ICE Restrobar — PAIA Manual

This manual is prepared under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended, and the Protection of Personal Information Act 4 of 2013 (POPIA).

1. Private body details

Item	Detail
Registered name	ICE Restrobar (Pty) Ltd — private company, registered with CIPC as ICE RESTROBAR
Trading name	ICE Restrobar
Registration number	2021/555768/07 (registered 19 April 2021)
Date compiled	1 Oct 2021
Date of last revision	2 Oct 2026
Version	2.0

Acronyms and definitions

- **Information Officer (IO)** — the Head, or a person duly authorised by the Head, as registered with the Information Regulator
- **Deputy Information Officer (DIO)** — a person designated by the IO to assist with PAIA and POPIA duties
- **Information Regulator (Regulator)** — the regulator established under section 39 of POPIA
- **PAIA** — Promotion of Access to Information Act 2 of 2000
- **POPIA** — Protection of Personal Information Act 4 of 2013
- **Personal information** — as defined in section 1 of POPIA
- **Record** — any recorded information, regardless of form or medium, in the possession or under the control of ICE Restrobar
- **Requester** — any person, including a public body, making a request for access to a record of ICE Restrobar
- **Website** — www.icerestrobar.co.za

2. Purpose and scope

This manual tells the public what records ICE Restrobar holds and how to request access to them. It applies to the whole business — the restaurant and bar, its staff, suppliers and customers — not only the website.

The manual helps a requester to:

1. Check which categories of records are available without a formal request.
2. Understand how to make a request for access to a record.
3. Know the subjects on which ICE Restrobar holds records, and the categories held on each subject.

4. Know the contact details of the Information Officer.
5. Know the purpose and manner of processing personal information under POPIA.

3. Key contact details for access to information

All requests under PAIA and POPIA should be addressed to the Information Officer.

Role	Detail
Information Officer	K De Haast
Telephone	069 426 9475
Email	info@icerestrobar.co.za
Physical address	Shop 1, Lakeside Shopping Centre, Cnr Lake Road and William Hills Avenue, Denlee, Gauteng, 1401 (registered office)
Postal address	As physical address
Website	www.icerestrobar.co.za

Written requests may be delivered to the physical address during business administration office hours (Monday to Thursday, 09:00–16:00) or emailed to info@icerestrobar.co.za at any time. If you have not received an acknowledgement within 5 working days, please phone 069 426 9475.

4. Guide on how to use PAIA

The Information Regulator has published a Guide on how to use PAIA and POPIA, available in every official language under section 10 of PAIA. It explains, among other things:

- the objects of PAIA and POPIA;
- the contact details of every information officer of public bodies;
- how to request access to a record of a public or private body;
- the assistance available from the Information Officer and from the Regulator;
- the remedies available, including complaints to the Regulator and applications to court;
- the fees payable and the prescribed forms.

The Guide can be downloaded free of charge, in all official languages, from the Regulator's website (www.inforegulator.org.za), or requested directly from the Regulator:

Information Regulator	Detail
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200 · toll-free 0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za

Website	inforegulator.org.za

Details as published by the Regulator on 8 October 2026.

An English copy is also available for inspection at the physical address during office hours. A formal request for a copy can be made on Form 1 (Request for a Copy of the Guide, Regulations 2 and 3) at Annexure A.

5. Records available without a request

The following records are freely available on the website or at the premises, with no PAIA request needed:

- Menu, specials, trading hours, events and gallery (website)
- Contact details and location (website)
- This PAIA Manual (website and premises)

Records kept under other legislation

ICE Restrobar keeps records as required by the laws below. Where a law gives a right of access, the request may be made under that law.

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991

6. Subjects and categories of records held

The records below are held by ICE Restrobar and may be requested under this manual. Listing a record does not mean access will be granted; each request is assessed against the grounds for refusal in PAIA.

Subject	Categories of records
Company and statutory	Founding documents, CIPC records, shareholder or member records, minutes and resolutions, licences and permits
Financial and tax	Annual financial statements, accounting records, bank statements, invoices, VAT and income tax returns, SARS correspondence
Staff	Employment contracts, personnel files, payroll and leave records, UIF and COIDA records, disciplinary records, training records, staff rosters
Recruitment	CVs and job applications, interview notes, reference checks (no set retention period)

Customers	Table and function bookings, function quotes and contracts, deposits and receipts, complaints and correspondence
Suppliers and contractors	Supplier agreements, orders, delivery notes, invoices, contractor details
Delivery partners	Agreements and statements with Uber Eats and Mr D
Health, safety and premises	Food safety and hygiene records, OHS incident register, fire equipment records, lease agreement, insurance policies
Security	24 hr armed response. CCTV footage of the premises.
Marketing and website	Website content and design files, hosting and domain records, social media content and promotional material. Promotional material is generally discarded once it has expired.
IT	Point-of-sale data and email

7. How to request access

A request must be made on PAIA Form 2 (Request for Access to Record, Regulation 7, at Annexure B) and sent to the Information Officer. A decision is given within 30 days.

1. **Complete Form 2.** Identify the record clearly, state the form of access wanted (copy, inspection, electronic), and state the right the requester seeks to exercise or protect and why the record is needed for it (section 53 of PAIA).
2. **Submit it** by email to info@icerestrobar.co.za or by hand at the physical address during office hours (see section 3). A person acting for someone else must provide proof of authority.
3. **Pay the request fee** of R140. Payment details are provided on request.
4. **Notice of fees.** If access is granted, the Information Officer gives written notice of the access fee payable. Where the search and preparation will exceed 6 hours, a deposit of one third of the access fee may be required before the work starts.
5. **Decision.** The Information Officer decides within 30 days and gives written reasons for any refusal. The period may be extended once by up to 30 days, with notice to the requester. No decision within the period counts as a refusal.
6. **Access** is given in the form requested once all fees are paid.

Requirements for a valid request

- **Proof of identity.** Attach a certified copy of your ID document, passport or other official identification.
- **Acting for someone else.** Attach written proof that you are authorised, such as a signed mandate, power of attorney or company resolution.
- **A right to protect.** Requests that do not identify a right, or explain why the record is needed for it, cannot be granted. Access is also subject to fair limits such as privacy and commercial confidentiality.

Fees for private bodies

Item	Amount
Request fee (every requester)	R140.00

Photocopy or printed A4 page	R2.00 per page or part
Copy on flash drive (requester's own) or requester's CD	R40.00
Copy on CD supplied by ICE Restrobar	R60.00
Transcription of an audio record, per A4 page	R24.00
Transcription or copy of visual images (incl. CCTV)	Outsourced, at quoted cost
Search and preparation, per hour after the first	R145.00 (maximum R435.00)
Deposit, if search exceeds 6 hours	One third of the access fee
Postage, email or electronic transfer	Actual cost

Fees as published by the Information Regulator (PAIA Fees Structure).

8. Processing of personal information (POPIA)

ICE Restrobar processes personal information only to run the restaurant and bar, employ staff and meet its legal duties.

Categories of data subjects and information

Data subject	Personal information processed	Purpose
Customers	Name, phone number, email, booking date and party size, function requirements, payment details for deposits, complaints	Bookings, functions, payments, responding to queries and complaints
Employees	Name, ID number, contact and address details, bank details, tax number, UIF details, next of kin, employment and disciplinary history, health information only where legally required	Employment, payroll, tax, UIF, COIDA and legal compliance
Job applicants	CVs, contact details, qualifications, references	Recruitment
Suppliers and contractors	Contact persons, company details, bank and VAT details	Ordering, payment, contract management
Visitors to the premises	CCTV images	Safety and security of people and property, needed due to alcohol being sold on the premises.

Recipients of personal information

Personal information is shared only where needed, lawful, and under confidentiality terms:

- SARS, the Department of Employment and Labour, UIF, the Compensation Fund and other regulators, as required by law
- External accountants and auditors
- Payroll service providers
- Banks and payment service providers
- Insurers

- Law enforcement or courts, when legally required, or where needed to prevent or report fraud or crime
- A prospective buyer of the business or its assets, under a confidentiality agreement
- A person the data subject has authorised to act on their behalf

Transborder flows

Some email, cloud storage or point-of-sale services used by ICE Restrobar may store data on servers outside South Africa. Any transfer outside South Africa takes place only as permitted by section 72 of POPIA.

Security measures

ICE Restrobar takes reasonable technical and organisational measures to protect personal information, including:

- password-protected devices and accounts, with access limited to staff who need it
- locked storage for paper staff and booking records
- HTTPS (SSL) encryption on the website
- CCTV footage stored securely and automatically overwritten after approximately 7 days
- confidentiality undertakings in staff contracts and operator agreements

9. Availability and updating of this manual

This manual is available:

- on the website at www.icerestrobar.co.za;
- at the premises, for inspection during trading hours, free of charge;
- as a printed copy on request, at R2.00 per page;
- to the Information Regulator on request.

Approval

Issued by:

K De Haast — Manager and Information Officer ICE Restrobar

Signature:



Date: 10 October 2026

Annexures

- **Annexure A** — PAIA Form 1: Request for a Copy of the Guide (Regulations 2 and 3)
- **Annexure B** — PAIA Form 2: Request for Access to Record (Regulation 7)

The forms follow the layout prescribed in the PAIA Regulations (GN R.757 of 27 August 2021). Current versions are also available on the Regulator's PAIA resources page.

Annexure A — PAIA Form 1: Request for a copy of the Guide

This form may be printed on its own and completed by hand. Attach additional signed pages if more space is needed.

[Regulations 2 and 3]

TO: The Information Regulator / The Information Officer (delete whichever does not apply)

Name of private body	
Postal address	
Street address	
Email address	
Telephone	

Requester's details

Full names	
Capacity (mark with X)	☐ Information Officer ☐ Other:
Name of public / private body (if applicable)	
Postal address	
Street address	
Email address	
Telephone (business)	
Cellphone	

Copies of the Guide requested

Language	No. of copies	Language	No. of copies
☐ Afrikaans		☐ Sesotho	
☐ English		☐ Setswana	
☐ isiNdebele		☐ siSwati	
☐ isiXhosa		☐ Tshivenda	
☐ isiZulu		☐ Xitsonga	
☐ Sepedi			

Manner of collection (mark with X): ☐ Postal address ☐ Email ☐ Collection in person ☐ Other (specify): _____

Signed at _____ on this _____ day of _____ 20____

Signature of requester: _____

Annexure B — PAIA Form 2: Request for access to record

This form may be printed on its own and completed by hand. Attach additional signed pages if more space is needed.

[Regulation 7]

Notes:

1. Proof of identity must be attached by the requester.
2. If the request is made on behalf of another person, proof of authority must be attached.
3. If the space provided is not enough, continue on a separate page, sign it and attach it to this form.

TO: The Information Officer

Name of private body	
Information Officer	
Street address	
Postal address	
Telephone	
Email address	

Mark with X: ☐ Request is made in my own name ☐ Request is made on behalf of another person

A. Personal information of requester

Full names	
Identity number	
Capacity in which request is made (if on behalf of another person)	
Postal address	
Street address	
Email address	
Telephone (business)	
Cellphone	

B. Person on whose behalf the request is made (if applicable)

Full names	
Identity number	
Postal address	
Street address	
Email address	
Telephone / cellphone	

C. Particulars of record requested

Give full details of the record, including any reference number you know, so it can be found.

Description of record or relevant part of the record	
Reference number, if available	
Any further particulars of the record	

D. Type of record (mark with X)

☐ Written or printed form

☐ Visual images (photographs, slides, video recordings, computer-generated images, sketches, etc.)

☐ Recorded words or information that can be reproduced in sound

☐ Held on a computer or in an electronic or machine-readable form

E. Form of access (mark with X)

☐ Printed copy of record (including copies of visual images, transcriptions and electronic information)

☐ Written or printed transcription of visual images

☐ Transcription of soundtrack (written or printed document)

☐ Copy of record on flash drive (including visual images and soundtracks)

☐ Copy of record on compact disc (including visual images and soundtracks)

☐ Copy of record saved on a cloud storage server

F. Manner of access (mark with X)

☐ Personal inspection of record at the registered address of the private body (including listening to sound recordings or viewing electronic information)

☐ Postal services to postal address

☐ Postal services to street address

☐ Courier service to street address

☐ Email of information (including soundtracks if possible)

☐ Cloud share / file transfer

Preferred language: _____ (if the record is not available in this language, access may be given in the language in which it exists)

G. Particulars of right to be exercised or protected

Which right is to be exercised or protected?	
Why is the record required for the exercise or protection of that right?	

H. Fees

1. A request fee must be paid before the request will be considered.
2. You will be told the amount of the access fee to be paid.
3. The access fee depends on the form of access required and the reasonable time needed to search for and prepare the record.
4. If you qualify for exemption from any fee, state the reason: _____

I. Notification of decision

You will be notified in writing whether your request has been granted or refused, and of any fees payable. Preferred manner of correspondence (mark with X): ☐ Postal address ☐ Email ☐ Other (specify): _____

Signed at _____ on this _____ day of _____ 20____

Signature of requester / person on whose behalf request is made: _____

For official use

Reference number	
Request received by (name and surname of Information Officer)	
Date received	
Request fee paid	
Access fee	
Deposit (if any)	
Signature of Information Officer	