



GLOBAL
MACADAMIAS CO

PAIA MANUAL

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

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TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS 3

2. PURPOSE OF PAIA MANUAL 3

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GLOBAL
MACADAMIAS 4

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE
..... 5

5. CATEGORIES OF RECORDS OF THE GLOBAL MACADAMIAS WHICH ARE
AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS 8

6. CATEGORIES OF RECORDS OF THE GLOBAL MACADAMIAS WHICH ARE
AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION 8

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND
CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GLOBAL MACADAMIAS
..... 9

8. PROCESSING OF PERSONAL INFORMATION 9

9. AVAILABILITY OF THE MANUAL 13

10. UPDATING OF THE MANUAL 13

1. LIST OF ACRONYMS AND ABBREVIATIONS

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

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. 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;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. 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;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.6. 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;
- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. 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
- 2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GLOBAL MACADAMIAS

3.1. Chief Information Officer

Name: Hendrik Vorster
Tel: +27 87 655 0777
Email: hvorster@globalmacadamias.co.za

3.2. Deputy Information Officer

Name: Anne Thomas
Tel: +27 87 655 0777
Email: athomas@globalmacadamias.co.za

3.3. Access to information general contacts

Email: hvorster@globalmacadamias.co.za

3.4. National or Head Office

Postal Address: P O Box 12614, Steiltes, Nelspruit, 1213

Physical Address: Ptn 100 of Alkmaar 286JT, Alkmaar, 1207

Telephone: +27 87 655 0777

Email: hvorster@globalmacadamias.co.za

Website: www.globalmacadamias.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6. A copy of the Guide is also available in the following official language, for public inspection during normal office hours-

4.6.1 English

5. CATEGORIES OF RECORDS OF THE GLOBAL MACADAMIAS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Departmental records	Subject
Product and Company Information	Current Product Information
	Company Contact Information and Profile Media Releases
	White Papers and Guidance Notes

6. CATEGORIES OF RECORDS OF THE GLOBAL MACADAMIAS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GLOBAL MACADAMIAS

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> - Annual Reports - Strategic Plan - Annual Performance Plan - Name and Contact Details
Human Resources	<ul style="list-style-type: none"> - HR Policies and Procedures - Advertised Posts - Employees Records - ID Numbers - Name and Contact Details - Employment History - Race or Ethnic Origin
Finance	<ul style="list-style-type: none"> - Financial and Banking details - Revenue Management - Payments, Deductions etc.
SCM	<ul style="list-style-type: none"> - Financial and Banking details - Supplier Invoice and Payments

8. PROCESSING OF PERSONAL INFORMATION

Global Macadamias takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by Global Macadamias.

8.1 Purpose of Processing Personal Information

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact Global Macadamias;
- to maintain customer records;
- for recruitment purposes;
- for employment purposes;
- for general administration, financial and tax purposes;
- for legal or contractual purposes;
- for health and safety purposes;
- to transact with our suppliers and business partners;
- to help us improve the quality of our products and services;
- to help us detect and prevent fraud and money laundering;
- to help us recover debts; and
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of data subjects and personal information processed by Global Macadamias

Categories of Data Subjects	Personal Information that may be processed
Customers / Potential Clients	Customer personal information
	Customer contracts
Suppliers / Service Providers	Supplier / Service Provider personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information
	Employee contracts
	Employee performance records
	Payroll records
	Health and Safety records
	Payroll records
	Health and Safety records
	Training records
	Employment history records
Job Applicants	Curriculum vitae & application forms

8.3 The recipients or categories of recipients to whom the personal information may be supplied

We may share the personal information of our data subjects for any of the purposes outlined in Section 8.1, with:

- our service providers and / or agents who perform services on our behalf

We do not share the personal information of our data subjects with any third parties, except if:

- we are obliged to provide such information for legal or regulatory purposes;

- we are required to do so for purposes of existing or future legal proceedings,
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with;
- we are involved in the prevention of fraud, loss, bribery or corruption;
- they perform services and process personal information on our behalf;
- this is required to provide or manage any information, products and/or services to data subjects; or
- needed to help us improve the quality of our products and services.

We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees, and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

8.4 Planned transborder flows of personal information

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act.

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 8.5.

General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by Global Macadamias and its operators. In terms of the POPI Act, operators are third parties that process personal information on behalf of Global Macadamias.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction.

We will take steps to ensure that operators that process personal information on behalf of Global Macadamias apply adequate safeguards as outlined in Section 8.3.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available -

9.1.1 on the company website at: www.globalmacadamias.co.za;

9.1.2 head office of Global Macadamias for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee of R50.00; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The Information Officer will on a regular basis update this manual.

Issued by

HENDRIK VORSTER
GENERAL MANAGER