



# PAIA MANUAL OF PROTEK A DIVISION OF PE BEE AGRI (PTY) LTD

Registration Number:  
**2005/036308/07**

Prepared and compiled on 22/09/2025 in accordance with  
Section 51 of the Promotion of Access to Information Act

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## 1. List of acronyms and abbreviations

| TERM                                | DEFINITION                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>“Data Subject”</b>               | means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;                                                                                                                                                                                                    |
| <b>“Deputy Information Officer”</b> | means a Deputy Information Officer designated in terms of section 56 of the POPIA;                                                                                                                                                                                                                            |
| <b>“Information Officer”</b>        | means in the case of a juristic person,<br>i. the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or<br>ii. the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act; |
| <b>“Information Regulator”</b>      | means the Information Regulator established in terms of section 39 of POPIA;                                                                                                                                                                                                                                  |
| <b>“Manual”</b>                     | means this manual compiled by Protek A Division of PE BEE Agri (Pty) Ltd in terms of PAIA and POPIA;                                                                                                                                                                                                          |
| <b>“PAIA”</b>                       | means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;                                                                                                                                                                                    |
| <b>“Personal Information”</b>       | means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;                                                                                                                             |
| <b>“Personnel”</b>                  | means all partners, directors, officers, employees, individual contractors and other personnel of Protek A Division of PE BEE Agri (Pty) Ltd;                                                                                                                                                                 |
| <b>“POPIA”</b>                      | means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;                                                                                                                                                                                   |
| <b>“Processing”</b>                 | means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;                                                                                                                                                          |
| <b>“Private Body”</b>               | means any former or existing juristic person, as contemplated in the Act and POPIA;                                                                                                                                                                                                                           |
| <b>“Record”</b>                     | means a record as contemplated in PAIA and includes Personal Information;                                                                                                                                                                                                                                     |
| <b>“Requester”</b>                  | means, in relation to a Private Body,<br>iii. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or<br>iv. a person acting on behalf of such person as contemplated in the Act;                                   |
| <b>“Responsible Party”</b>          | means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;                                                                                                          |

## **2. Purpose of the PAIA Manual**

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to “Private Body” in this manual, it will refer to Protek A Division of PE BEE Agri (Pty) Ltd.

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 Information 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 the Private Body**

### **3.1. Information Officer**

Name: Natasha

Surname: Theunissen

Telephone No: (011) 812 9800

E-mail: [natasha@proteksa.co.za](mailto:natasha@proteksa.co.za)

**3.2. Deputy Information Officer(s)**

Name: Mandie

Surname: Pienaar

Telephone No: (011) 812 9800

E-mail: [mandie@proteksa.co.za](mailto:mandie@proteksa.co.za)

**3.3. Access to information general contact**

Email: [mandie@proteksa.co.za](mailto:mandie@proteksa.co.za)

**3.4. Head Office**

Postal Address: Plot 43, A Portion of Plot 185, Eendracht, R23, Heidelberg, 1438

Physical Address: Plot 43, A Portion of Plot 185, Eendracht, R23, Heidelberg, 1438

Telephone No: (011) 812 9800

E-mail: [mandie@proteksa.co.za](mailto:mandie@proteksa.co.za)

Website: <https://proteksa.co.za/>

**4. Guide on how to use PAIA and how to obtain access to the Guide**

4.1. The Information 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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

4.3.3 the manner and form of a request for-

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<sup>1</sup> 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.

<sup>2</sup> 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.

- 4.3.3.1 access to a record of a public body contemplated in section 11<sup>3</sup>; and
- 4.3.3.2 access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Information 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-
  - 4.3.6.1 an internal appeal;
  - 4.3.6.2 a complaint to the Information 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 Information Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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 15<sup>7</sup> and 52<sup>8</sup> 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 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

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<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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.

<sup>8</sup> 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.

<sup>9</sup> 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.

<sup>10</sup> 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.

- 4.3.10 the regulations made in terms of section 92<sup>11</sup>.
- 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 Information 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 Information Regulator  
(<https://info regulator.org.za/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - in English and Afrikaans.

**5. Categories of records of the Private Body which are available without a person having to request access**

| <i>Category of records</i> | <i>Types of the Record</i> | <i>Available on Website</i> | <i>Available upon request</i> |
|----------------------------|----------------------------|-----------------------------|-------------------------------|
| <b>Client</b>              | Invoice                    |                             | X                             |
|                            | Quotation                  |                             | X                             |
|                            | Price List                 |                             | X                             |
|                            | Company Profile            | X                           | X                             |
|                            | Physical Address           | X                           | X                             |
|                            | Contact Details            | X                           | X                             |
|                            | Services                   | X                           | X                             |
|                            | News about the Company     | X                           |                               |
|                            | Meet the Team              | X                           |                               |

<sup>11</sup> Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding-

- any matter which is required or permitted by this Act to be prescribed;
- any matter relating to the fees contemplated in sections 22 and 54;
- any notice required by this Act;
- 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
- any administrative or procedural matter necessary to give effect to the provisions of this Act.

**6. Description of the records of the Private Body which are available in accordance with any other legislation**

| <i>Category of records</i>                                 | <i>Types of the Record</i>                                          |
|------------------------------------------------------------|---------------------------------------------------------------------|
| Memorandum of Incorporation                                | Companies Act 71 of 2008                                            |
| PAIA Manual                                                | Promotion of Access to Information Act 02 of 2000                   |
| Financial and Tax Legislation                              | Income Tax Act, No. 58 of 1962                                      |
|                                                            | Value-Added Tax Act, No. 89 of 1991                                 |
|                                                            | Customs and Excise Act, No. 91 of 1964                              |
|                                                            | Tax Administration Act, No. 28 of 2011                              |
| Labour and Employment Legislation                          | Labour Relations Act, No. 66 of 1995                                |
|                                                            | Basic Conditions of Employment Act, No. 75 of 1997                  |
|                                                            | Employment Equity Act, No. 55 of 1998                               |
|                                                            | Skills Development Act, No. 97 of 1998                              |
|                                                            | Unemployment Insurance Act, No. 63 of 2001                          |
|                                                            | Occupational Health and Safety Act, No. 85 of 1993                  |
| Financial Reporting and Industry Regulation                | Financial Intelligence Centre Act (FICA), No. 38 of 2001            |
|                                                            | Protection of Personal Information Act (POPIA), No. 4 of 2013       |
|                                                            | Consumer Protection Act, No. 68 of 2008                             |
|                                                            | Broad-Based Black Economic Empowerment (B-BBEE) Act, No. 53 of 2003 |
| Sector-Specific or Additional Legislation (if applicable)* | National Credit Act, No. 34 of 2005                                 |
|                                                            | Electronic Communications and Transactions Act, No. 25 of 2002      |
|                                                            | Environmental Management Act, No. 107 of 1998                       |
| Memorandum of Incorporation                                | Companies Act 71 of 2008                                            |
| PAIA Manual                                                | Promotion of Access to Information Act 02 of 2000                   |

**7. Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body**

| <i>Subjects on which the body holds records</i> | <i>Categories of records</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategic Documents, Plans and Proposals        | <ul style="list-style-type: none"> <li>- Annual Reports</li> <li>- Strategic Business Plans</li> <li>- Operational Plans</li> <li>- Business Development Strategies</li> <li>- Sales Growth Strategies</li> <li>- Market Expansion Plans</li> <li>- Product Portfolio Development Plans</li> <li>- Research and Development (R&amp;D) Proposals</li> <li>- Product Innovation Records</li> <li>- Risk Management Plans</li> <li>- Enterprise Risk Registers</li> <li>- Business Continuity Plans</li> <li>- Disaster Recovery Plans</li> <li>- SHEQ Strategic Plans</li> <li>- Environmental Sustainability Plans</li> <li>- Corporate Governance Documentation</li> <li>- Board Meeting Agendas and Minutes</li> <li>- Management Committee Minutes</li> <li>- Internal Performance Reports</li> <li>- Key Performance Indicator (KPI) Reports</li> </ul>                                                                                                                                                                |
| Corporate Governance and Legal Affairs          | <ul style="list-style-type: none"> <li>- Incorporation Documents</li> <li>- Memorandum of Incorporation (MOI)</li> <li>- Shareholder Registers</li> <li>- Director Registers</li> <li>- Board Resolutions</li> <li>- Committee Resolutions</li> <li>- Corporate Governance Policies</li> <li>- Delegation of Authority Frameworks</li> <li>- Legal Opinions</li> <li>- Litigation Files</li> <li>- Court Documents</li> <li>- Insurance Policies</li> <li>- Intellectual Property Records</li> <li>- Trademark Registrations</li> <li>- Confidentiality Agreements (NDAs)</li> <li>- Compliance Registers</li> <li>- Ethics and Compliance Committee Meeting Agendas</li> <li>- Ethics and Compliance Meeting Minutes</li> <li>- Compliance Monitoring Reports</li> <li>- Ethics Training Attendance Registers</li> <li>- Compliance Awareness Programme Records</li> <li>- Corporate Ethics Policies</li> <li>- Conflict of Interest Declarations</li> <li>- Whistleblowing Reports and Investigation Records</li> </ul> |

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|                                                     | <ul style="list-style-type: none"> <li>- Code of Conduct Acknowledgements</li> <li>- Governance Compliance Reports</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Human Resources                                     | <ul style="list-style-type: none"> <li>- HR Policies and Procedures</li> <li>- Recruitment Records</li> <li>- Interview Notes</li> <li>- Employment Applications</li> <li>- Curriculum Vitae (CVs)</li> <li>- Employee Personal Files</li> <li>- Employment Contracts</li> <li>- Probation Records</li> <li>- Job Descriptions</li> <li>- Organisational Structure Charts</li> <li>- Payroll Records</li> <li>- Salary Reviews</li> <li>- Bonus and Incentive Records</li> <li>- Leave Records</li> <li>- Attendance Registers</li> <li>- Timesheets</li> <li>- Performance Reviews</li> <li>- Skills Development Plans</li> <li>- Training Attendance Registers</li> <li>- Learnership Records</li> <li>- Workplace Skills Plans (WSP)</li> <li>- Annual Training Reports (ATR)</li> <li>- Employment Equity Records</li> <li>- Disciplinary Records</li> <li>- Grievance Records</li> <li>- Termination Documentation</li> <li>- Exit Interviews</li> <li>- Retirement Records</li> <li>- Occupational Health Records</li> <li>- Injury on Duty Records (COIDA)</li> <li>- Medical Fitness Certificates</li> <li>- PPE Issuing Registers</li> </ul> |
| PAIA / POPIA Manuals and Internal Compliance Guides | <ul style="list-style-type: none"> <li>- PAIA Manual</li> <li>- POPIA Compliance Framework</li> <li>- Information Officer Appointment Records</li> <li>- Deputy Information Officer Appointment Records</li> <li>- PAIA Request Registers</li> <li>- POPIA Data Subject Request Registers</li> <li>- Consent Records</li> <li>- Data Processing Registers</li> <li>- Records of Processing Activities (ROPA)</li> <li>- Privacy Notices</li> <li>- Cookie Notices</li> <li>- Data Breach Registers</li> <li>- Security Incident Reports</li> <li>- Internal Compliance Policies</li> <li>- Information Security Policies</li> <li>- Document Retention Schedules</li> <li>- Records Disposal Certificates</li> <li>- Data Sharing Agreements</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                               |

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| Information Technology                                                                                         | <ul style="list-style-type: none"> <li>- IT Policies and Procedures</li> <li>- Acceptable Use Policies</li> <li>- Password Policies</li> <li>- Cybersecurity Policies</li> <li>- Asset Registers</li> <li>- Laptop/Desktop Allocation Registers</li> <li>- Mobile Device Registers</li> <li>- Software Licence Registers</li> <li>- Cloud Service Agreements</li> <li>- IT Vendor Contracts</li> <li>- Service Level Agreements (SLAs)</li> <li>- Incident Reports</li> <li>- Helpdesk Tickets</li> <li>- Network Diagrams</li> <li>- Firewall Logs</li> <li>- VPN Logs</li> <li>- Email Security Logs</li> <li>- User Access Registers</li> <li>- User Permission Reviews</li> <li>- System Audit Logs</li> <li>- Backup Logs</li> <li>- Disaster Recovery Plans</li> <li>- Business Continuity IT Documentation</li> <li>- Server Maintenance Records</li> <li>- Software Update Records</li> <li>- Antivirus Reports</li> </ul>                                                                                                                                                                                                     |
| Operational, Manufacturing, Agricultural Chemical Distribution, SHEQ (Safety, Health, Environment and Quality) | <ul style="list-style-type: none"> <li>- Product Procurement Records</li> <li>- Agricultural Chemical Distribution Records</li> <li>- Warehouse Operations Records</li> <li>- Inventory Control Records</li> <li>- Batch and Lot Tracking Records</li> <li>- Product Traceability Records</li> <li>- Goods Received Notes (GRNs)</li> <li>- Goods Dispatch Notes</li> <li>- Delivery Schedules</li> <li>- Distribution Route Records</li> <li>- Logistics Documentation</li> <li>- Transport Documentation</li> <li>- Hazardous Chemical Storage Records</li> <li>- Dangerous Goods Handling Procedures</li> <li>- Product Safety Data Sheets (SDS)</li> <li>- Technical Data Sheets (TDS)</li> <li>- Product Labels</li> <li>- Packaging Specifications</li> <li>- Quality Control Reports</li> <li>- Product Inspection Reports</li> <li>- Product Recall Procedures</li> <li>- Non-Conformance Reports</li> <li>- Corrective and Preventive Action (CAPA) Records</li> <li>- Internal Audit Reports</li> <li>- Supplier Quality Assessments</li> <li>- Equipment Maintenance Records</li> <li>- Calibration Certificates</li> </ul> |

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|         | <ul style="list-style-type: none"> <li>- Warehouse Inspection Reports</li> <li>- Pest Control Records</li> <li>- Cleaning and Sanitation Records</li> <li>- Incident Reports</li> <li>- Accident Investigation Reports</li> <li>- Near Miss Reports</li> <li>- Emergency Response Procedures</li> <li>- Fire Safety Inspection Records</li> <li>- Environmental Monitoring Records</li> <li>- Waste Disposal Records</li> <li>- Hazardous Waste Disposal Certificates</li> <li>- Spill Response Records</li> <li>- Risk Assessments</li> <li>- Safe Work Procedures</li> <li>- PPE Registers</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             |
| Finance | <ul style="list-style-type: none"> <li>- Annual Financial Statements</li> <li>- Trial Balances</li> <li>- General Ledgers</li> <li>- Cash Books</li> <li>- Bank Statements</li> <li>- Bank Reconciliations</li> <li>- Payment Records</li> <li>- Supplier Invoices</li> <li>- Customer Invoices</li> <li>- Credit Notes</li> <li>- Debit Notes</li> <li>- Quotations</li> <li>- Purchase Orders</li> <li>- Sales Orders</li> <li>- Procurement Documentation</li> <li>- Expense Claims</li> <li>- Petty Cash Records</li> <li>- Fixed Asset Registers</li> <li>- Asset Depreciation Schedules</li> <li>- Budget Reports</li> <li>- Financial Forecasts</li> <li>- Management Accounts</li> <li>- Audit Reports</li> <li>- Internal Audit Files</li> <li>- External Audit Files</li> <li>- VAT Records</li> <li>- PAYE Records</li> <li>- UIF Records</li> <li>- SDL Records</li> <li>- Income Tax Records</li> <li>- Customs Documentation (where applicable)</li> <li>- Import/Export Financial Records</li> </ul> |

Clients / Suppliers / Service Providers /  
Dealers / Distributors

**Company Information:**

- Registered Company Name
- Trading Name
- Registration Number
- VAT Number
- Import/Export Registration Details (where applicable)
- CIPC Documentation
- B-BBEE Certificates
- Tax Clearance Certificates
- Banking Details
- Physical Address
- Postal Address
- Warehouse Addresses
- Delivery Addresses
- Contact Details
- Emergency Contact Information

**Personal Information:**

- Full Name
- Identity Number (where required)
- Passport Number (foreign nationals)
- Contact Details
- Position Held
- Email Address
- Mobile Number
- Driver's License Information (delivery personnel)

**Operational Records:**

- Supplier Applications
- Customer Account Records
- Dealer Agreements
- Distribution Agreements
- Supply Agreements
- Service Level Agreements
- Credit Applications
- Credit Vetting Reports
- Purchase Orders
- Sales Orders
- Quotations
- Delivery Notes
- Proof of Delivery (POD)
- Goods Return Documentation
- Warranty Claims
- Customer Complaints
- Product Recall Notifications
- Correspondence
- Product Training Records

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|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Directors / Shareholders / Employees          | <ul style="list-style-type: none"> <li>- Full Name</li> <li>- Identity Number</li> <li>- Passport Details (where applicable)</li> <li>- Contact Details</li> <li>- Residential Address</li> <li>- Postal Address</li> <li>- Banking Details</li> <li>- Income Tax Number</li> <li>- Qualifications</li> <li>- Professional Memberships</li> <li>- Driver's License Information</li> <li>- Emergency Contact Information</li> <li>- Next of Kin Information</li> <li>- Employment History</li> <li>- Performance Records</li> <li>- Disciplinary Records</li> <li>- Payroll Information</li> <li>- Pension and Provident Fund Records</li> <li>- UIF Records</li> <li>- PAYE Records</li> <li>- SDL Records</li> </ul> <p><b>Special Personal Information:</b></p> <ul style="list-style-type: none"> <li>- Gender</li> <li>- Nationality</li> <li>- Medical Information relevant to employment</li> <li>- Occupational Health Records</li> <li>- Disability Information (where required by law)</li> <li>- Criminal Record Checks (where legally permitted)</li> <li>- Psychometric Assessments (where applicable)</li> </ul> <p><b>Medical Aid Information (if applicable):</b></p> <ul style="list-style-type: none"> <li>- Medical Aid Provider</li> <li>- Membership Number</li> <li>- Dependents Information</li> </ul> <p><b>Occupational Health Information:</b></p> <ul style="list-style-type: none"> <li>- Medical Surveillance Records</li> <li>- Hearing Tests</li> <li>- Lung Function Tests (where applicable)</li> <li>- Fitness for Work Certificates</li> <li>- Vaccination Records (where applicable)</li> </ul> |
| Product Information and Regulatory Compliance | <ul style="list-style-type: none"> <li>- Product Registration Certificates</li> <li>- Agricultural Remedy Registration Records</li> <li>- Fertilizer Registration Records</li> <li>- Pest Control Product Registration Records</li> <li>- Regulatory Authority Correspondence</li> <li>- Compliance Certificates</li> <li>- Certificates of Analysis (COA)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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|                                         | <ul style="list-style-type: none"> <li>- Product Specifications</li> <li>- Technical Data Sheets</li> <li>- Product Labels</li> <li>- Product Safety Data Sheets (SDS)</li> <li>- Manufacturing Information (where applicable)</li> <li>- Batch Traceability Records</li> <li>- Product Recall Documentation</li> <li>- Quality Assurance Reports</li> <li>- Internal Audit Reports</li> <li>- External Audit Reports</li> <li>- ISO Compliance Documentation</li> <li>- Environmental Compliance Records</li> <li>- Dangerous Goods Compliance Documentation</li> <li>- Import/Export Permits</li> <li>- Chemical Classification Documentation</li> </ul>         |
| Sales, Marketing and Customer Relations | <ul style="list-style-type: none"> <li>- Customer Databases</li> <li>- CRM Records</li> <li>- Sales Reports</li> <li>- Sales Forecasts</li> <li>- Customer Purchase Histories</li> <li>- Product Promotion Campaigns</li> <li>- Advertising Material</li> <li>- Marketing Plans</li> <li>- Market Research Reports</li> <li>- Product Launch Documentation</li> <li>- Customer Surveys</li> <li>- Customer Satisfaction Reports</li> <li>- Website Analytics</li> <li>- Social Media Analytics</li> <li>- Email Marketing Records</li> <li>- Competition Entries</li> <li>- Promotional Event Records</li> <li>- Dealer Marketing Support Documentation</li> </ul> |
| Procurement and Supply Chain            | <ul style="list-style-type: none"> <li>- Approved Supplier Lists</li> <li>- Supplier Evaluations</li> <li>- Supplier Audits</li> <li>- Procurement Policies</li> <li>- Tender Documents</li> <li>- Bid Evaluations</li> <li>- Procurement Contracts</li> <li>- Purchase Orders</li> <li>- Delivery Schedules</li> <li>- Freight Documentation</li> <li>- Import Documentation</li> <li>- Export Documentation</li> <li>- Shipping Records</li> <li>- Customs Clearance Records</li> <li>- Warehouse Inventory Reports</li> <li>- Stock Take Reports</li> </ul>                                                                                                     |

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| Security and Access Control                 | <ul style="list-style-type: none"> <li>- CCTV Footage (Cloud-based Storage)</li> <li>- Facial Recognition Access Records</li> <li>- Biometric Access Control Records</li> <li>- Access Control System Logs</li> <li>- Security Logbooks</li> <li>- Security Guard Duty Registers</li> <li>- 24/7 Security Guard Service Records</li> <li>- Armed Response Service Agreements and Incident Reports</li> <li>- Alarm Monitoring Records</li> <li>- Off-site Control Room (Monitoring Centre) Records</li> <li>- Visitor Registers</li> <li>- Contractor Registers</li> <li>- Vehicle Entry Registers</li> <li>- Access Card/Fob Issuing Registers</li> <li>- Key Register</li> <li>- Security Patrol Reports</li> <li>- Security Incident Reports</li> <li>- Alarm Activation Reports</li> <li>- Emergency Response Reports</li> <li>- Emergency Evacuation Registers</li> </ul> |
| Environmental, Health and Safety Compliance | <ul style="list-style-type: none"> <li>- Occupational Health and Safety Policies</li> <li>- HIRA (Hazard Identification and Risk Assessment) Records</li> <li>- SHEQ Audit Reports</li> <li>- Environmental Impact Assessments (where applicable)</li> <li>- Waste Management Records</li> <li>- Hazardous Waste Disposal Certificates</li> <li>- Chemical Spill Reports</li> <li>- Fire Equipment Inspection Records</li> <li>- Emergency Drill Records</li> <li>- Incident Investigation Reports</li> <li>- First Aid Registers</li> <li>- Legal Compliance Registers</li> <li>- Department of Employment and Labour Inspection Reports</li> <li>- Breathalyser Testing Records</li> <li>- Alcohol and Substance Abuse Testing Records</li> <li>- Workplace Fitness-for-Duty Records</li> <li>- Safety Compliance Inspection Records</li> </ul>                              |
| Communication Records                       | <ul style="list-style-type: none"> <li>- Internal Memoranda</li> <li>- Management Communications</li> <li>- Email Correspondence</li> <li>- Business Correspondence</li> <li>- Circulars</li> <li>- Newsletters</li> <li>- Customer Communications</li> <li>- Supplier Communications</li> <li>- Complaints Registers</li> <li>- Enquiry Registers</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| Insurance Records | <ul style="list-style-type: none"> <li>- Public Liability Insurance</li> <li>- Product Liability Insurance</li> <li>- Professional Indemnity Insurance (where applicable)</li> <li>- Asset Insurance Policies</li> <li>- Vehicle Insurance Records</li> <li>- Claims Documentation</li> <li>- Insurance Assessments</li> </ul> |
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## 8. Processing of personal information

### 8.1. Purpose of processing personal information

| <i>Categories of Data Subjects</i>                                                                                                       | <i>Purpose for processing Personal Information</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| Employees (including prospective employees, permanent, temporary, fixed-term, part-time employees, interns, apprentices and consultants) | <ul style="list-style-type: none"> <li>- To comply with employment, labour, tax, occupational health and safety, pension, unemployment insurance, compensation, skills development and all other applicable legislation.</li> <li>- To facilitate recruitment, interviewing, reference checking, psychometric assessments (where applicable), qualification verification, criminal and credit checks (where legally permissible), and employee vetting.</li> <li>- To determine suitability for employment and placement within Protek A Division of PE BEE Agri (Pty) Ltd.</li> <li>- To conclude, administer and terminate employment contracts.</li> <li>- To administer payroll, remuneration, overtime, allowances, incentives, bonuses and employee benefits.</li> <li>- To administer leave, attendance, timekeeping and absenteeism.</li> <li>- To administer pension, provident fund, medical aid and employee wellness programs.</li> <li>- To manage performance appraisals, promotions, transfers, succession planning and career development.</li> <li>- To facilitate disciplinary proceedings, grievance procedures, misconduct investigations and dispute resolution.</li> <li>- To administer occupational health surveillance, medical fitness assessments, injury-on-duty reporting and workplace incident investigations.</li> <li>- To ensure employee safety when handling agricultural chemicals, pesticides, fertilisers and other regulated products.</li> </ul> |

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|                            | <ul style="list-style-type: none"> <li>- To issue and manage personal protective equipment (PPE).</li> <li>- To administer training, induction, certification and competency records relating to hazardous chemical handling, product stewardship and SHEQ requirements.</li> <li>- To maintain emergency contact information.</li> <li>- To provide employees with access to company facilities, warehouses, laboratories, offices and information systems.</li> <li>- To administer biometric, facial recognition and access control systems where implemented.</li> <li>- To monitor compliance with company policies through CCTV, access control systems, breathalyser testing (where applicable), security monitoring and investigations.</li> <li>- To allocate IT equipment, user accounts, email addresses and system permissions.</li> <li>- To monitor appropriate use of company information systems, networks and electronic communications.</li> <li>- To protect confidential business information and trade secrets.</li> <li>- To comply with legal obligations imposed by regulators, government departments and industry authorities.</li> <li>- To maintain business continuity, audit trails and statutory record keeping.</li> <li>- To defend, institute or settle legal proceedings.</li> <li>- To comply with the Protection of Personal Information Act, 2013, the Promotion of Access to Information Act, 2000 and all other applicable legislation.</li> </ul> |
| Job Applicants             | <ul style="list-style-type: none"> <li>- To assess applications for employment.</li> <li>- To verify qualifications, employment history, professional memberships and references.</li> <li>- To conduct background screening, criminal record checks, credit checks (where appropriate) and identity verification.</li> <li>- To communicate regarding vacancies and recruitment processes.</li> <li>- To maintain recruitment records for future employment opportunities (subject to applicable legal requirements or consent).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Directors and Shareholders | <ul style="list-style-type: none"> <li>- To comply with the Companies Act and other corporate governance obligations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|                                                                              | <ul style="list-style-type: none"> <li>- To maintain statutory registers and corporate records.</li> <li>- To facilitate board meetings, shareholder meetings and governance activities.</li> <li>- To comply with tax, financial reporting and audit requirements.</li> <li>- To administer remuneration, reimbursements and benefits where applicable.</li> <li>- To manage conflicts of interest declarations and governance compliance.</li> <li>- To communicate corporate information and maintain corporate records.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Service Providers, Suppliers, Contractors, Consultants and Business Partners | <ul style="list-style-type: none"> <li>- To evaluate, onboard and manage suppliers, contractors, consultants and service providers.</li> <li>- To conduct supplier due diligence and compliance assessments.</li> <li>- To verify company registration, tax compliance, B-BBEE credentials, licenses and regulatory approvals.</li> <li>- To negotiate, conclude and administer contracts and service level agreements.</li> <li>- To process quotations, purchase orders, deliveries and payments.</li> <li>- To maintain supplier account information.</li> <li>- To communicate regarding procurement, logistics and operational requirements.</li> <li>- To manage delivery scheduling and warehouse access.</li> <li>- To grant physical and electronic access to Protek facilities where required.</li> <li>- To record visitor, contractor and vehicle access for security purposes.</li> <li>- To comply with health and safety requirements before allowing contractors on-site.</li> <li>- To monitor contractor compliance with SHEQ requirements.</li> <li>- To administer product quality assurance and supplier performance evaluations.</li> <li>- To investigate complaints, incidents or contractual disputes.</li> <li>- To maintain audit trails and financial records.</li> <li>- To comply with legal, contractual, tax and regulatory obligations.</li> </ul> |
| Clients / Customers / Dealers / Distributors / Agricultural Producers        | <ul style="list-style-type: none"> <li>- To market, supply and distribute agricultural chemicals, crop protection products, fertilisers and related products.</li> <li>- To establish and manage customer accounts.</li> <li>- To process quotations, orders, deliveries, collections and returns.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                    | <ul style="list-style-type: none"> <li>- To process invoices, statements, credit applications and payments.</li> <li>- To verify customer identity where legally required.</li> <li>- To maintain customer contact details.</li> <li>- To provide technical advice regarding products, product stewardship and safe product usage.</li> <li>- To provide after-sales support, warranty support and complaint resolution.</li> <li>- To manage product recalls and safety communications.</li> <li>- To communicate product updates, regulatory changes and technical notices.</li> <li>- To comply with product registration, hazardous chemical and agricultural regulatory requirements.</li> <li>- To conduct customer satisfaction surveys.</li> <li>- To administer marketing campaigns and promotional activities (subject to consent where required).</li> <li>- To conduct credit vetting and debt collection where applicable.</li> <li>- To prevent fraud and unlawful transactions.</li> <li>- To comply with contractual, financial and legal obligations.</li> <li>- To maintain audit trails and statutory records.</li> </ul> |
| Visitors to Company Premises       | <ul style="list-style-type: none"> <li>- To protect employees, visitors, company property and confidential information.</li> <li>- To control physical access to offices, warehouses and operational facilities.</li> <li>- To verify identity before granting access.</li> <li>- To maintain visitor registers.</li> <li>- To record CCTV footage and access control logs.</li> <li>- To comply with occupational health and safety requirements.</li> <li>- To respond to emergencies and security incidents.</li> <li>- To investigate theft, fraud, accidents or other incidents.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Website Users and Online Enquiries | <ul style="list-style-type: none"> <li>- To respond to enquiries submitted through the website.</li> <li>- To provide requested information regarding products and services.</li> <li>- To improve website functionality and user experience.</li> <li>- To maintain website security.</li> <li>- To detect malicious activity and cyber threats.</li> <li>- To analyse website usage and performance.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|                                                           | <ul style="list-style-type: none"> <li>- To administer cookies and user preferences.</li> <li>- To comply with applicable legal obligations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Marketing Contacts and Prospective Customers              | <ul style="list-style-type: none"> <li>- To provide newsletters, product information and promotional material.</li> <li>- To invite individuals to product demonstrations, agricultural events and training sessions.</li> <li>- To communicate new product launches and technical developments.</li> <li>- To conduct market research and customer satisfaction surveys.</li> <li>- To maintain customer relationship management (CRM) systems.</li> <li>- To administer competitions and promotional campaigns.</li> <li>- To manage consent preferences and opt-out requests in accordance with POPIA.</li> </ul> |
| Regulatory Authorities, Auditors and Government Officials | <ul style="list-style-type: none"> <li>- To comply with statutory reporting obligations.</li> <li>- To facilitate inspections, audits and investigations.</li> <li>- To provide records required by law.</li> <li>- To comply with requests from competent authorities.</li> <li>- To maintain records demonstrating compliance with agricultural, environmental, chemical, tax, labour and health and safety legislation.</li> <li>- To defend or enforce Protek's legal rights where necessary.</li> </ul>                                                                                                         |

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

| <i>Categories of Data Subjects</i>                                                                                                   | <i>Personal Information that may be processed</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| Customers / Clients (including distributors, dealers, agricultural producers, commercial farmers, retailers and corporate customers) | <p><b>Personal Information:</b></p> <ul style="list-style-type: none"> <li>- Full names, initials and surname</li> <li>- Identity number or passport number (where legally required)</li> <li>- Date of birth (where required)</li> <li>- Contact person details</li> <li>- Job title or designation</li> <li>- Signature specimens</li> </ul> <p><b>Contact Information:</b></p> <ul style="list-style-type: none"> <li>- Physical address</li> <li>- Postal address</li> <li>- Delivery and collection addresses</li> <li>- Email addresses</li> <li>- Telephone and mobile numbers</li> <li>- Preferred communication methods</li> </ul> <p><b>Business Information:</b></p> <ul style="list-style-type: none"> <li>- Company name and trading name</li> <li>- Company registration number</li> <li>- VAT registration number</li> <li>- Industry sector</li> <li>- CIPC documentation (where applicable)</li> <li>- B-BBEE information (where applicable)</li> </ul> <p><b>Financial Information:</b></p> <ul style="list-style-type: none"> <li>- Banking details</li> <li>- Account numbers</li> <li>- Payment history</li> <li>- Credit application information</li> <li>- Credit bureau reports (where applicable)</li> <li>- Credit limits</li> <li>- Financial statements (where required)</li> <li>- Invoices, statements and receipts</li> </ul> <p><b>Operational Information:</b></p> <ul style="list-style-type: none"> <li>- Quotations</li> <li>- Purchase orders</li> <li>- Sales orders</li> <li>- Delivery notes</li> <li>- Proof of delivery (POD)</li> <li>- Product purchase history</li> <li>- Product returns and warranty claims</li> <li>- Product recall communications</li> <li>- Customer complaints and queries</li> </ul> |

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|                                                                          | <ul style="list-style-type: none"> <li>- Technical support records</li> <li>- Product training attendance records</li> </ul> <p><b>Electronic Information:</b></p> <ul style="list-style-type: none"> <li>- Website enquiry information</li> <li>- CRM records</li> <li>- Email correspondence</li> <li>- Telephone recordings (where applicable)</li> <li>- Website usage information</li> <li>- Cookie identifiers</li> <li>- IP addresses (where applicable)</li> </ul> <p><b>Security Information:</b></p> <ul style="list-style-type: none"> <li>- Visitor register information</li> <li>- CCTV footage</li> <li>- Access control records</li> <li>- Vehicle registration details when visiting company premises</li> <li>- Biometric or facial recognition records (where implemented)</li> </ul> <p><b>Regulatory Information:</b></p> <ul style="list-style-type: none"> <li>- Import/export information (where applicable)</li> <li>- Licences and permits (where applicable)</li> <li>- Regulatory correspondence relating to products or services.</li> </ul> |
| Service Providers / Suppliers / Contractors / Consultants / Transporters | <p><b>Company Information:</b></p> <ul style="list-style-type: none"> <li>- Registered company name</li> <li>- Trading name</li> <li>- Company registration number</li> <li>- VAT registration number</li> <li>- Tax reference number</li> <li>- CIPC documentation</li> <li>- B-BBEE certificates</li> <li>- Tax Clearance Status documentation</li> <li>- COID registration (where applicable)</li> <li>- Professional registrations and licences</li> </ul> <p><b>Personal Information:</b></p> <ul style="list-style-type: none"> <li>- Directors', members', owners' and authorised representatives' names</li> <li>- Identity numbers or passport numbers (where required)</li> <li>- Contact details</li> <li>- Job titles</li> <li>- Signatures</li> </ul> <p><b>Financial Information:</b></p> <ul style="list-style-type: none"> <li>- Banking details</li> <li>- Payment information</li> <li>- Account details</li> <li>- Financial statements (where required)</li> </ul>                                                                                   |

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|                                                                                                     | <ul style="list-style-type: none"> <li>- Creditor account information</li> </ul> <p><b>Contractual Information:</b></p> <ul style="list-style-type: none"> <li>- Supplier agreements</li> <li>- Service level agreements</li> <li>- Quotations</li> <li>- Purchase orders</li> <li>- Invoices</li> <li>- Delivery documentation</li> <li>- Insurance certificates</li> <li>- Performance guarantees</li> </ul> <p><b>Operational Information:</b></p> <ul style="list-style-type: none"> <li>- Supplier evaluations</li> <li>- Supplier audit reports</li> <li>- Quality assurance records</li> <li>- SHEQ compliance records</li> <li>- Product specifications</li> <li>- Delivery performance records</li> <li>- Incident reports involving contractors</li> </ul> <p><b>Security Information:</b></p> <ul style="list-style-type: none"> <li>- Visitor registers</li> <li>- Contractor access records</li> <li>- Vehicle access records</li> <li>- CCTV footage</li> <li>- Access cards issued</li> <li>- Biometric or facial recognition records (where implemented)</li> <li>- Security logbooks</li> </ul> <p><b>Communication Records:</b></p> <ul style="list-style-type: none"> <li>- Business correspondence</li> <li>- Meeting minutes</li> <li>- Complaints and dispute records.</li> </ul> |
| Employees (including permanent, temporary, fixed-term, contract employees, interns and apprentices) | <p><b>Identification Information:</b></p> <ul style="list-style-type: none"> <li>- Full names and surname</li> <li>- Identity number or passport number</li> <li>- Date of birth</li> <li>- Gender</li> <li>- Nationality</li> <li>- Employee number</li> <li>- Photograph</li> <li>- Marital status (where applicable)</li> </ul> <p><b>Contact Information:</b></p> <ul style="list-style-type: none"> <li>- Residential address</li> <li>- Postal address</li> <li>- Telephone numbers</li> <li>- Mobile numbers</li> <li>- Email addresses</li> <li>- Emergency contact details</li> <li>- Next of kin information</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|  | <p><b>Employment Information:</b></p> <ul style="list-style-type: none"> <li>- Curriculum Vitae (CV)</li> <li>- Employment history</li> <li>- Qualifications</li> <li>- Professional memberships</li> <li>- References</li> <li>- Interview notes</li> <li>- Employment contracts</li> <li>- Job descriptions</li> <li>- Performance appraisals</li> <li>- Promotion history</li> <li>- Disciplinary records</li> <li>- Grievance records</li> <li>- Attendance records</li> <li>- Leave records</li> <li>- Training records</li> <li>- Skills development records</li> <li>- Competency certificates</li> <li>- Agricultural chemical handling certifications</li> <li>- PPE issuing records</li> </ul> <p><b>Financial Information:</b></p> <ul style="list-style-type: none"> <li>- Banking details</li> <li>- Salary information</li> <li>- Payroll records</li> <li>- PAYE information</li> <li>- UIF information</li> <li>- SDL information</li> <li>- Pension and provident fund information</li> <li>- Medical aid information (where applicable)</li> </ul> <p><b>Health Information (where legally authorised or required):</b></p> <ul style="list-style-type: none"> <li>- Medical certificates</li> <li>- Occupational health records</li> <li>- Medical fitness assessments</li> <li>- COIDA claims</li> <li>- Injury-on-duty records</li> <li>- Disability information (where applicable)</li> <li>- Medical surveillance records</li> <li>- Hearing tests</li> <li>- Lung function tests (where applicable)</li> <li>- Vaccination records (where applicable)</li> <li>- Breathalyser test records (where applicable)</li> </ul> <p><b>Security Information:</b></p> <ul style="list-style-type: none"> <li>- Employee access card information</li> <li>- Access control records</li> <li>- CCTV footage</li> <li>- Biometric or facial recognition records</li> </ul> |
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|                            | <p>(where implemented)</p> <ul style="list-style-type: none"> <li>- Vehicle registration details</li> <li>- Security incident reports</li> <li>- Visitor records</li> </ul> <p><b>Information Technology Information:</b></p> <ul style="list-style-type: none"> <li>- Usernames</li> <li>- Email addresses</li> <li>- System login credentials</li> <li>- Login history</li> <li>- Device allocation records</li> <li>- Internet usage logs</li> <li>- Email usage logs</li> <li>- VPN logs</li> <li>- System audit logs</li> <li>- Cybersecurity monitoring records</li> </ul> <p><b>Compliance Information:</b></p> <ul style="list-style-type: none"> <li>- Conflict of interest declarations</li> <li>- Code of Conduct acknowledgements</li> <li>- Ethics training attendance</li> <li>- Compliance training records</li> <li>- Whistleblowing investigation records</li> </ul> <p>(where applicable).</p> |
| Job Applicants             | <ul style="list-style-type: none"> <li>- Full names</li> <li>- Identity number or passport number</li> <li>- Contact details</li> <li>- Curriculum Vitae (CV)</li> <li>- Qualifications</li> <li>- Academic transcripts</li> <li>- Employment history</li> <li>- References</li> <li>- Professional registrations</li> <li>- Criminal record verification (where legally permissible)</li> <li>- Credit checks (where appropriate)</li> <li>- Interview notes</li> <li>- Psychometric assessment results (where applicable)</li> <li>- Background verification results</li> <li>- Recruitment correspondence.</li> </ul>                                                                                                                                                                                                                                                                                         |
| Directors and Shareholders | <ul style="list-style-type: none"> <li>- Full names</li> <li>- Identity numbers or passport numbers</li> <li>- Residential and postal addresses</li> <li>- Contact details</li> <li>- Banking details (where applicable)</li> <li>- Tax numbers</li> <li>- Shareholding information</li> <li>- Directorship information</li> <li>- Board appointment documentation</li> <li>- Conflict of interest declarations</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                    | <ul style="list-style-type: none"> <li>- Board meeting attendance records</li> <li>- Board resolutions</li> <li>- Director remuneration information</li> <li>- Corporate governance records.</li> </ul>                                                                                                                                                                                                                                                                                                                  |
| Visitors to Company Premises       | <ul style="list-style-type: none"> <li>- Full names</li> <li>- Identity number or driver's license (where required)</li> <li>- Company represented</li> <li>- Contact details</li> <li>- Vehicle registration number</li> <li>- Date and time of arrival and departure</li> <li>- Host employee details</li> <li>- Purpose of visit</li> <li>- Visitor register information</li> <li>- CCTV footage</li> <li>- Access control records</li> <li>- Biometric or facial recognition records (where implemented).</li> </ul> |
| Website Users and Online Enquiries | <ul style="list-style-type: none"> <li>- Names</li> <li>- Company details</li> <li>- Email address</li> <li>- Telephone number</li> <li>- Enquiry information</li> <li>- IP address</li> <li>- Browser information</li> <li>- Device identifiers</li> <li>- Website usage information</li> <li>- Cookie identifiers</li> <li>- Marketing preferences</li> <li>- Online correspondence.</li> </ul>                                                                                                                        |

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

| <i>Category of personal information</i>                                                                                                                                | <i>Recipients or Categories of Recipients to whom the personal information may be supplied</i>                                                                                                                                                                                                                                                                                        |
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| <b>Identity numbers, passport numbers, names, criminal record checks, background screening information</b> ( <i>employees, contractors, directors and applicants</i> ) | <ul style="list-style-type: none"> <li>- South African Police Service (SAPS) (where required by law)</li> <li>- Accredited background screening and vetting service providers</li> <li>- Accredited criminal record verification agencies</li> <li>- Government departments where legally authorised</li> <li>- Legal representatives where required for legal proceedings</li> </ul> |
| Qualifications, employment history, professional registrations, licences and professional credentials                                                                  | <ul style="list-style-type: none"> <li>- South African Qualifications Authority (SAQA)</li> <li>- Accredited qualification verification agencies</li> <li>- Professional councils and professional bodies</li> <li>- Previous employers (for reference verification)</li> <li>- Regulatory authorities where required</li> </ul>                                                      |
| Identity verification and citizenship information                                                                                                                      | <ul style="list-style-type: none"> <li>- Department of Home Affairs</li> <li>- Accredited identity verification service providers</li> <li>- Government authorities where required by law</li> </ul>                                                                                                                                                                                  |
| <b>Credit history, financial standing and payment information</b> ( <i>customers, suppliers, contractors or employees where legally permissible</i> )                  | <ul style="list-style-type: none"> <li>- Registered Credit Bureaus</li> <li>- Financial institutions</li> <li>- Credit insurers</li> <li>- Debt collection agencies</li> <li>- Attorneys involved in debt recovery</li> <li>- Credit risk assessment service providers</li> </ul>                                                                                                     |
| Tax numbers, VAT numbers, company registration details and statutory compliance information                                                                            | <ul style="list-style-type: none"> <li>- South African Revenue Service (SARS)</li> <li>- Companies and Intellectual Property Commission (CIPC)</li> <li>- External auditors</li> <li>- Internal auditors</li> <li>- Company accountants</li> <li>- Regulatory authorities exercising statutory powers</li> </ul>                                                                      |
| Banking details, payment instructions and payroll information                                                                                                          | <ul style="list-style-type: none"> <li>- Commercial banks and financial institutions</li> <li>- Payroll administrators</li> <li>- Payment processing service providers</li> <li>- Pension and provident fund administrators</li> <li>- Employee benefit administrators</li> <li>- Medical aid administrators (where</li> </ul>                                                        |

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     | applicable)<br>- Employee insurance providers                                                                                                                                                                                                                                                                                                                                                                                           |
| Employment records, remuneration and employee benefit information                   | - Payroll service providers<br>- Human resources consultants<br>- Pension and provident fund administrators<br>- Medical schemes and medical aid administrators<br>- Employee wellness service providers<br>- Labour consultants<br>- Bargaining councils (where applicable)<br>- Department of Employment and Labour<br>- Compensation Fund (COIDA)<br>- Unemployment Insurance Fund (UIF)<br>- Skills development authorities (SETAs) |
| Medical information, occupational health records and injury-on-duty documentation   | - Occupational health practitioners<br>- Medical practitioners<br>- Compensation Fund (COIDA)<br>- Medical aid schemes<br>- Occupational health service providers<br>- Employee wellness programme providers<br>- Department of Employment and Labour (where required)                                                                                                                                                                  |
| Training records, competency certificates and skills development information        | - Accredited training providers<br>- Sector Education and Training Authorities (SETAs)<br>- Skills development facilitators<br>- Professional accreditation bodies                                                                                                                                                                                                                                                                      |
| B-BBEE certificates, compliance certificates, licences and regulatory documentation | - SANAS-accredited B-BBEE verification agencies<br>- Regulatory authorities<br>- Government departments<br>- Customers requesting compliance verification during procurement processes<br>- External auditors                                                                                                                                                                                                                           |
| Customer, supplier, dealer and distributor contact information                      | - Courier companies<br>- Freight and logistics providers<br>- Transport contractors<br>- Warehouse operators<br>- Delivery service providers<br>- Customer relationship management (CRM) service providers<br>- Communication service providers where necessary to provide products or services                                                                                                                                         |
| Delivery information, logistics documentation and proof of delivery records         | - Courier companies<br>- Freight forwarders<br>- Third-party logistics providers<br>- Warehouse operators<br>- Delivery contractors<br>- Customers receiving products                                                                                                                                                                                                                                                                   |

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product registration information, technical documentation and regulatory records                                  | <ul style="list-style-type: none"> <li>- Department of Agriculture and relevant agricultural regulatory authorities</li> <li>- Product registration authorities</li> <li>- External laboratories</li> <li>- Certification bodies</li> <li>- Quality assurance auditors</li> <li>- Environmental regulators</li> </ul>                                                                                                                                                                                         |
| Product traceability, batch information and product recall records                                                | <ul style="list-style-type: none"> <li>- Regulatory authorities</li> <li>- Manufacturers</li> <li>- Distributors</li> <li>- Dealers</li> <li>- Customers affected by recalls</li> <li>- Logistics providers involved in product recovery</li> </ul>                                                                                                                                                                                                                                                           |
| CCTV footage, facial recognition records, access control records, visitor registers and security information      | <ul style="list-style-type: none"> <li>- Security service providers</li> <li>- Off-site monitoring centres</li> <li>- Armed response service providers</li> <li>- Alarm monitoring companies</li> <li>- Access control system providers</li> <li>- CCTV cloud storage providers</li> <li>- South African Police Service (SAPS)</li> <li>- Other law enforcement agencies where legally authorised</li> <li>- Legal representatives and insurers where necessary to investigate incidents or claims</li> </ul> |
| Visitor information and contractor access records                                                                 | <ul style="list-style-type: none"> <li>- Security companies</li> <li>- Reception management service providers</li> <li>- Health and safety personnel</li> <li>- Emergency response personnel where necessary</li> </ul>                                                                                                                                                                                                                                                                                       |
| IT user information, email usage, system logs, cybersecurity monitoring information and electronic communications | <ul style="list-style-type: none"> <li>- Managed IT service providers</li> <li>- Cloud hosting providers</li> <li>- Cybersecurity service providers</li> <li>- Network administrators</li> <li>- Software vendors</li> <li>- Disaster recovery providers</li> <li>- Digital forensic specialists where required to investigate incidents</li> </ul>                                                                                                                                                           |
| Business correspondence, contracts and commercial documentation                                                   | <ul style="list-style-type: none"> <li>- External legal advisers</li> <li>- Auditors</li> <li>- Contract management service providers</li> <li>- Insurance companies</li> <li>- Regulatory authorities where required by law</li> </ul>                                                                                                                                                                                                                                                                       |
| Insurance information and claims documentation                                                                    | <ul style="list-style-type: none"> <li>- Insurance companies</li> <li>- Insurance brokers</li> <li>- Loss adjusters</li> <li>- Legal representatives</li> <li>- Claims administrators</li> </ul>                                                                                                                                                                                                                                                                                                              |

|                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Financial records, accounting information and audit documentation      | <ul style="list-style-type: none"> <li>- External auditors</li> <li>- Internal auditors</li> <li>- Accountants</li> <li>- Financial consultants</li> <li>- SARS</li> <li>- Financial institutions</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                         |
| Client, supplier and contractor records (limited to what is necessary) | <ul style="list-style-type: none"> <li>- External auditors</li> <li>- Legal advisers</li> <li>- Regulatory authorities</li> <li>- Delivery partners</li> <li>- Manufacturers</li> <li>- Logistics providers</li> <li>- Insurance providers</li> <li>- Contractors engaged to perform services on behalf of Protek A Division of PE BEE Agri (Pty) Ltd</li> </ul>                                                                                                                                                                                                                                     |
| Personal information generally                                         | <p>Personal information may also be disclosed where required or authorised by law to:</p> <ul style="list-style-type: none"> <li>- Courts and tribunals</li> <li>- Regulatory authorities</li> <li>- Government departments</li> <li>- Law enforcement agencies</li> <li>- Statutory bodies</li> <li>- External legal counsel</li> <li>- Any other party where disclosure is required to comply with a legal obligation, protect the legitimate interests of Protek A Division of PE BEE Agri (Pty) Ltd, exercise or defend legal rights, or where the data subject has provided consent.</li> </ul> |

#### 8.4. **Planned transborder flow of personal information**

Protek, a division of PE BEE Agri (Pty) Ltd, primarily processes and stores personal information within the Republic of South Africa. As a general rule, the Company does not intentionally transfer personal information to recipients located outside South Africa.

However, certain service providers or technology platforms utilised by the Company (such as cloud-based software providers, email hosting providers, cybersecurity service providers, data backup providers or other business support services) may process or store personal information in jurisdictions outside the Republic of South Africa where this is necessary for legitimate business operations.

Where any personal information is transferred outside the Republic of South Africa, Protek will ensure that such transfer is lawful and complies with Chapter 9 of the Protection of Personal Information Act, 2013 ("POPIA").

Personal information will only be transferred where:

- the recipient is subject to laws, binding corporate rules or a binding agreement that provides an adequate level of protection substantially similar to that required under POPIA;
- the data subject has consented to the transfer, where such consent is required;
- the transfer is necessary for the performance or conclusion of a contract with the data subject or in the interests of the data subject;
- the transfer is necessary for the establishment, exercise or defence of a legal right or obligation; or
- the transfer is otherwise permitted under POPIA.

Where Protek appoints third-party service providers that process personal information outside South Africa, appropriate contractual, organisational and technical safeguards are implemented to ensure that personal information remains protected against unauthorised access, disclosure, alteration, loss or destruction.

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**

Protek has implemented reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction, taking into account the nature of its operations, including the distribution and handling of agricultural chemicals, crop protection products and other regulated products.

These measures include, but are not limited to:

- Physical security measures at offices, warehouses and operational facilities;
- Controlled access to buildings, warehouses and restricted operational areas;
- Visitor management procedures and visitor registers;
- Electronic access control systems, including biometric or facial recognition systems where implemented;
- CCTV surveillance systems, including cloud-based recording where applicable;
- 24-hour security guarding services, armed response and off-site alarm monitoring;
- Security logbooks, incident reporting procedures and security investigations;
- Computer, server and network security controls;
- Firewalls, antivirus software, endpoint protection and intrusion detection measures;
- Multi-factor authentication and password management controls where appropriate;
- Role-based access controls to systems containing personal information;
- Encryption and secure transmission of sensitive information where appropriate;
- Secure email, communication and collaboration platforms;
- Secure storage of physical records and confidential documentation;
- Information classification and handling procedures;
- Data backup, disaster recovery and business continuity arrangements;
- Monitoring of user access, system activity and network usage;
- Logging and auditing of access to information systems;
- Cybersecurity monitoring and vulnerability management;
- Security awareness, privacy and POPIA training for employees;
- Confidentiality agreements for employees, contractors and service providers;

- Secure onboarding and offboarding procedures for employees and contractors;
- Secure disposal and destruction of records and storage media in accordance with the Company's Records Retention Policy;
- Appropriate retention of records in accordance with legal and regulatory requirements;
- Due diligence and security assessments of third-party service providers where appropriate;
- Contractual confidentiality, privacy and information security obligations imposed on third-party operators and service providers;
- Incident response procedures for identifying, reporting, managing and investigating actual or suspected security incidents and personal information breaches;
- Regular reviews of information security policies, procedures and controls to ensure ongoing compliance with POPIA and other applicable legislation.

Where Protek appoints operators or third-party service providers to process personal information on its behalf, appropriate contractual, confidentiality and information security obligations are imposed to ensure that such personal information is processed only for authorised purposes, remains adequately protected, and is handled in accordance with the requirements of POPIA and any other applicable legislation.

## **9. Request procedure to obtain access to records held by the Private Body**

- 9.1. To access records held by Protek A Division of PE BEE Agri (Pty) Ltd, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.
- 9.2. The form must include enough detail to identify -
  - 9.2.1 the record;
  - 9.2.2 the requester's identity;
  - 9.2.3 the preferred method of access, and the reason the information is needed to exercise or protect a specific right
- 9.3. Requests submitted on behalf of another person must be accompanied by proof of authority.
- 9.4. Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of Protek A Division of PE BEE Agri (Pty) Ltd, and assistance will be provided to record the request.
- 9.5. Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.
- 9.6. If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The

requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

## **10. Availability of the Manual**

10.1. A copy of the manual is available -

10.1.1 on the website of the Private Body at

[\(https://proteksa.co.za/\)](https://proteksa.co.za/);

10.1.2 At the head office of Protek A Division of PE BEE Agri (Pty) Ltd for public inspection during normal business hours;

10.1.3 To any person upon request upon the payment of a reasonable prescribed fee; and

10.1.4 To the Information Regulator upon request.

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

## **11. Updating of the Manual**

The head of Protek A Division of PE BEE Agri (Pty) Ltd will on a regular basis update this manual.

**Issued by: Mrs. Natasha Theunissen (Information Officer)**

## 12. Annexure A: Applicable fees

The table below sets out the fees applicable to any request for a record of information held by Protek A Division of PE BEE Agri (Pty) Ltd:

| ITEM | DESCRIPTION                                                                                                                                                                                                | AMOUNT                                                                    |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| 1.   | The request fee payable by every requester                                                                                                                                                                 | R 140.00                                                                  |
| 2.   | Photocopy/printed black & white copy of A4-size page                                                                                                                                                       | R 2.00 per page or part thereof                                           |
| 3.   | Printed copy of A4-size page                                                                                                                                                                               | R 2.00 per page or part thereof                                           |
| 4.   | For a copy of computer-readable form on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester                      | R 40.00<br>R 40.00<br>R 60.00                                             |
| 5.   | For a transcription of visual images per A4-size page                                                                                                                                                      | Service to be outsourced. Will depend on quotation from service provider. |
| 6.   | For a copy of visual images                                                                                                                                                                                |                                                                           |
| 7.   | Transcription of an audio record, per A4-size page                                                                                                                                                         | R 24.00                                                                   |
| 8.   | For a copy of audio recording on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester                             | R 40.00<br>R 40.00<br>R 60.00                                             |
| 9.   | To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.<br><br>Not to exceed a total cost of | R 145.00<br><br>R 435.00                                                  |
| 10.  | Deposit: If search exceeds 6 hours                                                                                                                                                                         | One third of the amount per request calculated in terms of items 2 to 8.  |
| 11.  | Postage, email or any other electronic transfer                                                                                                                                                            | Actual expense, if any.                                                   |

13. Annexure B: Form 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an "X"

- ☐ Request is made in my own name      ☐ Request is made on behalf of another person

| PERSONAL INFORMATION                                                         |           |  |            |
|------------------------------------------------------------------------------|-----------|--|------------|
| Full Names                                                                   |           |  |            |
| Identity Number                                                              |           |  |            |
| Capacity in which request is made<br>(when made on behalf of another person) |           |  |            |
| Postal Address                                                               |           |  |            |
| Street Address                                                               |           |  |            |
| E-mail Address                                                               |           |  |            |
| Contact Numbers                                                              | Tel. (B): |  | Facsimile: |
|                                                                              | Cellular: |  |            |

|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|------------|
| Full names of person on whose behalf request is made( <i>if applicable</i> ):                                                                                                                                                                                                                                                                                |          |  |            |
| Identity Number                                                                                                                                                                                                                                                                                                                                              |          |  |            |
| Postal Address                                                                                                                                                                                                                                                                                                                                               |          |  |            |
| Street Address                                                                                                                                                                                                                                                                                                                                               |          |  |            |
| E-mail Address                                                                                                                                                                                                                                                                                                                                               |          |  |            |
| Contact Numbers                                                                                                                                                                                                                                                                                                                                              | Tel.(B)  |  | Facsimile: |
|                                                                                                                                                                                                                                                                                                                                                              | Cellular |  |            |
| <b>PARTICULARS OF RECORD REQUESTED</b><br><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i> |          |  |            |
| Description of record or relevant part of the record:                                                                                                                                                                                                                                                                                                        |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
| Reference number, if available                                                                                                                                                                                                                                                                                                                               |          |  |            |
| Any further particulars of record                                                                                                                                                                                                                                                                                                                            |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
|                                                                                                                                                                                                                                                                                                                                                              |          |  |            |
| <b>TYPE OF RECORD</b><br><i>(Mark the applicable box with an "X")</i>                                                                                                                                                                                                                                                                                        |          |  |            |
| Record is in written or printed form                                                                                                                                                                                                                                                                                                                         |          |  |            |
| Record comprises virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i> )                                                                                                                                                                                                                    |          |  |            |
| Record consists of recorded words or information which can be reproduced in sound                                                                                                                                                                                                                                                                            |          |  |            |
| Record is held on a computer or in an electronic, or machine-readable form                                                                                                                                                                                                                                                                                   |          |  |            |

**FORM OF ACCESS***(Mark the applicable box with an "X")*

|                                                                                                                                                                      |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i> |  |
| Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>           |  |
| Transcription of soundtrack <i>(written or printed document)</i>                                                                                                     |  |
| Copy of record on flash drive <i>(including virtual images and soundtracks)</i>                                                                                      |  |
| Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>                                                                               |  |
| Copy of record saved on cloud storage server                                                                                                                         |  |

**MANNER OF ACCESS***(Mark the applicable box with an "X")*

|                                                                                                                                                                                                                                                       |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> |  |
| Postal services to postal address                                                                                                                                                                                                                     |  |
| Postal services to street address                                                                                                                                                                                                                     |  |
| Courier service to street address                                                                                                                                                                                                                     |  |
| Facsimile of information in written or printed format <i>(including transcriptions)</i>                                                                                                                                                               |  |
| E-mail of information <i>(including soundtracks if possible)</i>                                                                                                                                                                                      |  |
| Cloud share/file transfer                                                                                                                                                                                                                             |  |

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED***If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

|                                                                                                         |  |
|---------------------------------------------------------------------------------------------------------|--|
| Indicate which right is to be exercised or protected                                                    |  |
|                                                                                                         |  |
|                                                                                                         |  |
| Explain why the record requested is required for the exercise or protection of the aforementioned right |  |
|                                                                                                         |  |
|                                                                                                         |  |
|                                                                                                         |  |
|                                                                                                         |  |

**FEES**

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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 |  |
|        |  |
|        |  |

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

| Postal address | Facsimile | Electronic communication<br>(Please specify) |
|----------------|-----------|----------------------------------------------|
|                |           |                                              |

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

**FOR OFFICIAL USE**

|                                                                               |  |
|-------------------------------------------------------------------------------|--|
| Reference number:                                                             |  |
| Request received by:<br>(State Rank, Name and Surname of Information Officer) |  |
| Date received:                                                                |  |
| Access fees:                                                                  |  |
| Deposit (if any):                                                             |  |

\_\_\_\_\_  
**Signature of Information Officer**

14. Annexure C: Form 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

NOTE:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: The Information Officer

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.

OR

2. You requested:

|                                                                                                                                                                          |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form) |  |
| Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)                       |  |
| Transcription of soundtrack (written or printed document)                                                                                                                |  |
| Copy of information on flash drive (including virtual images and soundtracks)                                                                                            |  |
| Copy of information on compact disc drive (including virtual images and soundtracks)                                                                                     |  |
| Copy of record saved on cloud storage server                                                                                                                             |  |

### 3. To be submitted:

|                                                                                                                                                                             |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Postal services to postal address                                                                                                                                           |  |
| Postal services to street address                                                                                                                                           |  |
| Courier service to street address                                                                                                                                           |  |
| Facsimile of information in written or printed format <i>(including transcriptions)</i>                                                                                     |  |
| E-mail of information <i>(including soundtracks if possible)</i>                                                                                                            |  |
| Cloud share/file transfer                                                                                                                                                   |  |
| Preferred language:<br><i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i> |  |

Kindly note that your request has been:

☐ Approved☐ Denied, for the following reason:[illegible]

#### 4. Fees payable with regard to your request:

| ITEM | DESCRIPTION                                                                                                                                                                                         | AMOUNT                                                                    | NUMBER OF PAGES/ITEMS | TOTAL |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------|-------|
| 1.   | The request fee payable by every requester                                                                                                                                                          | R 140.00                                                                  |                       |       |
| 2.   | Photocopy/printed black & white copy of A4-size page                                                                                                                                                | R 2.00 per page or part thereof                                           |                       |       |
| 3.   | Printed copy of A4-size page                                                                                                                                                                        | R 2.00 per page or part thereof                                           |                       |       |
| 4.   | For a copy of computer-readable form on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester               | R 40.00<br><br>R 40.00<br>R 60.00                                         |                       |       |
| 5.   | For a transcription of visual images per A4-size page                                                                                                                                               | Service to be outsourced. Will depend on quotation from service provider. |                       |       |
| 6.   | For a copy of visual images                                                                                                                                                                         |                                                                           |                       |       |
| 7.   | Transcription of an audio record, per A4-size page                                                                                                                                                  | R 24.00                                                                   |                       |       |
| 8.   | For a copy of audio recording on:<br>(i) Flash drive (to be provided by the requestor)<br>(ii) Compact Disk:<br>a. If provided by requester<br>b. If provided to the requester                      | R 40.00<br><br>R 40.00<br>R 60.00                                         |                       |       |
| 9.   | To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of | R 145.00<br><br>R 435.00                                                  |                       |       |
| 10.  | Deposit: If search exceeds 6 hours                                                                                                                                                                  | One third of the amount per request calculated in terms of items 2 to 8.  |                       |       |
| 11.  | Postage, email or any other electronic transfer                                                                                                                                                     | Actual expense, if any.                                                   |                       |       |
|      | <b>TOTAL:</b>                                                                                                                                                                                       |                                                                           |                       |       |

**5. Deposit payable (if search exceeds six hours):**

☐ Yes

☐ No

|                 |  |                                                                                  |  |
|-----------------|--|----------------------------------------------------------------------------------|--|
| Hours of search |  | Amount of deposit ( <i>calculated on one third of total amount per request</i> ) |  |
|-----------------|--|----------------------------------------------------------------------------------|--|

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference No.: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Information Officer**