

MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) 2 OF 2000

OF

**Pheasant Hill Bed and Breakfast CC
Registration number 2006/091512/23**

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COMPANY INFORMATION AND CONTACT DETAILS

| | |
|----------------------------------|---|
| Company Name | Pheasant Hill Bed and Breakfast CC |
| Company Registration Number | 2006/091512/23 |
| VAT Registration Number | 4810256620 |
| Physical Address | 39 Sterkfontein Ave, Doornkloof East, Pretoria, 0062 |
| Postal Address | PO Box 947, Irene, 0062 |
| Websites | https://pheasanthill.co.za |
| Telephone Number | 012 941 1724 |
| Email – General Information only | pieter@pheasanthill.co.za |

PURPOSE OF THIS PAIA MANUAL

PAIA (Promotion of Access to Information Act, 2000) commenced on the 9th of March 2001, to give effect to Section 32 of the Constitution, a fundamental right in the Bill of Rights, being the right of access to any information held by any other person.

The purpose of PAIA is to give an outline of the types of records held by the Company, and to provide the right to access personal information.

This manual also provides the requirements to meet such requests, and the fees to process them.

POPIA (Protection of Personal Information Act) gives effect to Section 14 of the Constitution, the right to privacy, by protecting personal information and regulating the free flow and processing of personal information. POPIA sets minimum conditions which the company must comply with to ensure that all personal information is respected and protected.

DETAILS OF INFORMATION OFFICER

| | |
|----------------------|---------------------------|
| Name and Designation | Pieter Bezuidenhout |
| Email | pieter@pheasanthill.co.za |
| Contact Number | 012 941 1724 |

FURTHER INFORMATION

If you would like further information about how you can access information under PAIA, you can contact the South African Human Rights Commission (SAHRC). They have a guide in each official South African language about how to exercise any right under PAIA. The guide is available online here:

<https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf>

DETAILS OF THE INFORMATION REGULATOR

In terms of Section 110 of the Protection of Personal Information Act No 4 of 2013 the functions of the SAHRC have been transferred to the Information Regulator. Their contact details are:

| | |
|------------------|--|
| Telephone Number | 021 023 5200 |
| General Email | inforeg@justice.gov.za |
| Complaints Email | complaints.IR@justice.gov.za |
| Website | www.sahrc.org.za |
| Postal Address | PO Box 3153, Braamfontein, Johannesburg, 2017 |
| Physical Address | JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 |

DEFINITIONS OF TERMS USED

| Term | Definition |
|-----------------------|---|
| Company | Pheasant Hill Bed and Breakfast CC, as specified on the title page of this document |
| PAIA | Promotion of Access to Information Act No 2 of 2000, and all relevant regulations |
| POPIA | Protection of Personal Information Act No 4 of 2013 |
| Data Subject | Person to whom all personal information relates |
| Information Regulator | Regulator established in terms of the Protection of Personal Information Act (POPIA) No 4 of 2013 |
| Manual | This manual, available from Pheasant Hill Bed and Breakfast CC |
| Personal Information | Information relating to an identifiable, living, natural person and where applicable, an identifiable, existing juristic person (as defined in POPIA) |
| Record | Recorded information held by the Company in any form or medium, whether created or provided |
| Requester | Any Natural person, or any Juristic person (public body or an official thereof), or any person acting on behalf of a Natural or Juristic person, who is requesting access to a record held by the Company |

| | |
|---------------------|--|
| Customer | Any Natural or Juristic person that currently receives or previously received services from the Company. |
| Employee | Any person who is entitled to remuneration by working for or providing services to or on behalf of the Company, or any person who assists in carrying out the business of the Company. |
| Information Officer | Means the appointed Information Officer (as defined in Section 1 of PAIA) of the Company – see page 2 of this manual |
| Record | Personally identifiable information related to the Data Subject |

AUTOMATICALLY AVAILABLE INFORMATION

We may hold information that can be accessed without having to make a formal request. Before making a formal request for information in terms of PAIA which will involve a fee and a waiting period, find out whether the required information is available without having to make this request.

| Information | Available from |
|------------------------------|---|
| Company registration details | CIPC (Companies and Intellectual Property Commission) |
| Directors' names | CIPC (Companies and Intellectual Property Commission) |

WAYS IN WHICH WE HOLD AND PROCESS PERSONAL INFORMATION

Data Subjects and categories of personal information

| Data Subjects | Categories of personal information |
|------------------------|---|
| Employees | Full names, ID numbers, Address, Email, Contact numbers, Banking details, Employment details |
| Job applicants | Full names, ID numbers, Address, Email, Contact numbers |
| Customers | Full names, Address, Contact details, Age (DOB), Order details |
| Distributors and trade | Company name, Contact name, Contact details, Physical address, VAT number FICA information (Financial Intelligence Centre Act, 2001) |
| Suppliers | Company name, Contact name, Contact details, Physical address, VAT number, Banking details |

Data Subjects and purposes of processing

| Data Subjects | Purposes of processing (broadly described) |
|------------------------|--|
| Employees | Human Resources actions w.r.t. employment contract Salary payments |
| Job applicants | Human Resources actions such as employment, educational and credit checks |
| Customers | Processing orders Order history and fees charged Accounts processing (via Payfast) |
| Distributors and trade | Processing orders Order history and fees charged Accounts processing |
| Suppliers | Order placements Order history and fees paid Accounts processing |

Data Subjects and likely recipients of information

| Data Subjects | Likely recipients of information |
|------------------------|---|
| Employees | Human Resources Line Management / Exco Accounts / Finance |
| Job applicants | Human Resources Line Management / Exco |
| Customers | Production Admin Accounts / Finance |
| Distributors and trade | Production Admin Accounts / Finance |
| Suppliers | Production Admin Accounts / Finance Exco |

ACCESS TO INFORMATION AND APPLICABLE FEES

How to request access to information

Our Information Officer has been designated to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA.

You may submit the completed form to our Information Officer, together with the applicable fees (see below). Please note that all relevant information must be completed in order that the Information Officer may have sufficient identifying information for both the requester, the records to which access is required, in what form such access must be supplied, and what right you wish to exercise or protect by requesting access to the relevant records. The Information Officer will then evaluate and consider your request in terms of PAIA.

If you need assistance to complete the Form C, please contact our Information Officer.

To request access to a record, please complete Form C, which can be found on pages 7-9 of this manual.

Prescribed fees applicable in terms of PAIA for accessing or processing requests

There are fees applicable to cover the cost of searching for records and copying them.

If the Information Officer thinks that the collection and reproduction of documents will take longer than six hours, he will inform the requester (by formal notice) that one third of the access fee is payable upfront as a deposit.

| Activity | Fee |
|---|--|
| Copy per A4 Page | R1.10 |
| Printing per A4 Page | R0.75 |
| Copy on a CD | R70 |
| Transcription of visual images per A4 page | R40 |
| Copy of a visual image | R60 |
| Transcription of an audio recording per A4 page | R20 |
| Copy of an audio recording | R30 |
| Search and preparation of the record for disclosure | R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation |
| Postage fees | These have to be paid by the requester for the delivery of their records |

In the event that an Information Officer is unable to find the particular records requested, or it is believed they do not exist, PAIA states the following in section 55: that the Information Officer must, after ensuring that all reasonable steps have been taken to locate the record, submit a detailed affidavit to the requester giving notice that the records in question do not exist or cannot be found.

AVAILABILITY OF THE PAIA MANUAL

This PAIA manual is available on the Company's website or on request from the designated Information Officer. It is also available for inspection at the Company's offices, during office hours, free of charge.

UPDATES TO THIS PAIA MANUAL

This manual will be updated and revised whenever there are significant changes to information or the handling thereof.

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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 <i>ONLY</i> if a request for information is made on behalf of <i>another</i> person. |
|---|

Full names and surname:

Identity number:

D. Particulars of record

- | |
|--|
| <p>(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.</p> <p>(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.</p> |
|--|

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 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: |
| Mark the appropriate box with an X. | |
| NOTES: | |
| <ol style="list-style-type: none"> (a) Compliance with your request in the specified form may depend on the form in which the record is available. (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. (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested. | |

1. If the record is in written or printed form:

| | |
|--|---|
| <input type="checkbox"/> copy of record* | <input type="checkbox"/> inspection of record |
|--|---|

2. If record consists of visual images:

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

| | | |
|--|--|---|
| <input type="checkbox"/> view the images | <input type="checkbox"/> copy of the images" | <input type="checkbox"/> transcription of the images* |
|--|--|---|

| | | | | | |
|---|----|---|---|-----|----|
| 3. If record consists of recorded words or information which can be reproduced in sound: | | | | | |
| listen to the soundtrack audio cassette | | transcription of soundtrack* written or printed document | | | |
| 4. If record is held on computer or in an electronic or machine-readable form: | | | | | |
| printed copy of record* | | printed copy of information derived from the record" | copy in computer readable form* (stiffy or compact disc) | | |
| 'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable. | | | <table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table> | YES | NO |
| 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..... this..... day of20.....

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE