



PAIA MANUAL

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

LUMEN DEVELOPMENT SERVICES (PTY) LTD

Registration Number: K2016242579

VAT Registration Number: 9684761167

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1. INTRODUCTION

This PAIA Manual is prepared in accordance with Section 51 of the Promotion of Access to Information Act No. 2 of 2000 ("PAIA"), and the Protection of Personal Information Act No. 4 of 2013 ("POPIA"). It provides guidance to request access to records held by Lumen Development Services (Pty) Ltd ("the Company").

2. COMPANY DETAILS

Company Name: Lumen Development Services (Pty) Ltd

Business Description: Delivering developmental services to corporate clients in the mining and renewable energy sectors.

Registered Address: Suite 9, First Floor, Katherine and W, No 114 West Street, Sandton, Gauteng, 2196

Physical Address: 23 Main St, 1st Floor, Novels Building, c, Station St, De Aar, 7000

Telephone: 063 698 1712

Email: abner@lumendev.co.za

Website: <https://www.lumendev.co.za>

3. INFORMATION OFFICER

Name: Mr. Abner Wagenaar

Designation: Managing Director / Information Officer

Telephone: 063 698 1712

Email: abner@lumendev.co.za

4. DEPUTY INFORMATION OFFICER

Name: Jeranimo Power

Telephone: 082 525 8513

Email: jjpower@lumendev.co.za

5. GUIDE ON HOW TO USE PAIA

The Information Regulator has made available a Guide, in terms of section 10 of PAIA, to help people wishing to exercise their rights. This Guide is available from the Information Regulator's website (<https://infoeregulator.org.za>) in English and Afrikaans.

6. RECORDS AVAILABLE WITHOUT REQUEST

Certain records are available on the Company's website and may be accessed without formal request, including:

- Company overview and contact details.
- PAIA Manual
- Corporate social responsibility and community development reports

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- Companies Act 71 of 2008 – Memorandum of Incorporation, Company Register
- Income Tax Act 58 of 1962 – Tax Records
- Basic Conditions of Employment Act 75 of 1997 – Employee Records
- Protection of Personal Information Act 4 of 2013 – Processing of Personal Information

8. SUBJECTS AND CATEGORIES OF RECORDS

Finance: Annual Financial Statements, Tax Records, Invoices, Bank Details

Human Resources: Employment Contracts, Policies, Leave Records, Training Material

Operations: Project Proposals, Development Plans, Service Agreements

Marketing: Company Profiles, Proposals, Project Portfolios

9. PROCESSING OF PERSONAL INFORMATION

Purpose: For business operations, HR management, supplier and client relations, and legal compliance.

Categories of Data Subjects: Employees, Clients, Service Providers, Suppliers.

Categories of Information: Names, ID numbers, contact details, financial information, qualifications, and employment data.

Transborder Flows: Personal information may be stored securely on cloud servers found outside the Republic of South Africa.

Security Measures: Password protection, firewalls, data encryption, antivirus software, and restricted access controls.

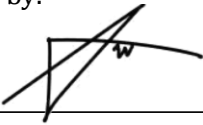
10. AVAILABILITY OF THE MANUAL

This Manual is available on the Company's website (<https://www.lumendev.co.za>) and at the Company's head office for public inspection during normal business hours.

11. UPDATING OF THE MANUAL

This manual will be updated as and when needed to reflect any changes in the operations, contact details, or legislative requirements.

Issued by:



Mr. Abner Wagenaar
Managing Director / Information Officer

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. The requester must attach proof of identity.
2. If requests are made on behalf of another person, proof of such authorisation must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

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Mark with an "X"

☐

Request is made in my own name ☐

Request is made on behalf of

another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be found. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All added pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD (Mark the applicable box with an "X")			
Record is in written or printed form			
Records include virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)			
Record consists of recorded words or information which can be reproduced in sound			
Records are held on a computer or in an electronic, or machine-readable form			
FORM OF ACCESS (Mark the applicable box with an "X")			

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the added pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is needed for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request is considered.
b)	You will be notified of the amount of access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is needed, and the reasonable time needed to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed on this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made.

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name, and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

