



(Registration Number: 2019/136297/07)

"The Company"

MANUAL

PREPARED IN TERMS OF THE REQUIREMENTS OF:

**SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000
("PAIA") AND UPDATED IN LIGHT OF THE PROTECTION OF PERSONAL
INFORMATION ACT 4 OF 2013 ("POPIA") IN RESPECT OF THE COMPANY.**

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INDEX

1. LIST OF ACRONYMS AND ABBREVIATIONS	3
2. DEFINITIONS	3
3. PURPOSE OF MANUAL	4
4. COMPANY DETAILS	6
5. CONTACT DETAILS OF THE INFORMATION OFFICER	7
6. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION	8
7. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA	8
8. RECORDS AVAILABLE WITHOUT REQUEST TO ACCESS IN TERMS OF THE PAIA ACT	8
9. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA	9
10. REMEDIES AVAILABLE WHEN THE COMPANY REFUSES A REQUEST	10
11. INFORMATION OR RECORDS NOT FOUND	11
12. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA	11
13. FEES	12
14. DECISION TO GRANT ACCESS TO RECORDS	13
15. AVAILABILITY OF THE MANUAL	13
16. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY	14
ANNEXURE 1: SCHEDULE OF RECORDS	18
ANNEXURE 2: LIST OF APPLICABLE LEGISLATION	22
ANNEXURE 3: ACCESS REQUEST FORM: RECORD OF PRIVATE BODY	23
ANNEXURE 4: FEES	29
ANNEXURE 5: PART 1: PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA	31
PART 2: CATEGORIES OF DATA SUBJECTS	32
PART 3: CROSS BORDER TRANSFERS OF PERSONAL INFORMATION	33
PART 4: DESCRIPTION OF INFORMATION SECURITY MEASURES	33
ANNEXURE 6: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION	35
ANNEXURE 7: REQUEST FOR CORRECTION/DELETION OF PERSONAL INFORMATION	37



1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 "CEO" - Chief Executive Officer
- 1.2 "DIO" - Deputy Information Officer;
- 1.3 "IO" - Information Officer;
- 1.4 "Minister" - Minister of Justice and Correctional Services;
- 1.5 "PAIA" - Promotion of Access to Information Act No. 2 of 2000(as Amended)
- 1.6 "POPIA" - Protection of Personal Information Act No.4 of 2013;
- 1.7 "Regulator" - Information Regulator; and
- 1.8 "Republic" - Republic of South Africa

2 DEFINITIONS

2.1 **Company** means FoodFacts (Pty) Ltd (Registration number: 2019/136297/07), a private company duly incorporated and registered as such in accordance with the laws of the Republic of South Africa and having its principal place of business address situated 131 Glen Gory Road, Norton Home Estates, Benoni, 1501;

2.2 **Conditions for Lawful Processing** means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;

2.3 **Constitution** means the Constitution of the Republic of South Africa, 1996;

2.4 **Client** refers to any natural or juristic person that received or receives services from the Company;

2.5 **Data Subject** has the meaning ascribed thereto in section 1 of POPIA;

2.6 **Deputy Information Officer** means the Company's appointed personnel as referred to in clause 5 (*if any*);

2.7 **Head of the Company** means the "head" as defined in section 1 of PAIA and referred to in clause 5;

2.8 **Information Officer** means the Company's appointed personnel as referred to in clause 5;

2.9 **Manual** means this manual prepared in accordance with section 51 of PAIA and regulation 4(1) (d) of the POPIA Regulations;

2.10 **PAIA** means the *Promotion of Access to Information Act, 2000*;

2.11 **Personal Information** has the meaning ascribed thereto in section 1 of POPIA;

2.12 **Personnel** refers to any person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;

2.13 **POPIA** means the *Protection of Personal Information Act, 2013*;

2.14 **POPIA Regulations** mean the regulations promulgated in terms of section 112(2) of POPIA;

2.15 **Private Body** has the meaning ascribed thereto in sections 1 of both PAIA and POPIA;

2.16 **Processing** has the meaning ascribed thereto in section 1 of POPIA;

2.17 **Responsible Party** has the meaning ascribed thereto in section 1 of POPIA;

2.18 **Record** has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information;

2.19 **Requester** has the meaning ascribed thereto in section 1 of PAIA;

2.20 **Request for Access** has the meaning ascribed thereto in section 1 of PAIA; and

2.21 **SAHRC** means the South African Human Rights Commission.

Capitalised terms used in this Manual have the meanings ascribed thereto in section 1 of POPIA and PAIA as the context specifically requires, unless otherwise defined herein.

3. PURPOSE OF PAIA MANUAL

3.1 The purpose of the PAIA Act is to promote the right of access to information, to foster a culture of transparency and accountability within the Company by giving the right to



information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

3.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.

3.3 Section 9 of the PAIA Act recognizes that the right to access information cannot be unlimited and should be subjected to justifiable limitations, including, but not limited to:

3.3.1 limitation aimed at the reasonable protection of privacy;

3.3.2 commercial confidentiality;

3.3.3 effective, efficient and good governance,

3.3.4 and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

3.4 This PAIA manual complies with the requirements of the guide contained in section 10 of the PAIA Act and recognizes that upon commencement of the POPI Act, that the appointed Information Regulator will be responsible to regulate compliance with the PAIA Act and its regulations by private and public bodies.

3.5 This manual, For the purposes of PAIA, details the procedure to be followed by a Requester and the manner in which a Request for Access will be facilitated; and

For the purposes of POPIA, amongst other things, details the purpose for which Personal Information may be processed; a description of the categories of Data Subjects for whom the Company Processes Personal Information as well as the categories of Personal Information relating to such Data Subjects; and the recipients to whom Personal Information may be supplied.

This PAIA Manual is also useful for the public to-

3.6 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

3.7 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;



- 3.8 know the description of the records of the body which are available in accordance with any other legislation;
- 3.9 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;
- 3.10 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.11 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.12 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.13 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.14 know if the body 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
- 3.15 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. COMPANY DETAILS

- 4.1 The details of the Company are as follows:

Physical address: 131 Glen Gory Road

Norton Home Estates

Benoni, 1501

Postal address: 131 Glen Gory Road

Norton Home Estates

Benoni, 1501

Telephone number: 010 100 3967

Email address: admin@foodfacts.co

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5. CONTACT DETAILS OF THE INFORMATION OFFICER

The PAIA Act prescribes the appointment of an Information Officer for the public bodies where such Information Officer is responsible to, *inter alia*, assess requests for access to information. The Information Officer appointed in terms of the PAIA Act also refers to the Information Officer as referred to in the POPI Act. The Information Officer oversees the functions and responsibilities as required for in terms of both the PAIA Act as well as the duties and responsibilities in terms of Section 55 of the POPI Act after registering with the Information Regulator. The Company has opted to appoint the following person as the Information Officer:

5.1. Information Officer

Name: Tharia Binneman

Tel: 010 100 3967

Email: admin@foodfacts.co

The Information Officer may appoint Deputy Information Officers, as allowed in terms of Section 17 of the PAIA Act as well as section 56 of the POPI Act. This is to render the Company accessible as reasonable possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the POPI Act. All requests for information in terms of the PAIA Act should however be addressed to the Information Officer. The Company has opted to appoint the following Deputy Information Officers.

5.2. Deputy Information Officer - 1

Name: Dia Van Staden

Tel: 010 100 3967

Email: info@foodfacts.co

5.3. Deputy Information Officer - 2

Name: Angelique Muir

Tel: 010 100 3967

Email: accounts@foodfacts.co



6. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

6.1 Requests in terms of the PAIA Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in clauses 6 and 7 of the PAIA Act.

6.2 The SAHRC has compiled a guide, as contemplated in section 10 of the South African Human Rights Commission Act, 2013 ("the Act") containing information to assist any person who wishes to exercise any right as contemplated in the Act.

6.3 This guide is available from the SAHRC at:

Postal address	Private Bag 2700 Houghton 2041
Website	www.sahrc.org.za
Telephone number	011 877 3600
Fax number	011 403 0684

6.4 Sections 110 and 114 (4) of the POPI Act states that the SAHRC will be replaced as the Regulator under the PAIA Act with the Information Regulator. The Information Regulator will take over the PAIA functions from SAHRC on such date as agreed. Until then requests to access records of a private body can be made to the SAHRC or the Information Regulator. The details of the Information Regulator are as follows:

Postal address	Po Box 31533, Braamfontein, Johannesburg, 2017
Website	www.justice.gov.za/intforeg
Telephone number	012 406 4818

7. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

7.1 Schedule of Records

The Schedule of Records as contained in Annexure 1 of this Manual details the Records that are held and/or Processed by the Company for the purposes of PAIA and POPIA respectively. Such Access to such Records may not be granted if they are subject to the grounds of refusal which are specified in clause 8 below.

7.2 List of applicable legislation

The Company retains records which are required in terms of legislation other than PAIA. Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Legislation that may be consulted to establish whether the Requester

has a right of access to a record other than in terms of the procedure set out in the PAIA are set out in **Annexure 2**.

8. RECORDS AVAILABLE WITHOUT REQUEST TO ACCESS IN TERMS OF THE PAIA ACT

8.1 Records of a public nature, typically those disclosed on the Company website may be accessed without the need to submit a formal application.

8.2 Other non-confidential records, such as statutory records maintained at the Companies and Intellectual Property Commission, may also be accessed without the need to submit a formal application. To view such records, an appointment with the Information Officer will still be required.

9. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA

The following are the grounds on which the Company may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

9.1 mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;

9.2 mandatory protection of the commercial information of a third party, if the Records contain:

- (1) trade secrets of that third party;
- (2) financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third; and/or
- (3) information disclosed in confidence by a third party to the Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;

9.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

9.4 mandatory protection of the safety of individuals and the protection of property;

9.5 mandatory protection of Records that would be regarded as privileged in legal proceedings;

9.6 protection of the commercial information of the Company, which may include:



- (1) trade secrets;
- (2) financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Company;
- (3) information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
- (4) computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;

9.7 research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and

9.8 Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

10. REMEDIES AVAILABLE WHEN THE COMPANY REFUSES A REQUEST

10.1 Internal Remedies

10.1.1 The Company does not have internal appeal procedures. The decision made by the Information Officer is final.

10.1.2 Requesters will have to exercise such external remedies at their disposal if the request for information is refused and the Requestor is not satisfied with the answer supplied by the Information Officer.

10.2 External Remedies

10.2.1 A Requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

10.2.2 For purposes of the PAIA Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate

11. INFORMATION OR RECORDS NOT FOUND

If the Company cannot find the records that the Requester is looking for despite reasonable and diligent search and it believes either that the records are lost or that the records are in possession but unattainable, the Requester will receive a notice in this regard from the



Information Officer in the form of an affidavit setting out the measures taken to locate the document and accordingly the inability to locate the document.

12. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA

12.1 A Requester must comply with all the procedural requirements as contained in section 53 of PAIA relating to a Request for Access to a Record.

12.2 A Requester is any person making a request for access to a record of the Company.

12.3 There are 2 (two) types of requesters:

12.3.1 Personal Requester

12.3.1.1 A personal requester is a requester who is seeking access to a record containing personal information about the Requester.

12.3.1.2 The Company will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

12.4 Other Requester

12.4.1 This Requester (other than a personal requester) is entitled to request access to information on third parties.

12.4.2 In considering such a request, the Practice will adhere to the provisions of the PAIA Act. Section 71 of the PAIA Act requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information

12.5 A Requester must complete the prescribed Request for Access form attached as **Annexure 3** and submit the completed Request for Access form as well as payment of a request fee (if applicable) and a deposit (if applicable), to the Information Officer at the postal or physical address, facsimile number or electronic mail address stated in clause 5 above.

12.6 The Request for Access form must be completed with enough detail so as to enable the Information Officer to identify the following:

(1) the Record/s requested;

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- (2) the identity of the Requester;
- (3) the form of access that is required, if the request is granted;
- (4) the postal address or fax number of the Requester; and
- (5) the right that the Requester is seeking to protect and an explanation as to why the Record is necessary to exercise or protect such a right.

12.7 If a Request for Access is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer.

12.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

12.9 The Company will voluntarily provide the requested Records to a Personal Requester (as defined in section 1 of PAIA). The prescribed fee for reproduction of the Record requested by a Personal

12.10 Requester will be charged the fees in accordance with section 54(6) of PAIA and paragraph 11 below.

13. FEES

13.1 The PAIA Act provides for 2 (two) types of fees, namely:

13.1.1 a request fee, which is a form of administration fee to be paid by all Requesters except personal requesters, before the request is considered and is not refundable;

and

13.1.2 an access fee, which is paid by all Requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the Requester

13.2 When the Request for Access is received by the Information Officer, the Information Officer will by notice require the Requester, other than a Personal Requester, to pay the prescribed request fee (if any), before further processing of the Request for Access.

13.3 Prescribed request fees are set out in **Annexure 4**.

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13.4 If the search for a Record requires more than the prescribed hours for this purpose, the Information Officer will notify the Requester to pay as a deposit, the prescribed portion of the access fee (being not more than one third) which would be payable if the Request for Access is granted.

13.5 The Information Officer will withhold a Record until the Requester has paid the fees set out in **Annexure 4**.

13.6 A Requester whose Request for Access to a Record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.

13.7 If a deposit has been paid in respect of a Request for Access which is refused, the Information Officer will repay the deposit to the Requester.

14. DECISION TO GRANT ACCESS TO RECORDS

14.1 The Company will decide whether to grant or decline the Request for Access within 30 (thirty) days of receipt of the Request for Access and must give notice to the Requester with reasons (if required) to that effect.

14.2 The period referred to above may be extended for a further period of not more than 30 (thirty) days if the Request for Access is for a large number of Records or the Request for Access requires a search for Records held at another office of the Company and the Records cannot reasonably be obtained within the original 30 (thirty) day period.

14.3 The Company will notify the Requester in writing should an extension of time as contemplated above be required.

14.4 If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and particulars so required.

15. AVAILABILITY OF THE MANUAL

15.1 A copy of the Manual is available-

15.1.1 on www.foodfactslab.co.za and www.foodfacts.co

15.2 head office of the Company for public inspection during normal business hours which can be obtained from the Information Officer;

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15.3 to the Information Regulator upon request.

15.4 At the offices of SAHRC.

16. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY

16.1 The POPI Act requires the Company to inform their clients as to the manner in which their personal information is used, disclosed and destroyed.

16.2 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

16.3 The Company needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by the Company. The Company is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:

- (1) is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Company, in the form of privacy or data collection notices. The Company must also have a legal basis (for example, consent) to process Personal Information;
- (2) is processed only for the purposes for which it was collected;
- (3) will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
- (4) is adequate, relevant and not excessive for the purposes for which it was collected;
- (5) is accurate and kept up to date;
- (6) will not be kept for longer than necessary;
- (7) is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Company, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;

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(8) is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:

- (a) be notified that their Personal Information is being collected by the Company. The Data Subject also has the right to be notified in the event of a data breach;
- (b) know whether the Company holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
- (c) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
- (d) object to the Company's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the Company's record keeping requirements);
- (e) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
- (f) complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

16.4 Purpose of the Processing of Personal Information by the Company:

As outlined above, Personal Information may only be Processed for a specific purpose. The purposes for which the Company Processes or will Process Personal Information is set out in Part 1 of Annexure 5.

16.5 Categories of Data Subjects and Personal Information/special Personal Information relating thereto

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Part 2 of Annexure 5 sets out the various categories of Data Subjects that the Company Processes Personal Information on and the types of Personal Information relating thereto.

16.6 Cross-border flows of Personal Information

Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

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(1) recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or

(2) Data Subject consents to the transfer of their Personal Information; or

(3) transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or

(4) transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or

(5) the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

Part 3 of Annexure 5 sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

16.7 Description of information security measures to be implemented by the Company

Part 4 of Annexure 5 sets out the types of security measures to implemented by the Company in order to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Company may be conducted in order to ensure that the Personal Information that is processed by the Company is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

16.8 Objection to the Processing of Personal Information by a Data Subject

Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as Annexure 6 subject to exceptions contained in POPIA.

16.9 Request for correction or deletion of Personal Information

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Annexure 7 to this Manual.

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Information Officer Signature

Date: 10/07/2024



Head of Organisation Signature

Date: 10/07/2024



Annexure 1

Description of the subjects on which the Company holds records, and the categories of records held on each subject. Each of these records are available on request in terms of PAIA

1. CLIENT SERVICES RECORDS

- 1.1 Client correspondence;
- 1.2 Client's names and surnames;
- 1.3 Client contracts;
- 1.4 Client's contact details;
- 1.5 Proposal and tender documents;
- 1.6 Project plans;
- 1.7 Risk management records; Solution methodologies;
- 1.8 Standard terms and conditions of supply of goods and/or services;

2. CORPORATE GOVERNANCE

- 2.1 Codes of conduct;
- 2.2 Corporate social investment records;
- 2.3 Board and committee meeting minutes; and
- 2.4 Legal compliance records;
- 2.5 Policies.

3. FINANCE AND ADMINISTRATION

- 3.1 Accounting records;
- 3.2 Annual financial reports and statements;
- 3.3 Asset Register;

3.4 Bank statements;

3.5 Banking details and bank accounts;

3.6 Banking records;

3.7 Debtors/Creditors statements and invoices;

3.8 General Ledgers;

3.9 Invoices and statements;

3.10 Tax records and returns;

3.11 Correspondence;

3.12 Purchase orders.

3.13 Remittances;

4. HUMAN CAPITAL

4.1 Personnel information;

4.2 General terms of employment and contracts;

4.3 Letters of employment;

4.4 Leave records.

4.5 PAYE records and returns;

4.6 Performance management records;

4.7 Policies and procedures;

4.8 UIF returns;

4.9 Salary records;

5. IT DEPARTMENT

5.1 Agreements;

5.2 Equipment register;

5.3 Policies and procedures; and

5.4 Recovery plans;

5.5 User Manuals

6. RESEARCH CENTRE

6.1 External publications;

6.2 Internal publications;

6.3 Reference works;

6.4 Periodicals; and

6.5 Research files and articles.

7. MARKETING

7.1 Advertising and promotional material

7.2 Proposal documents;

7.3 New business development;

7.4 Marketing strategies;

8. OPERATIONS

8.1 Access control records;

8.2 Agreements;

8.3 Archival administration documentation;

8.4 General correspondence;

8.5 Patents and Trade Mark documents;

8.6 Insurance documentation;

8.7 Service level agreements;

8.8 Standard trading terms and conditions of supply of services and goods;

8.9 Vehicle registration documents; and

8.10 Cellular phone registration documents, including RICA.

9. SECRETARIAL SERVICES

9.1 Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business;

9.2 Memoranda of Incorporation;

9.3 Share registers;

9.4 Statutory Returns to relevant authorities;

9.5 Share certificates;

9.6 Shareholder agreements;

9.7 Minutes of meetings; and

9.8 Resolutions passed.

Annexure 2 - LIST OF APPLICABLE LEGISLATION

Administration of Adjudication of Road Traffic Offences Act 46 of 1998
 Basic Conditions of Employment Act 75 of 1997
 Bills of Exchange Act 34 of 1964
 Broad-Based Black Economic Empowerment Act 53 of 2003
 Companies Act 71 of 2008
 Compensation for Occupational Injuries and Diseases Act 130 of 1993
 Competition Act 89 of 1998
 Constitution of South Africa Act 108 of 1996
 Consumer Protection Act 68 of 2009
 Copyright Act 98 of 1987
 Criminal Procedure Act 51 of 1977
 Electronic Communications and Transactions Act 2 of 2000
 Employment Equity Act 55 of 1998
 Health Act 63 of 1977
 Income Tax Act 58 of 1962
 Labour Relations Act 66 of 1995
 Long Term Insurance Act 52 of 1998
 National Building Regulations and Building Standards Act 103 of 1997
 National Credit Act 34 of 2005
 National Environmental Management Act 107 of 1998
 National Environmental Management: Air Quality Act 39 of 2004
 National Environmental Management: Waste Act 59 of 2008
 National Water Act 36 of 1998
 National Road Traffic Act 93 of 1996
 Occupational Health and Safety Act 85 of 1993
 Patents Act 57 of 1987
 Prescription Act 18 of 1943
 Promotion of Access to Information Act 2 of 2000
 Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
 Protected Disclosures Act 26 of 2000
 Protection Of Personal Information Act 4 of 2013
 Regulation of Interception of Communications and Provisions of Communication
 Related Information Act 70 of 2002
 Sales and Service Matters Act 25 of 1964
 Securities Services Act 36 of 2004
 Securities Transfer Act 25 of 2007
 Skills Development Act 97 of 1997
 Skills Development Levies Act 9 of 1999
 South African Reserve Bank Act 90 of 1989
 The South African National Roads Agency Limited & National Roads Act 7 of 1998
 Trademarks Act 194 of 1993
 Unemployment Insurance Act 63 of 2001
 Unemployment Insurance Fund Contributions Act 4 of 2002
 Value-Added Tax Act 89 of 1991

Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

Annexure 3

ACCESS REQUEST FORM - RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000)
[Regulation 10]

COMPLETION OF ACCESS REQUEST FORM

- 1 The Access Request Form must be completed.
- 2 Proof of identity is required to authenticate the identity of the requester. Attach a copy of the requester's identification document.
- 3 Type or print in BLOCK LETTERS an answer to every question.
- 4 If a question does not apply, state "N/A".
- 5 If there is nothing to disclose in reply to a question, state "nil".
- 6 When there is insufficient space on a printed form, additional information may be provided on an attached folio, and each answer on such folio must reflect the applicable title.

1 Particulars of Private body

The Information Officer:

Name and surname: Tharia Binneman
Physical address: 131 Glen Gory Road
Norton Home Estates
Benoni, 1501
Postal address: 131 Glen Gory Road
Norton Home Estates
Benoni, 1501
Telephone number: 010 100 3967
Email address: admin@foodfacts.co

The Deputy Information Officer - 1:

Name and surname: Dia Van Staden
Physical address: 131 Glen Gory Road
Norton Home Estates
Benoni, 1501
Postal address: 131 Glen Gory Road
Norton Home Estates
Benoni, 1501
Telephone number: 010 100 3967
Email address: info@foodfacts.co

The Deputy Information Officer - 2:

Name and surname: Angelique Muir
Physical address: 131 Glen Gory Road
Norton Home Estates
Benoni, 1501
Postal address: 131 Glen Gory Road
Norton Home Estates
Benoni, 1501
Telephone number: 010 100 3967
Email address: accounts@foodfacts.co

2 Particulars of Requester (if natural person)

- a) The particulars of the person who requests access to the record must be given below.
- b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

Email address:

Capacity in which request is made, when made on behalf of another person:

3 Particulars of Requester (if a legal entity)

- a) The particulars of the entity that requests access to the record must be given below.
- b) The address and/or fax number in the Republic to which the information is to be sent.
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Name:

Registration number:

Postal address:

Fax number:

Telephone number:

Email address:

4 Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

5 Particulars of record

a) 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 located.

b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:
.....
.....

2. Reference number, if available:

3. Any further particulars of record:

6 Fees

a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a non-refundable request fee of R35,00 has been paid.

b) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

c) You will be notified of the amount required to be paid as the access fee.

d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:
.....

7 Form of access to record

Mark the appropriate box with an X. NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

9 Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
.....
.....

2. Explain why the record requested is required for the exercise or protection of the
aforementioned right:
.....
.....

10 Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?
.....
.....

Signed at _____ on this day ____ of _____ 2024

SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF THE REQUEST IS MADE

Annexure 4

FEES

1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

2 The fees for reproduction referred to in regulation 11(1) are as follows:

R

(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in a computer-readable form on -	
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	40,00
	(ii) For a copy of visual images	60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(ii) For a copy of an audio record	30,00

3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4 The access fees payable by a requester referred to in regulation 11(3) are as follows:

R

(1) (a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in a computer-readable form on -	
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	40,00
	(ii) For a copy of visual images	60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(ii) For a copy of an audio record	30,00
(f)	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

5 For purposes of section 54(2) of PAIA, the following applies:

5.1 Six hours as the hours to be exceeded before a deposit is payable; and

5.2 one third of the access fee is payable as a deposit by the requester.

6 The actual postage is payable when a copy of a record must be posted to a requester.

Annexure 5

Part 1

PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA Purpose of the Processing of Personal Information

1 To provide services to the Client in accordance with terms agreed to by the Client;

2 To undertake activities related to the provision of services and transactions, including:

Type of Processing

Collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

2.1 to fulfil foreign and domestic legal, regulatory and compliance requirements and comply with any applicable treaty or agreement with or between foreign and domestic governments applicable to the Company

2.2 to verify the identity of Client representatives who contact the Company or may be contacted by the Company;

2.3 for risk assessment, information security management, statistical, trend analysis and planning purposes;

2.4 to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;

2.5 for crime detection, prevention, investigation and prosecution;

2.6 to enforce or defend the Company's rights; and

2.7 to manage the Company's relationship with the Client.

3 The purposes related to any authorised disclosure made in terms of agreement, law or regulation;

4 Any additional purposes expressly authorised by the Client; and

5 Any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company

Part 2

Categories of Data Subjects and categories of Personal Information relating thereto

Categories of Data Subjects and categories of Personal Information relating thereto	Data Subject	Personal Information Processed
<p>Client:</p> <ul style="list-style-type: none"> • Corporate <p>Client Profile information including, account details, payment information, corporate structure, client risk rating and other client information including to the extent the categories of information relate to individuals or representatives of clients (e.g., shareholders, directors, etc.) required for the above-mentioned purposes</p> <ul style="list-style-type: none"> • Individual; <p>Name; contact details (Company E-Mail Address, Company Telephone Number), client details (Home Facsimile Number, Home Postal Address, Home Telephone Number, Personal Cellular, Mobile Or Wireless Number, Personal E-Mail Address); regulatory identifiers (e.g. tax identification number); Account information (Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type, Bank account balance); transaction details and branch details; "know-your client" data, photographs; other identification and verification data as contained in images of ID card, passport and other ID documents; images of client signatures)</p> <p>Payment beneficiaries: Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type; beneficiary address, transaction details; payment narrative and, for certain data transferred from the UK only, National Insurance numbers.</p> <p>Personnel:</p> <p>Name; employee ID number; business contact details (address/telephone number/email address)</p>	<ul style="list-style-type: none"> • Natural Persons; • Juristic Persons. 	<p>Personal data relating to a Data Subject received by or on behalf of the Company from the Client, Client affiliates and their respective representatives and related parties in the course of providing accounts and services to the Client or in connection with a transaction or services.</p> <p>Client personal data may include names, contact details, identification and verification information, nationality and residency information, taxpayer identification numbers, voiceprints, bank account and transactional information (where legally permissible), to the extent that these amount to personal data under POPIA.</p>

Part 3

Cross border transfers of Personal Information

When making authorized disclosures or transfers of personal information in terms of section 72 of POPIA, Personal Data may be disclosed to recipients located in countries which do not offer a level of protection for those data as high as the level of protection as South Africa.

Part 4

Description of information security measures

The Company undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The Company may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

1 Access Control of Persons

The Company shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

2 Data Media Control

The Company undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by the Company and containing personal data of Clients.

3 Data Memory Control

The Company undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorized reading, alteration or deletion of stored data.

4 User Control

The Company shall implement suitable measures to prevent its data processing systems from being used by unauthorized persons by means of data transmission equipment.

5 Access Control to Data

The Company represents that the persons entitled to use the Company's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorization).

6 Transmission Control

The Company shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of the Company's data communication equipment / devices.

7 Transport Control

The Company shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

8 Organization Control

The Company shall maintain its internal organization in a manner that meets the requirements of this Manual.

Annexure 6

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

Note:

1 Affidavits or other documentary evidence as applicable in support of the objection may be attached.

2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

3 Complete as is applicable.

A

**DETAILS OF DATA
SUBJECT**

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number:

Residential, postal or business address:

Contact number(s):

Fax number / E-mail address:

B

**DETAILS OF
RESPONSIBLE PARTY**

Name(s) and surname/ registered name of data subject:

Residential, postal or business address:

Contact number(s):

Fax number / E-mail address:

C

**REASONS FOR
OBJECTION IN TERMS
OF
SECTION 11(1)(d) to (f)
(Please provide detailed
reasons for the objection)**

Signed at this day of20.....

.....

Signature of data subject/designated person

Annexure 7

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.**
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.**

A**DETAILS OF DATA SUBJECT**

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number

Residential, postal or business address:

Contact number(s):

Fax number / E-mail address:

B**DETAILS OF RESPONSIBLE
PARTY**

Name(s) and surname/ registered name of data subject:

Residential, postal or business address:

Contact number(s):

Fax number / E-mail address:

C**REASONS FOR OBJECTION IN TERMS OF****SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)****D****REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)**