities, tender administrators and professional advisers, to the extent required for the submission or administration of a tender |

Personal information will not be supplied to recipients indiscriminately. Disclosure will be limited to circumstances permitted by applicable law, including where necessary for the relevant purpose, authorised by the data subject or required by law.

#### 8.4 Planned transborder flows of personal information

EcoBuild uses a website and business email systems hosted through its hosting and service-provider arrangements. The company also uses digital communication services, including WhatsApp Business, where applicable.

The company understands that its website and hosting arrangements are provided through a South African hosting service. However, the precise location of every server, backup, email component or third-party processing activity has not been independently confirmed.

Certain digital communication or technology service providers may process or store personal information outside the Republic of South Africa, depending on their systems, service arrangements and applicable settings.

The company therefore cannot confirm that all personal information is stored or processed exclusively within South Africa.

Where personal information is transferred to or processed by a recipient outside South Africa, EcoBuild will take reasonable steps to ensure that the transfer complies with applicable legal requirements, including section 72 of POPIA where relevant.

The company will review its service providers and relevant data flows as its systems and operations develop.

## 8.5 General description of information security measures

EcoBuild uses or implements the following measures to protect personal information, based on its current arrangements:

**8.5.1 Password protection:** Strong, unique passwords are used for the company's cPanel, WordPress administrator and business email accounts.

**8.5.2 Account access:** Website, hosting and email access is limited to authorised individuals. Individual accounts are used where available, rather than relying on shared logins.

**8.5.3 Access management:** Access is intended to be removed or disabled when an authorised person's role ends or access is no longer required.

**8.5.4 Website maintenance:** WordPress, the active theme and installed plugins are updated regularly to address maintenance and security issues.

**8.5.5 Device security:** Computers and mobile devices used to access business information are protected by a screen lock, PIN, password or biometric control.

**8.5.6 Malware protection:** Computer security or antivirus protection is enabled and kept updated.

**8.5.7 Document protection:** Sensitive digital documents are stored in encrypted or password-protected files or folders where appropriate.

**8.5.8 Credential protection:** Business email credentials are not intentionally shared with unauthorised persons.

**8.5.9 Need-to-know access:** Access to business and personal information is intended to be limited to individuals who need it for authorised business purposes.

The company does not currently have a dedicated backup system in place, and two-factor authentication is not currently enabled for cPanel. These controls should not be regarded as implemented.

EcoBuild intends to review and improve its information security arrangements, including implementing regular backups and considering additional authentication and security controls as appropriate.

No security measure can guarantee absolute protection. The company will seek to maintain reasonable safeguards appropriate to the nature of the information processed and the risks associated with its processing.

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## 9. AVAILABILITY OF THE MANUAL

### 9.1 Availability

A copy of this Manual may be made available:

9.1.1 On the company's website:

<https://ecobuild25.co.za/>

9.1.2 At the company's registered or principal business address, by prior arrangement where necessary and subject to the practical arrangements for inspection.

9.1.3 To a person who requests a copy from the Information Officer, subject to any reasonable prescribed fee that lawfully applies.

9.1.4 To the Information Regulator upon request.

**Requests for the Manual:**

Email: [info@ecobuild25.co.za](mailto:info@ecobuild25.co.za)

Telephone: +27 63 285 0371

**9.2 Fees**

Any fee charged for access to or a copy of this Manual, or for access to other records under PAIA, will be determined in accordance with the applicable legislation and prescribed fee requirements.

The Information Officer will communicate any applicable fee requirements to the requester before proceeding where required by law.

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## 10. UPDATING OF THE MANUAL

EcoBuild will review this Manual regularly and update it when necessary to reflect material changes to the company's contact details, records, operations, personal information processing activities or applicable legal requirements.

The company intends to review this Manual at least annually and whenever a material change makes an earlier update necessary.

**Issued by:**

**Name:** Siyabonga Innocent Mngadi

**Designation:** Information Officer

**Organisation:** ECOBUILD CONSTRUCTIONS & PROJECTS t/a ECOBUILD  
CONSTRUCTION & PROJECTS

**Signature:**  \_\_\_\_\_

**Date:** 3 October 2026