

# PAIA Manual - Terra Industries (Pty) Ltd

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Terra Industries (Pty) Ltd, 6A Waterson Street, Rynfield, Benoni, Gauteng, South Africa, 1514  
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## 1. Introduction

This manual is prepared for Terra Industries (Pty) Ltd as a private body in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), read with the Protection of Personal Information Act 4 of 2013 (POPIA). It is intended to assist persons who wish to understand what records Terra holds and how access may be requested.

## 2. Contact details of the private body

Private body: Terra Industries (Pty) Ltd.

Head / Information Officer: The Head of Terra Industries (Pty) Ltd, acting as Information Officer in terms of the applicable legislation. Terra should ensure that the Information Officer details registered with the Information Regulator are kept current.

Street address: 6A Waterson Street, Rynfield, Benoni, Gauteng, South Africa, 1514.

Telephone: +27 87 265 2481. Email: info@terra-industries.co.za. Website: <https://filters.terra-industries.co.za>.

## 3. PAIA Guide

The Information Regulator publishes a Guide explaining PAIA and how to exercise rights of access. The Guide and prescribed PAIA forms are available from the Information Regulator's official website and eServices platform.

## 4. Records that may be available without a formal PAIA request

Public website content; published product and company information; public legal notices and policies; published terms of sale; company profile material; publicly released catalogues or brochures; customer-facing application forms; and other records expressly made available by Terra without a formal request.

## 5. Main categories of records held

Corporate and governance records; statutory and regulatory records; tax and accounting records; customer, quotation and sales records; supplier and procurement records; contracts and commercial correspondence; website and customer-account records; POPIA and PAIA compliance records; security and audit logs; staff and employment records where applicable; intellectual property, cross-reference research and technical product records; service-kit research; logistics and delivery records; insurance and professional-adviser records.

## 6. Records held under other legislation

Depending on the record and Terra's activities, records may be maintained under legislation including the Companies Act 71 of 2008, Income Tax Act 58 of 1962, Value-Added Tax Act 89 of 1991, Basic Conditions of Employment Act 75 of 1997, Labour Relations Act 66 of 1995, Occupational Health and Safety Act 85 of 1993, POPIA, PAIA, ECTA, CPA and other applicable laws. Inclusion in this list does not mean that every listed statute applies to every record or transaction.

## 7. Processing of personal information under POPIA

Purposes include customer and supplier administration, quotations and sales, account applications, security, website operation, logistics, compliance, accounting, communication and legitimate commercial administration.

Data subjects may include customers and prospective customers, customer representatives, suppliers, contractors, service providers, employees and job applicants where applicable, professional advisers and website users.

Categories of personal information may include identity and contact information, company and registration data, addresses, tax identifiers, transaction and quotation history, account activity, communications, device and security information, and documents submitted for a stated business purpose.

## **8. Recipients and transborder flows**

Information may be provided to authorised staff, operators, suppliers, logistics providers, hosting/email providers, professional advisers, accounting systems or public authorities where lawful and necessary.

Personal information will not be transferred outside South Africa unless a ground permitted by section 72 of POPIA applies and appropriate safeguards are used.

## **9. Security safeguards**

Terra applies reasonable technical and organisational measures including restricted access, server-side authorisation, password hashing, secure sessions, prepared database queries, controlled file uploads, private document storage, audit logging, backups and security monitoring appropriate to the system.

## **10. How to request access**

A requester should use the prescribed PAIA Form 2 and provide enough information to identify the requested record, the requester, the form of access required and the right to be exercised or protected. Requests should be sent to [info@terra-industries.co.za](mailto:info@terra-industries.co.za) or delivered to the street address above.

Access is subject to PAIA, applicable fees and the lawful grounds on which access may be refused. Terra may require proof of identity or authority before releasing personal, confidential or third-party records.

## **11. Availability and updating**

This manual is made available through the Terra website and should also be available for inspection at Terra's principal place of business during normal business hours. It should be reviewed and updated when material organisational, legal or processing changes occur.

This document describes Terra Industries' customer-platform process and is intended to operate together with the website Terms of Sale, Privacy Policy and applicable South African law. It does not constitute tax, credit or legal advice to the customer.