



H J VAN RENSBURG INC.

ATTORNEYS

INFORMATION MANUAL

*IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT, NO. 2 OF 2000, ("PAIA"), AND
SECTION 18 OF THE PROTECTION OF PERSONAL
INFORMATION ACT, NO. 4 OF 2013, ("POPI") COMPILED FOR:*

HJ VAN RENSBURG INCORPORATED

Registration number: 2005/008668/21

VAT Number: 406 0218 452

("the Company")

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1. **INTRODUCTION**

- 1.1 This Information Manual is published in terms of section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”), as amended by the Protection of Personal Information Act, No. 4 of 2013, (“POPI Act”) as well as section 18 of the POPI Act.
- 1.2 PAIA gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.
- 1.3 The POPI Act gives effect to the provisions of, inter alia, Section 14 of the Constitution, which provides for the right to privacy of all persons.
- 1.4 The information provided in this manual includes:
 - 1.4.1 contact details of the Head, as defined in PAIA, of the Company;
 - 1.4.2 a description of the guide referred to in section 10 of PAIA, (which is a guide which was produced by the Human Rights Commission and after 1 July 2021 shall be made available and amended, from time to time, by the Information Regulator defined in POPI) dealing with access to information;
 - 1.4.3 a description of the records of the Company which are available in terms of any legislation other than the PAIA;
 - 1.4.4 a description of the subjects on which the Company holds records and the categories of records held on each subject;
 - 1.4.5 a description of the subjects on which the Company holds personal information and the categories of personal information held on each subject;
 - 1.4.6 the purpose of processing personal information;
 - 1.4.7 the recipients to whom the personal information may be supplied;
 - 1.4.8 planned transborder flows of information (if applicable);

- 1.4.9 a general description of the security measures in place to ensure the confidentiality, integrity, and availability of the information to be processed;
- 1.4.10 sufficient information so as to facilitate a request for access to a record of the Company;
- 1.5 The reference to any information in addition to that specifically required in terms of section 51 of PAIA and section 18 of the POPI Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of PAIA and the POPI Act.
- 1.6 The main aim of this manual is to:
 - 1.6.1 disclose the types of records held by the Company and to facilitate the requests for access to records of the Company, as permitted by PAIA (dealt with in Part A hereof);
 - 1.6.2 make data subjects aware of the type and source of information being collected, the purpose of collecting and processing such information and related matters(dealt with in Part B hereof).

This manual may be updated from time to time and shall be made available on the Company's website and/or at its principal place of business, to any person on request, subject to the payment of a reasonable fee and to the Information Regulator.

2. DEFINITIONS AND INTERPRETATION

- 2.1 In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention:
- 2.2 An expression which denotes :
 - 2.2.1 any gender includes the other genders;
 - 2.2.2 a natural person includes an artificial or juristic person and vice versa;
 - 2.2.3 the singular includes the plural and vice versa;
- 2.3 The following expressions shall bear the meanings assigned to them below and similar expressions bear corresponding meanings:

- 2.3.1 “**Data Subject**” means the person to whom personal information relates;
- 2.3.2 “**Personal Information**” means information relating to an identifiable living, natural person, and where it is applicable, an identifiable existing juristic person;
- 2.3.3 “**the Company**” means the Company to which this manual applies with their details as they appear on the front page of this manual;
- 2.3.4 “**this Document**” or “**this Manual**” means this information manual, together with all of its annexures, as amended from time to time;
- 2.3.5 “**Requester**” means a person or entity requesting access to a record that is under the control of the Company.
- 2.4 Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;
- 2.5 If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this manual;
- 2.6 Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this manual;
- 2.7 Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding business day;
- 2.8 Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be or as is otherwise defined in any legislation;
- 2.9 The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the eiusdem generis rule shall not be applied in the interpretation of such general wording or such specific example/s;

- 2.10 Insofar as there is a conflict in the interpretation of or application of this manual and PAIA or the POPI Act, PAIA or the POPI Act shall prevail;
- 2.11 This manual does not purport to be exhaustive of or comprehensively deal with every procedure provided for in PAIA or all rights listed under the POPI Act. The reader relying on any provisions of this Manual is advised to familiarise his/her/itself with the provisions of PAIA and the POPI Act.
3. **CONTACT DETAILS OF THE COMPANY - Section 51(1)(a)(i) of PAIA and section 18 (1)(b) of the POPI Act**
- 3.1 **Head of the Company:**
Herman Janzen van Rensburg
- 3.2 **Postal Address of Head of the Company:**
P.O. Box 1534
Vanderbijlpark
1900
- 3.3 **Street Address of Head of the Company:**
First Floor, Sentio Building
c/o FW Beyers Street & Frikkie Meyer Boulevard
Vanderbijlpark
1911
- 3.4 **Telephone Number of the Company:**
016 933 4030
- 3.5 **Email of Head of the Company:**
reception@hjvrlaw.co.za

PART A: PROMOTION OF ACCESS TO INFORMATION

4. **GUIDE ON HOW TO EXERCISE RIGHTS IN TERMS OF PAIA - Section 51(1)(b)(i) of PAIA**
- 4.1 The Human Rights Commission (“the HRC”) has compiled a guide, as contemplated in section 10 of PAIA, containing information to assist any person who wishes to exercise any right as contemplated in PAIA.

- 4.2 The contact details of the HRC are as follows:
- 4.2.1 Postal address: Private Bag 2700, Houghton, 2041
 - 4.2.2 Telephone: +27 11 484 8300
 - 4.2.3 Telefax: +27 11 484 0582
 - 4.2.4 Website: www.sahrc.org.za
 - 4.2.5 Email: paia@sahrc.org.za
- 4.3 The guide is also available electronically at <https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf>
- 4.4 With effect from 1 July 2021, the Information Regulator, (“IR”) must update and make available the existing guide that had previously been compiled by the HRC containing information in an easily comprehensible form and manner as may reasonable be required by a person who wishes to exercise any right contemplated in PAIA and POPI.
- 4.5 The contact details of the IR are as follows:
- 4.5.1 Physical address: Braampark, Forum 3, 33 Hoof Street, Braampark, Johannesburg, 2017
 - 4.5.2 Postal Address: P.O Box, 31533
 - 4.5.3 Telephone: +27 10 023 5200
 - 4.5.4 Telefax: +27 86 500 3351
 - 4.5.5 Website: www.justice.gov.za/infocreg/contact.html
 - 4.5.6 Email: infocreg@justice.gov.za

5. RECORDS AVAILABLE IN TERMS OF LEGISLATION OTHER THAN PAIA AND POPI - Section 51(1)(b)(iii) of PAIA

- 5.1 Some of the records held by the Company are available in terms of legislation other than PAIA or POPI, which legislation is listed below. Records that must be made available in terms of these Acts shall be made available in terms of the

requirements of PAIA and this manual. That legislation includes:

- 5.1.1 INCOME TAX ACT, NO. 58 OF 1962
- 5.1.2 LABOUR RELATIONS ACT, NO. 66 OF 1995
- 5.1.3 BASIC CONDITIONS OF EMPLOYMENT ACT, NO. 75 OF 1997
- 5.1.4 EMPLOYMENT EQUITY ACT, NO. 55 OF 1998
- 5.1.5 SKILLS DEVELOPMENT LEVIES ACT, NO. 9 OF 1999
- 5.1.6 UNEMPLOYMENT INSURANCE ACT, NO. 63 OF 2001
- 5.1.7 ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT, NO. 25 OF 2002
- 5.1.8 TELECOMMUNICATIONS ACT, NO. 103 OF 1996
- 5.1.9 ELECTRONIC COMMUNICATIONS ACT, NO. 36 OF 2005
- 5.1.10 CONSUMER PROTECTION ACT, NO. 68 OF 2008
- 5.1.11 PREVENTION OF ORGANISED CRIME ACT 121 OF 1998
- 5.1.12 FINANCIAL INTELLIGENCE CENTRE ACT 38 OF 2001
- 5.1.13 BROAD-BASED BLACK ECONOMIC EMPOWERMENT ACT, NO. 53 OF 2003
- 5.1.14 LEGAL PRACTICE ACT 28 OF 2014
- 5.1.15 any other industry applicable legislation.

6. DESCRIPTION OF SUBJECTS AND CATEGORIES OF RECORDS - Section 51(1)(b)(iv) of PAIA

- 6.1 The Company holds various records. The subjects on which the Company holds records and the categories of records held by the Company are reproduced in the tables below.
- 6.2 The listing of a category or subject matter in this manual does not guarantee access to such records. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA and other applicable legislation. A request for records shall be made in the prescribed form set out

later in this manual under the heading “**FORM OF REQUEST FOR RECORDS**”.

RECORD SUBJECTS: INTERNAL ADMINISTRATION, COMPLIANCE AND MANAGEMENT
<u>Categories of records held:</u>
Records of the owners of the Company
Records and minutes of the meetings of the owners and/or managers of the Company
Resolutions of the owners and/or managers of the Company
Agreements dealing with the internal arrangements between the owners and/or managers of the Company
Records relating to the creation and/or registration of the Company
Internal auditing and risk
Legislative compliance

RECORD SUBJECTS: HUMAN RESOURCES
<u>Categories of records held:</u>
Any personal records provided to the Company by their employees
List of employees
Pension and provident fund records
Health and Safety records
Codes of conduct as well as the relevant disciplinary codes and procedures
Any records a third party has provided to the Company about any of their employees
Other internal records and correspondence relating to employees

RECORD SUBJECTS: FINANCE
<u>Categories of records held:</u>
Financial statements and other accounting records
Taxation records
Debtors and creditors records
Banking statements

RECORD SUBJECTS: CLIENT RECORDS
<u>Categories of records held:</u>
Any records a client has provided to the Company or a third party acting for or on behalf of the Company
Contractual information
Client needs assessments
Personal records of clients
Credit information and other research conducted in respect of clients
Any records a third party has provided to the Company about clients
Confidential, privileged, contractual and quasi-legal records of clients
Client evaluation records
Client profiling
Client account numbers
Any records a third party has provided to the Company either directly or indirectly
Records generated by or within the Company pertaining to clients, including transactional records

RECORD SUBJECTS: SERVICE PROVIDERS, SUPPLIERS AND THIRD PARTIES
<u>Categories of records held:</u>
Any records a client has provided to the Company or a third party acting for or on behalf of the Company

RECORD SUBJECTS: ASSETS
<u>Categories of records held:</u>
Register of assets (movable or immovable)

7. FORM OF REQUEST FOR RECORDS

- 7.1 To request a record in terms of PAIA, the requestor must complete the prescribed form attached to this manual as Annexure “A”. This request must be sent to the Information Officer at the addresses provided in paragraph 3.3.
- 7.2 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed Form 1 (objection) or Form 2 (correction or deletion), which are attached to this Manual as Annexure “B”.
- 7.3 The requestor must provide sufficient detail to enable the Information Officer to identify the record(s) requested and the requestor. The requestor must indicate which form of access is required, identify the right that he/she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 7.4 If the request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request, to the reasonable satisfaction of the Information Officer.
- 7.5 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will decide whether or not to grant a request for access to information.

8. PAYMENT OF FEES

- 8.1 PAIA provides for two types of fees, namely
- 8.1.1 a request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
 - 8.1.2 an access fee, payable when access is granted which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 8.2 Subsequent to a request being made, the Information Officer, shall by notice require the requester, excluding personal requester, to pay the prescribed request fee (if any), before further processing of the request.
- 8.3 If the search for and preparation for disclosure of the record has been made, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Company will request the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 8.4 The Company may withhold a record until the requester has paid the fees as indicated in Annexure "C".
- 8.5 A requester whose request has been granted must pay the applicable access fee for reproduction, search, 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 the request form.
- 8.6 In terms of POPIA, a data subject has the right to request The Company to confirm, free of charge, whether or it holds personal information about the data subject and request from The Company the record or a description of the personal information held, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.
- 8.7 POPIA further provides that where the data subject is required to pay a fee for services provided to them, The Company must provide the data subject with a written estimate of the payable amount before providing the service and may require that the requestor pay a deposit for all or part of the fee.

9. APPLICABLE TIME-PERIODS

- 9.1 The Company will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 9.2 The 30 (Thirty) day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of The Company or the records are not located at The Company' offices.

10. OUTCOME OF THE REQUEST (GRANTING OR REFUSING)

Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of the PAIA relied upon; and that the requester may lodge an application with a Court against the refusal of the request.

11. GROUND FOR REFUSAL OF ACCESS TO RECORDS

- 11.1 In terms of Section 62 to 69 of PAIA access granted to a record may be refused on one or more of the following grounds :
- 11.1.1 protection of privacy to a third party who is a natural person;
 - 11.1.2 protection of the commercial information of a third party;
 - 11.1.3 protection of certain confidential information of a third person;
 - 11.1.4 protection of the safety of individuals and the protection of property;
 - 11.1.5 protection of records privileged from production and legal proceedings;
 - 11.1.6 the commercial information and activities of The Company;
 - 11.1.7 the protection of research information of a third party; and
 - 11.1.8 any other ground legally available on which to refuse access to the information requested.
- 11.2 Despite any provisions of PAIA, a request must be granted if the disclosure of the record would reveal evidence of substantial contravention of, or failure to comply with, the law or imminent and serious public safety or environment risk,

and the public interest in the disclosure of the record clearly outweighs the harm contemplated in terms of section 70 of PAIA.

12. **REMEDIES FOR REFUSAL**

Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 30 days after notification of the refusal apply to a Court for the appropriate relief.

PART B: PROTECTION OF PERSONAL INFORMATION

13. **PROTECTION OF PERSONAL INFORMATION - Section 51(1)(c)(i)-(iii) of PAIA read with section 18 of the POPI Act**

- 13.1 Company processes certain personal information, as defined in the POPI Act, ("Personal Information") relating to several data subjects, from time to time. A data subject is the person, (natural or juristic), to whom Personal Information relates and from whom the Company collects and processes information.
- 13.2 A description of the data subjects, (individuals and juristic persons), the information relating thereto, the purpose of processing that information and the recipient of that Personal Information is reproduced in the tables below.

DATA SUBJECTS: EMPLOYEES		
<u>Personal Information processed:</u>	<u>Source of the Personal Information</u>	<u>Is the supply of Personal Information mandatory or voluntary?</u>
Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person	data subject directly	Mandatory
Information relating to the education or the medical, financial, criminal or employment history of the person	data subject or a third party	Mandatory

DATA SUBJECTS: EMPLOYEES		
<u>Source of Personal Information processed: The Personal Information</u>	<u>Source of the Personal Information</u>	<u>Is the supply of Personal Information mandatory or voluntary</u>
Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person	data subject directly	Mandatory
The biometric information of the person	data subject directly or a thirdparty database	Mandatory
The personal opinions, views or preferences of the person	data subject directly	Voluntary
The views or opinions of another individual about the person	data subject directly	Voluntary
The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person	data subject directly or a thirdparty database	Mandatory
Will any of the Personal Information be transferred to another country or international organization?		
No		
<u>Purpose of processing Personal Information:</u>		
To assess candidates for employment, to comply with legislative obligations in respect of employees, to load employee onto payroll and remunerate them		
<u>Recipient or categories of recipients to whom the Personal Information is supplied:</u>		
Marlene Du Plessis		
<u>The consequences of failure to provide information:</u>		
Inability to assess candidates for employment, inability to comply with legislative obligations in respect of employees, inability to load employee onto payroll and remunerate them		

DATA SUBJECTS: CLIENTS/CUSTOMERS		
<u>Personal Information processed</u>	<u>Source of the Personal Information</u>	<u>Is the supply of Personal Information mandatory or voluntary</u>
Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person	data subject directly	Mandatory
Information relating to the education or the medical, financial, criminal or employment history of the person	data subject directly or a thirdparty database	Mandatory
Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person	data subject directly or a thirdparty database	Mandatory
The biometric information of the person	data subject directly or a thirdparty database	Mandatory
The personal opinions, views or preferences of the person	data subject directly	Voluntary
Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence	data subject directly or a thirdparty database	Mandatory
The views or opinions of another individual about the person	data subject directly	Mandatory
The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person	data subject directly or a thirdparty database	Mandatory
Will any of the Personal Information be transferred to another country or international organization?		
No		
<u>Purpose of processing Personal Information:</u>		
To conduct needs assessment, to onboard client, to provide agreed services to client, to comply with a legal obligation or for the conduct of proceedings in any court or tribunal, where these proceedings have commenced or are reasonably contemplated, to invoice client		
<u>Recipient or categories of recipients to whom the Personal Information is supplied:</u>		
Marlene Du Plessis		
<u>The consequences of failure to provide information:</u>		
Inability to conduct needs assessment, inability to onboard client, inability to provide agreed services to client, to comply with a legal obligation or conduct of proceedings in any court or tribunal, inability to invoice client		

DATA SUBJECTS: SUPPLIERS		
<u>Personal Information processed</u>	<u>Source of the Personal Information</u>	<u>Is the supply of Personal Information mandatory or voluntary</u>
Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person	data subject directly	Mandatory
Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person	data subject directly	Mandatory
Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence	data subject directly	Mandatory
The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person	data subject directly	Mandatory
Will any of the Personal Information be transferred to another country or international organization?		
No		
<u>Purpose of processing Personal Information:</u>		
To evaluate suppliers and their goods, to place orders for goods and settle supplier accounts and comply with contractual obligations vis-a-vis suppliers		
<u>Recipient or categories of recipients to whom the Personal Information is supplied:</u>		
Marlene Du Plessis		
<u>The consequences of failure to provide information:</u>		
Inability to evaluate suppliers and their goods, inability to place orders for goods and inability to settle supplier accounts and inability to comply with contractual obligations vis-a-vis suppliers		

DATA SUBJECTS: SERVICE PROVIDERS		
<u>Personal Information processed</u>	<u>Source of the Personal Information</u>	<u>Is the supply of Personal Information mandatory or voluntary</u>
Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person	data subject directly	Mandatory
Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person	data subject directly	Mandatory
Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence	data subject directly	Mandatory
The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person	data subject directly	Mandatory
Will any of the Personal Information be transferred to another country or international organization?		
No		
<u>Purpose of processing Personal Information:</u>		
To evaluate service provider and their services, to place orders for services and settle service provider accounts and comply with contractual obligations vis-a-vis service providers		
<u>Recipient or categories of recipients to whom the Personal Information is supplied:</u>		
Marlene Du Plessis		
<u>The consequences of failure to provide information:</u>		
Inability to evaluate service provider and their services, inability to place orders for services and settle service provider accounts and inability to comply with contractual obligations vis-a-vis service providers		

DATA SUBJECTS: PROSPECTIVE CLIENTS		
<u>Personal Information processed</u>	<u>Source of the Personal Information</u>	<u>Is the supply of Personal Information mandatory or voluntary</u>
Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person	data subject directly	Mandatory
Information relating to the education or the medical, financial, criminal or employment history of the person	data subject directly	Voluntary
Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person	data subject directly	Mandatory
The personal opinions, views or preferences of the person	data subject directly	Voluntary
Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence	data subject directly	Voluntary
The views or opinions of another individual about the person	data subject directly	Voluntary
The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person	data subject directly	Mandatory
Will any of the Personal Information be transferred to another country or international organization?		
No		
<u>Purpose of processing Personal Information:</u>		
Market business, prepare proposals and quotations		
<u>Recipient or categories of recipients to whom the Personal Information is supplied:</u>		
Marlene Du Plessis		
<u>The consequences of failure to provide information:</u>		
Inability to market business, inability to prepare proposals and quotations and limited business growth		

- 13.3 Where Personal Information is collected in terms of specific legislation, the Company will inform the data subject in terms of which legislation that data is collected.
- 13.4 Data subjects have the right to object to the processing of their Personal Information.
- 13.5 In the event a data subject requires confirmation regarding the existence of the Personal Information processed by the Company or believes that the Personal Information processed by the Company requires rectification, the data subject is entitled to utilise the processes and procedures set out in section A of this manual to request access to the records of the Company set out in section 18(1)(h)(iii).
- 13.6 We will not, without data subjects' express consent use their Personal Information for any purpose, other than: specifically:
- 13.6.1 as set out in the abovementioned tables; generally:
 - 13.6.2 in relation to the provision of any goods and services to a data subject;
 - 13.6.3 to inform the data subject of new features, special offers and promotional competitions offered by us or any of our divisions, affiliates and/or partners (unless they have opted out from receiving marketing material from us);
 - 13.6.4 to improve our product and/or service selection and their experience on our website; or
 - 13.6.5 to disclose their Personal Information to any third party as set out below:
 - 13.6.5.1 to our employees and/or third party service providers who assist us to interact with data subjects via our website, for the ordering of goods or services or when delivering goods or services to data subjects, their personal and contact information being essential in order to assist us to communicate with the data subjects properly and efficiently;
 - 13.6.5.2 to our divisions, affiliates and/or partners (including their employees and/or third party service providers) in order for them to interact directly with data subjects via email or any other method for purposes of sending data subjects marketing material regarding any current or new goods or services, new features, special offers or promotional items offered by them

(unless the data subjects have opted out from receiving marketing material from us);

- 13.6.5.3 to law enforcement, government officials, fraud detection agencies or other third parties when we believe in good faith that the disclosure of Personal Information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity;
 - 13.6.5.4 to our service providers (under contract with us) who help with parts of our business operations (fraud prevention, marketing, technology services etc). However, these service providers may only use data subjects information in connection with the services they perform for us and not for their own benefit;
 - 13.6.5.5 to our suppliers in order for them to liaise directly with data subject regarding any defective goods or services which requires their involvement;
 - 13.6.5.6 to any third-party seller for purposes of sending data subjects an invoice for any goods purchased from such third-party seller, which disclosed information will be limited to data subjects' email addresses;
- 13.7 We are entitled to use or disclose data subjects' Personal Information if such use or disclosure is required in order to comply with any applicable law, subpoena, order of court or legal process served on us, or to protect and defend our rights or property. In the event of a fraudulent online payment, we are entitled to disclose relevant Personal Information for criminal investigation purposes or in line with any other legal obligation for disclosure of the Personal Information which may be required of it.
- 13.8 Data subjects' privacy is important to us and we will therefore not sell, rent or provide their Personal Information to unauthorised third parties for their independent use, without their consent.
- 13.9 We will not process personal information concerning:
- 13.9.1 the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or

- 13.9.2 the criminal behaviour of a data subject to the extent that such information relates to
- i) the alleged commission by a data subject of any offence; or
 - ii) any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

Unless

- 13.9.2.1 the data subject has given us specific consent to process such data; or
- 13.9.2.2 processing is necessary for the establishment, exercise or defence of a right or obligation in law;
- 13.9.2.3 processing is necessary to comply with an obligation of international public law; or
- 13.9.2.4 processing is for historical, statistical or research purposes to the extent that:
 - 13.9.2.4.1 the purpose serves a public interest or (ii) requesting consent would constitute an unreasonable requirement in the circumstances.

13.10 In line with our obligations in terms of section 22 of the POPI Act, where there are reasonable grounds to believe that Personal Information has been accessed or acquired by any unauthorised person, we will notify the Information Regulator and the data subject, where possible.

13.11 When data subjects provide a rating or review of our services and/or goods, they consent to us using that rating or review as we deem fit, including without limitation, on our website, in newsletters or other marketing material. The name that will appear next to that rating or review is their first name, as they would have provided. We will not display their surname, nor any of their contact details, with a rating or review.

13.12 We will:

- 13.12.1 treat data subjects' Personal Information as strictly confidential, save where we are entitled to share it as set out in this section;
- 13.12.2 take appropriate technical and organisational measures to ensure that

- data subjects' Personal Information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
- 13.12.3 provide data subjects with access to their Personal Information to view and/or update personal details;
 - 13.12.4 promptly notify data subjects if we become aware of any unauthorised use, disclosure or processing of their Personal Information;
 - 13.12.5 provide data subjects with reasonable evidence of our compliance with our obligations under this section on reasonable notice and request; and
 - 13.12.6 upon data subjects request, promptly return or destroy any and all of their Personal Information in our possession or control, save for that which we are legally obliged to retain.
- 13.13 We will not retain data subjects' Personal Information longer than the period for which it was originally needed, unless we are required by law to do so, or they consent to us retaining such information for a longer period.
- 13.14 We undertake never to sell or make data subjects' Personal Information available to any third- party other than as provided for in this section.
- 13.15 Whilst we will do all things reasonably necessary to protect data subjects' rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of data subjects' Personal Information, whilst in our possession, made by third parties who are not subject to our direct control, unless such disclosure is as a result of our gross negligence.
- 13.16 Should a data subject believe that we have used their Personal Information contrary to this Manual and the provisions of the POPI Act, the data subject should first attempt to resolve any concerns with us. If the data subject is not satisfied, they have the right to lodge a complaint with the Information Regulator (which address can be found herein below), established in terms of the POPI Act.

The Information Regulator (South Africa) SALU Building
316 Thabo Sehume Street Pretoria
0004

14. TRANSBORDER FLOWS OF PERSONAL INFORMATION - Section 51(1)(iv) of PAIA and section 18(1)(g) of the POPI Act.

The Company may from time to time need to transfer authorised Personal Information to another country for storage purposes or for the rendering of services by a foreign third-party service provider or otherwise. We will ensure that any person that we pass data subjects' Personal Information to agrees to treat their information with the same level of protection as we are obliged to in terms of section 72 of the POPI Act.

15. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION - Section 51(1)(v)

The security measures implemented by the Company to ensure the confidentiality, integrity and availability of Personal Information, are listed and described below:

<u>PHYSICAL SECURITY MEASURES:</u>	<u>CYBER SECURITY MEASURES:</u>
Devices and user stations are passwordprotected	Virus protection
Devices (laptops or otherwise) and user stations are safely secured by case lock or otherwise when not in use	Password protection on devices are changedregularly
Security gate	Data is backed up
Safe storage of physical documentation	Protection of information stored on printers
Discarded documentation is shredded	Monthly

16. UPDATES TO THE MANUAL – Section 51(2)

The Company may update this manual every six months or from time to time as it may deem necessary.

SIGNED at VANDERBIJLPARK on this the 30TH day of JUNE 2021

THE HEAD OF THE COMPANY



H J VAN RENSBURG INC.
ATTORNEYS

ANNEXURE A

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of PAIA)

[Regulation 10]

A. Particulars of private body

1. The Head:

2. Company Name:

3. Company Registration Number:

B. Particulars of person requesting access to the record

- (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.

1. Full names and surname:

2. Identity number: _____

3. **Postal address:**

4. **Fax number:** _____

5. **Telephone number:** _____

6. **E-mail address:** _____

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

C. 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.

1. **Full names and surname:**

2. **Identity number:** _____

3. **Postal address:**

4. **Fax number:** _____

5. **Telephone number:** _____

6. **E-mail address:** _____

D. 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:

Reference number, if available:

2. Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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.
- (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:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.	
Disability: _____	Form in which record is required: _____
<p><i>Mark the appropriate box with an X</i></p> <p><u>NOTES:</u></p> <p>_____</p> <p>_____</p> <p>_____</p>	

<p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>

<p>1. If the record is in written or printed form:</p> <p><input type="checkbox"/> copy of record* <input type="checkbox"/> inspection of record</p>
<p>2. If record consists of visual images</p> <p>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</p> <p><input type="checkbox"/> view the images <input type="checkbox"/> copy of the images* <input type="checkbox"/> transcription of the images*</p>
<p>3. If record consists of recorded words or information which can be reproduced in sound:</p> <p><input type="checkbox"/> listen to the soundtrack (audio cassette) <input type="checkbox"/> transcription of soundtrack* (written or printed document)</p>

4. If record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
<i>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?</i>				YES	NO
Postage is payable.				YES	NO

G. 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:

H. 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 the _____ day of _____ 20__

**Signature of requestor /
person on whose behalf request is made**

**Name of requestor /
person on whose behalf request is made**



H J VAN RENSBURG INC.

ATTORNEYS

ANNEXURE B

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must 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.*

Reference Number _____

A DETAILS OF DATA SUBJECT	
1. Name and surname of data subject:	
2. Residential, postal or business address	
3. Contact number(s):	
4. FAX number:	
5. E-mail address:	

B. DETAILS OF RESPONSIBLE PARTY	
1. Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
2. Residential, postal or business address:	
3. Contact number(s):	
4. FAX number:	
5. E-mail address:	
6. Name of public or private body <i>(if the responsible party is not a natural person):</i>	
7. Business address:	
8. Contact number(s):	
9. FAX number:	
10. E-mail address:	
C. REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

SIGNED at _____ on this the ____ day of _____ 20__

Signature of Data subject (applicant)

FORM 2

**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
(ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF
PERSONAL INFORMATION, 2017
[Regulation 3(2)]**

Note:

Affidavits or other documentary evidence in support of the request must be attached.

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

Reference Number _____

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	
1. Surname:	
2. Full names:	
3. Identity number:	
4. Residential, postal or business address:	
5. Contact number(s):	
6. FAX number:	
7. E-mail address:	
B. DETAILS OF RESPONSIBLE PARTY	
1. Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
2. Residential, postal or business address:	
3. Contact number(s):	
4. FAX number:	
5. E-mail address:	
6. Name of public or private body <i>(if the responsible party is not a natural person):</i>	
7. Business address:	
8. Contact number(s):	
9. FAX number:	
10. E-mail address:	



H J VAN RENSBURG INC.

ATTORNEYS

ANNEXURE C

FEES PAYABLE IN RESPECT OF RECORDS REQUESTED FROM HJ VAN RENSBURG ATTORNEYS

THE FEES, IN RESPECT OF PRIVATE BODIES, ARE AS FOLLOWS	RANDS
1. For every photocopy of an A4-size page or part thereof	R 1-10
2. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0-75
3. For a copy in a computer-readable form on : • stifty disc • compact disc	R 7-50 R 70-00
4. For a copy of visual images	R 60-00
5. For a transcription of an audio record, for an A4-size page or part thereof	R 20-00
6. For a transcription of visual images, for an A4-size page or part thereof	R 40-00
7. For a copy of an audio record	R 30-00
8. The request fee payable by a requester, other than a personal requester	R 50-00
9. The access fees payable by a requester are as follows : • For every photocopy of an A4-size page or part thereof • For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 1-10 R 0-75
10. For a copy in a computer-readable form on - • stifty disc R 7.50 • compact disc R 70.00	R 7-50 R 70-00
11. For a transcription of visual images, for an A4-size page or part thereof	R 40-00
12. For a copy of visual images	R 60-00
13. For a transcription of an audio record, for an A4-size page or part thereof	R 20-00
14. For a copy of an audio record	R 30-00

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.

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

- Six hours as the hours to be exceeded before a deposit is payable; and
- one third of the access fee is payable as a deposit by the requester.

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