



**ecofarma**  
Restoring Soil Fertility

## **PAIA and POPIA Manual**

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This manual was prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 (PAIA) and to address requirements of the Protection of Personal Information Act, 2013 (POPI).

This manual applies to Ecofarma Southern Africa (Pty) Ltd (“Ecofarma”)

Registration number: 2016/388451/07

(the “Company”)

Registered office address:

Unit 3 Pretoria Industrial Park, 50 Delfos Road, Pretoria Industrial, Pretoria, 0083

# PAIA AND POPIA MANUAL FOR ECOFARMA

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Date of last review: 01 June 2021

Date of approval: 15 June 2021

Approved By: *Piet de Jager*

**Pieter Gerhardt De Jager (Managing Director)**

On behalf of Ecofarma Executive Committee

**Notice:**

A copy of the manual will be available for inspection at Ecofarma's Office and is available on the company website at <http://www.ecofarma.co.za/>

Furthermore, Ecofarma, a manufacturing company (standard industry classification code 20120), is exempt from submitting this manual to the SAHrC as per the provisions of Appendix A.

# Ecofarma

## Document change control



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***List of abbreviations***

PAIA	Promotion of Access to Information Act, 2000
POPIA	Protection of Personal Information Act, 2013
SAHRC	South African Human Rights Commission

# 1. Scope

## 1.1. Objective

The purpose of this document is to serve as the Manual for Ecofarma Southern Africa (Pty) Ltd (“Ecofarma”) as required in terms of Section 51 of the Promotion of Access to Information Act No: 2 of 2000 (“PAIA”) in order to promote the right of access to information, giving effect to the constitutional right in terms of section 32 of the Constitution of the Republic of South Africa Act No: 108 of 1996 (“the Constitution”) Section 9 of PAIA limits the right to access information, such justifiable limitations includes commercial confidentiality, good governance and the protection of personal information as prescribed by the Protection of Personal Information Act No: 4 of 2013 (“POPIA”). This Manual sets out the responsibilities of the Ecofarma appointed Information Officer who will take up the duties mandated in PAIA and POPIA, to ensure compliance with PAIA and POPIA. This Manual provides a reference to the records held by Ecofarma and the procedures that need to be followed to request access to such records. Ecofarma respects the privacy of personal information, refer to section 8 for details on how Ecofarma collects and uses personal information, with whom it is shared, and data subject choices and rights in relation to their personal information.

## 1.2. Application and responsibilities

Ecofarma is whole owned by Ecofarma Holding AB, Org. No. 559018-8073 with a head office in Sweden.

Operating subsidiaries and / or divisions	Registration number
Ecofarma Southern Africa (Pty) Ltd	2016/388451/07

## 1.3. Nature of business

The company is registered with the main objective being business activities not restricted. Ecofarma, a manufacturing company (standard industry classification code 20120), is exempt from submitting this manual to the SAHrC as per the provisions of Appendix A based on both the staff compliment and turn over thresholds.

## 1.4. Company contact details

The Chief Executive Officer of Ecofarma Southern Africa (Pty) Ltd has delegated his powers to the Information Officer below in terms of the Act to handle all requests on Ecofarma behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

Name of Company	Ecofarma Southern Africa (Pty) Ltd
Company number	2016/388451/07
Head of Company	Pieter Gerhardt De Jager (Managing Director)
Information Officer	Pieter Gerhardt De Jager
Physical Address	Unit 3 Pretoria Industrial Park, 50 Delfos Road, Pretoria Industrial, Pretoria, 0083
Postal Address	PO Box 536 Lonehill 2062
Telephone Number	+27 64 727 7927
Email address	info@ecofarma.co.za
Website address	www.ecofarma.co.za

## **2. Guide of The South African Human Rights Commission**

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest. For purposes of PAIA, Ecofarma is a private body. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in sections 6 of this Manual. Section 23 of POPIA (read with sections 18 and 53 of PAIA), grants a data subject (a customer, employee or third party) a right to request confirmation of records containing their personal information being held by Ecofarma, which confirmation shall be provided free of charge. The requester can subsequently request a copy of the record or a description of the personal information contained within the record, subject to the fees prescribed by PAIA. Requesters are referred to the Guide in terms of Section 10 of PAIA which has been compiled by the South African Human Rights Commission (“SAHRC”), which contains information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC or at their website at <http://www.sahrc.org.za/>.



The contact details of the SAHRC are:

Physical Address	The South African Human Rights Commission Braampark Forum 3 33 Hoofd Street Braamfontein, Johannesburg
Postal Address	Private Bag X2700 Houghton, 2041
Telephone	+27 11 877 3600
Fax	+27 11 403 0668
Website address	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>
E-mail	<a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>

### 3. Applicable legislation

Records are available in accordance with the following current South African legislation and any amendments thereof and regulations thereto (only to the extent that the relevant Act is applicable, and which therefore makes disclosure of records compulsory):

Act	Reference
Auditing Professions Act	No 26 of 2005
Basic Conditions of Employment Act	No. 75 of 1997
Broad-Based Black Economic Empowerment Act	No. 53 of 2003
Companies Act	No. 71 of 2008
Compensation for Occupational Injuries and Diseases Act	No. 130 of 1993
Competition Act	No. 89 of 1998
Constitution of the Republic of South Africa	No 108 of 1996
Consumer Protection Act	No. 68 of 2008
Customs and Excise Act	No 91 of 1964
Electronic Communications Act	No 36 of 2005
Electronic Communications and Transactions Act	No. 25 of 2002
Employment Equity Act	No. 55 of 1998
Financial Intelligence Centre Act	No. 38 of 2001
Hazardous Substances Act	No. 15 of 1973
Identification Act	No 68 of 1962
Income Tax Act	No. 58 of 1962
Insolvency Act	No. 24 of 1936

<b>Act</b>	<b>Reference</b>
Intellectual Property Laws Amendment Act	No 38 of 1997
Labour Relations Act	No. 66 of 1995
Medical Schemes Act	No. 131 of 1998
National Credit Act	No. 34 of 2005
National Environment Management Act	No. 107 of 1998
National Environmental Management: Air Quality Act	No. 39 of 2004
National Environmental Management: Waste Act	No. 59 of 2008
National Health Act	No. 61 of 2003
National Water Act	No. 36 of 1998
Occupational Health and Safety Act	No. 85 of 1993
Pension Funds Act	No. 24 of 1956
Protection of Personal Information Act	No. 4 of 2013
Prescription Act	No. 68 of 1969
Promotion of Access to Information Act	No. 2 of 2000
Protected Disclosures Act	No. 26 of 2000
Regulation of Interception of Communications and Provision of Communication – Related Information Act	No. 70 of 2002
Securities Services Act	No. 36 of 2004
Skills Development Act	No. 97 of 1998
Skills Development Levies Act	No. 9 of 1999
Unemployment Insurance Contributions Act	No. 4 of 2002
Value Added Tax Act	No. 89 of 1991

#### **4. Schedule of records available**

The following categories of records are automatically available without a person having to request access in terms of PAIA:

<b>Category</b>	<b>Records</b>
Listed company records available for inspection	N/A
Auditors	N/A

Records are subject to the Ecofarma Record Policies, Procedures and Processes, and will be access controlled depending on the classification. Ecofarma has in its possession the following categories of records on the subject matters referred to hereunder and for which a request for access needs to be made in terms of PAIA or the POPI Act:

Category	Records
Company act records	<ul style="list-style-type: none"> <li>• Company Incorporation</li> <li>• Names of Directors</li> <li>• Salaries of Directors</li> <li>• Minutes of Board Meetings</li> <li>• Records relating to the appointment of directors / auditor / secretary / public officer and other officers</li> </ul>
Financial records	<ul style="list-style-type: none"> <li>• Financial Statements</li> <li>• Documents relating to taxation of the company</li> <li>• Accounting Records</li> <li>• Financial Agreements</li> </ul>
Agreements or contract records	<ul style="list-style-type: none"> <li>• Standard Agreements</li> <li>• Contracts concluded with Companies</li> <li>• Contracts concluded with Customers</li> <li>• Third Party Contracts (such as Service Level Agreements etc.)</li> <li>• Suppliers Contracts</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• List of Employees</li> <li>• Personal Information of Employees</li> <li>• Employee Contracts of Employment</li> <li>• Salaries of Employees</li> <li>• Leave Records</li> </ul>
Company policies and directives	<ul style="list-style-type: none"> <li>• Internal relating to employees and the company</li> <li>• External relating to clients and other third parties</li> </ul>
Regulatory	<ul style="list-style-type: none"> <li>• Licenses or Authorities</li> <li>• Laboratory reports</li> <li>• Certification records</li> </ul>

Category	Records
Systems, solutions, and information technology	<ul style="list-style-type: none"> <li>• Intellectual property pertaining to solutions and products developed.</li> <li>• Usage of solutions and products</li> </ul>
Reference materials	<ul style="list-style-type: none"> <li>• Newsletters and Journal Articles</li> <li>• Magazines</li> <li>• Newspaper Articles</li> </ul>

A person (customer, employee or third party) has the right to request access in terms of section 23 of POPIA:

Category	Records
Personal information	<ul style="list-style-type: none"> <li>• any recorded piece of information relevant to a data subject, including but not limited to the following, which can be in either hard copy or electronic format:</li> <li>• race, gender, sex, pregnancy, marital status, nationality, ethnicity, or social origin; colour; sexual orientation; age; physical or mental health and well-being</li> <li>• belief, religion, conscience, culture, language and birth, education, medical information, financial information, criminal or employment history</li> <li>• an identifying number or symbol</li> <li>• disability, personal opinions, blood type, biometric information</li> <li>• views or preferences of a person, correspondence of private or confidential nature, views, or opinions of another person</li> <li>• name of a person if it appears with other personal information</li> <li>• consumer or purchasing pattern</li> </ul>

Category	Records
	<ul style="list-style-type: none"> <li>e-mail address and physical address, location information or online identifier and telephone number and mobile number.</li> </ul>
Special personal information	<ul style="list-style-type: none"> <li>a special category of personal information - is religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, sex life, criminal behaviour and biometric information. Where personal information is referenced, it will automatically include special personal information unless otherwise indicated.</li> </ul>

## 5. Form of request

To facilitate the processing of your request, kindly:

- Use the prescribed form (Form C – when a request is made to a private body or business), available on the website of the South African Human Rights Commission (SAHRC) at [www.sahrc.org.za](http://www.sahrc.org.za).
- Address your request to the Information Officer.
- Provide sufficient details to enable the Company to identify:
  - The record(s) requested;
  - The requester (and if an agent is lodging the request, proof of capacity);
  - The form of access required:
    - The postal address, email address or fax number of the requester in the Republic;
    - If the requester wishes to be informed of the decision in any manner (in addition to written) and the manner and particulars thereof;
  - The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

Any request for access to records should be submitted on the prescribed form C (a copy of which is attached) which should be sent to the Information Officer whose name and address details appear in section 1.4 hereof.

## **6. Prescribed fees and procedure**

The following applies to requests:

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.
- The fee structure is available on the website of the South African Human Rights Commission (SAHRC) at [www.sahrc.org.za](http://www.sahrc.org.za).

Fees may be viewed in Appendix F.

Payment details can be obtained from the Information Officer (see section 1.4) and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied.

Please note that the correct completion and submission of a Request for Access form does not automatically entitle or allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a category as specified in section 23 (4)(a) of the POPIA read with Part 3 Chapter 4 of PAIA.

Please further note that if it is reasonably suspected that a requester has obtained access to a record based on the submission of materially incorrect, false or misleading information, legal proceedings may be instituted against such requester.

If a request for access is successful an access fee will be payable for the search, reproduction and/or preparation of records and which will be calculated based on the fee prescribed under PAIA, an extract of the details of which is attached at the end of this Manual.

### **6.1. Completion of request for access form**

All requesters should take note of the following guidelines when completing the attached Request for Access to Record of a Private Body (refer to Annexure : Form C):

- The form must be completed by filling in all lines and spaces;

- Proof of the identity, in the form of a copy of the requester’s identity document, is required to be submitted with the application;
- If the requester is a body corporate, the authority of the person submitting the application on behalf of such body corporate must be proven on the basis of a written authority to be attached;
- Type or print in a clear eligible manner, if a question does not apply indicate so by inserting “N/A” in response to that question, and if there is nothing to disclose in response to a particular question write “NIL” in response thereto;
- If there is insufficient space in the form, add additional folios on which the additional information is provided, clearly indicating to which question this relates. Request for information will be evaluated and the requester will be notified within 30 days after receipt of the request in the prescribed format of the outcome (see section 6.2, 6.3, 6.4, 6.5 and 6.6):

## **6.2. Notification of extension period (if required)**

Requesters must take note that in terms of PAIA, the 30 days period mentioned above may be extended for a further period of not more than 30 days under certain circumstances (details will be provided together with the notification of such extension).

## **6.3. The access fees and/or deposit**

The requester will be informed of the access fee or deposit (if any) which is payable for having access to the records and for the search, reproduction and/or preparation work involved, the account details and of the methods in which payment may be made. In addition, a deposit may be requested which is fully refundable if the application is ultimately refused.

## **6.4. Decision on request**

The requester will be informed whether or not the application for access has been denied or granted. In the event that the application is refused, the requester will be given adequate reasons for the refusal and will be informed that the requester may lodge an application with a Court (if a PAIA request) or the Information Regulator (if a POPIA) against the refusal of the application, as well as the procedure (including the period) for lodging such application.

6.4.1. Internal remedies: Ecofarma does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and Requesters will have to exercise such external remedies at their disposal if the Request for Access is refused.

6.4.2. External remedies: In accordance with sections 56(3) (c) and 78 of PAIA, a Requestor may apply to a court for relief within 180 days of notification of the decision for appropriate relief.

## **6.5. Grounds for refusal**

Ecofarma may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the Ecofarma may refuse include:

- Protecting personal information that Ecofarma hold about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
- Protecting commercial information that Ecofarma holds about a third party or Ecofarma (for example trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of the Ecofarma or the third party);
- If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- If disclosure of the record would endanger the life or physical safety of an individual;
- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- If disclosure of the record would prejudice or impair the protection of the safety of the public;
- The record is privileged from production in legal proceedings, unless the legal privilege has been waived;
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of Ecofarma;
- Disclosure of the record would put Ecofarma at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer program which is owned by Ecofarma and protected by Copyright;
- The record contains information about research being carried out or about to be carried out on behalf of a third party of Ecofarma and/or
- Information not yet in the public domain

## **6.6. Records that cannot be found or do not exist**

If Ecofarma has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try and locate the record.



## **7. Third party information**

If access is requested to a record that contains information about a third party, Ecofarma is obliged to attempt to contact this third party to inform them of the request. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event of the third-party furnishing reasons for the support or denial of access, Ecofarma designated Information Officer will consider these reasons in determining whether access should be granted, or not.

## **8. Protection of personal information**

### **8.1. Conditions of processing**

Chapter 3 of POPI provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPI. Below is a description of the eight Conditions for Lawful Processing as contained in POPI:

- a) Accountability - the Responsible Party has an obligation to ensure that there is compliance with POPI in respect of the Processing of Personal Information.
- b) Processing limitation - Personal Information must be collected directly from a Data Subject to the extent applicable; must only be processed with the consent of the Data Subject and must only be used for the purposes for which it was obtained.
- c) Purpose specification - Personal Information must only be processed for the specific purpose for which it was obtained and must not be retained for any longer than it is needed to achieve such purpose.
- d) Further processing limitation - further processing of Personal Information must be compatible with the initial purpose for which the information was collected.
- e) Information quality - the Responsible Party must ensure that Personal Information held is accurate and updated regularly and that the integrity of the information is maintained by appropriate security measures.
- f) Openness - there must be transparency between the Data Subject and the Responsible Party.
- g) Security safeguards - a Responsible Party must take reasonable steps to ensure that adequate safeguards are in place to ensure that Personal Information is being processed responsibly and is not unlawfully accessed.
- h) Data Subject participation - the Data Subject must be made aware that their information is being processed and must have provided their informed consent to such processing.

## **8.2. Purpose of the processing of personal information**

As outlined in section 8.1 (c), Personal Information may only be processed for a specific purpose. The purposes for which Ecofarma processes or will process personal information, is set out in Appendix C.

## **8.3. Categories of data subjects and personal information**

As per section 1 of POPI, a Data Subject may either be a natural or a juristic person. Appendix C sets out the various categories of Data Subjects that Ecofarma processes personal information on and the types of personal information relating thereto.

## **8.4. Recipients of personal information**

Part 3 of Appendix E outlines the recipients to whom Ecofarma may provide a Data Subjects personal information to.

## **8.5. Cross-border flows of personal information**

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

- a) If the recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially like the Conditions for Lawful Processing as contained in POPI; or
- b) If the Data Subject consents to the transfer of their Personal Information; or
- c) If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- d) If the transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e) If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would likely provide such consent.

Ecofarma does not do any Cross-Border transfers of any Personal Information relating to employees, clients, companies, or organisation (Appendix C, section D)

## **8.6. Description of information security measures to be implemented**

Section F of Appendix C sets out the types of security measures to implemented by Ecofarma to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures

implemented or to be implemented by Ecofarma may be conducted in order to ensure that the Personal Information that is processed by Ecofarma is safeguarded and processed in accordance with the Conditions for Lawful Processing.

### **8.7. Objection to the processing of personal information by a data subject**

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

### **8.8. Request for correction or deletion of personal information**

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

## Appendix A: PAIA Exemption criteria

### Current exemption

- a) In terms of Government Gazette Notice 39504, certain private bodies are exempt from compiling and submitting information manuals to the SAHRC in terms of section 51 of PAIA until 31 December 2020.
- b) In terms Government Gazette Notice 34914, certain private bodies must still submit their manuals in terms of section 51 of PAIA to the SAHRC i.e. those private bodies which operate in specific sectors, with 50 or more employees or operate in specific sectors and have an annual turnover equal to or exceeding specific amounts. The particular sectors and applicable turnover amounts are listed below

Sector	Employees	Annual turnover in millions ZAR
Agriculture	50 or more	02
Mining and quarrying	50 or more	07
Manufacturing	50 or more	10
Electricity, gas, water	50 or more	10
Construction	50 or more	05
Retail, motor trade and repair services	50 or more	15
Wholesale trade, commercial agents, and allied services	50 or more	25
Catering, accommodation and other trade	50 or more	05
Transport, storage, and communications	50 or more	10
Financial and business services	50 or more	10
Community, special and personal services	50 or more	05

How to read the schedule:

<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>
Is the private body a company in terms of the Companies act?	Does the company operate within any of the sectors listed in column 1 or the schedule?	Does the company have 50 or more employees OR	Does the company have an annual turnover of equal or more than the listed amount under column 2 of the schedule?

**Appendix B: PAIA FORM C: Request for access to record of private body**

**Request for access to record of private body (Section 53(1) of the promotion of access to information act, 2000 (Act No. 2 of 2000) (Regulation 10)**

**Section A: Particulars for a private body:**

Contact details	
Chief Executive Officer (as defined in the Act):	
Information Officer:	
Postal address:	
Physical address:	
Phone number:	
Fax number:	
E-mail address:	

**Section B: Particulars of Person requesting access to the record:**

- (a) The particulars of the person who requests access to the record must be recorded below.
- (b) Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.
- (c) Proof of identity is required from both the requester and any person or any party acting on behalf of the requester. The original identity document or such other proof satisfactory to the Information Officer will need to be presented with this request by the requester or the requester's representative before the request will be processed.
- (d) If the request is made on behalf of another person, proof of the capacity in which the request is made, is also to be presented with this request

Contact details	
Surname	
Name	
Identification number	
Postal address	
Physical address	
Phone number	
Fax number	
E-mail address	
Capacity in which request is made, when make on behalf of another person	

If a request is made on behalf of another person the requester is obliged to identify him/herself and to provide proof of the mandate under which the request is made, to the satisfaction of the Information Officer.

### Section C: Particulars of person on whose behalf request is made

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

Contact details	
Surname:	
Name:	
Identity number:	

### Section D: Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

(c) The requester's attention is drawn to the grounds on which the private body must or may refuse access to a record (in certain instances this may be mandatory, in others it may be discretionary):

- (1) Mandatory protection of the privacy of a third party who is a natural person (human being);
- (2) Mandatory protection of commercial information of third party;
- (3) Mandatory protection of certain confidential information of a third party;
- (4) Mandatory protection of the safety of individuals, and the protection of property;
- (5) Mandatory protection of records privileged from production in legal proceedings;
- (6) Commercial information of a private body;
- (7) Mandatory protection of research information of a third party and a private body.

Category	Description of record

**Section E: Fees**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) If the prescribed request fee is amended you will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason therefore.

The requestor qualifies for an exemption in payment of fees	Yes	No
Reason:		



## Section F: Form of access to record

If you are prevented by a disability to read, view, or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability	
Form in which record is required	

Mark the appropriate box with an X.

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

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the Record is in written or printed form</b>						
	Copy of Record*		Inspection of Record			
<b>2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>						
	View the Images		Copy of the Images*		Transcription of the Images*	
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>						
	Listen to the soundtrack (audio cassette, CD, DVD, or digital audio format)				Transcription of soundtrack* (written or printed document)	
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>						
	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (CD, DVD, or digital audio format)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					Yes	No

**Section G: Particulars of right to be exercised or protected**

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

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


**Section H: Notice of decision regarding request for access**

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

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


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

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Signature of Requester/Person on whose behalf request is made

# Appendix C: POPIA: Processing of personal information

## Section A: Purpose of Processing

Ecofarma uses personal information under its care in the following manner:

- Administration of agreements
- Conducting credit reference checks and assessments
- Detecting and prevention of fraud, crime, money laundering and other malpractice
- Rendering services according to contractual agreements
- Keeping of accounts of records
- Providing products and services to customers
- Conducting market or customer satisfaction research
- Marketing and sales activities
- Profiling data subjects for the purposes of direct marketing
- Staff administration
- Complying with Tax Laws
- In connection with legal proceedings
- Complying with legal and regulatory requirements

## Section B: Categories of Data Subjects and their Personal Information

Ecofarma may possess records relating to suppliers, shareholders, service providers, staff, vendors, and customers:

Data subject	Information processed
Customers – Natural persons	Names, contact details, postal address, date of birth, ID number, Tax related information, nationality, gender, confidential correspondence
Customers – Juristic persons / Entities	Names of contact persons, Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding documents, Tax related information, authorised signatories
Service providers	Names of contact persons; Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding document, Tax related information, authorised signatories, beneficiaries, ultimate beneficial owners

Data subject	Information processed
Vendors	Names of contact persons; Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding document, Tax related information, authorised signatories, beneficiaries, ultimate beneficial owners
Employees / Directors	Gender, Pregnancy, Marital Status, Ethnicity, Age, Language, Education information, Financial Information, Employment History, ID number, Physical and Postal address, Contact details, Criminal behaviour, Well-being

### **Section C: Categories of Recipients for processing Personal Information**

Ecofarma may share the personal information with its agents, affiliates, and associated companies who may use this information to send the Data Subject information on products and services. It may also supply the personal information to any party whom it may have assigned or transferred any of its rights or obligations under any agreement, and/or to service providers who render the following services:

- Capturing and organising of data
- Storing of data
- Sending of emails and other correspondence to customers
- Conducting due diligence checks
- Administration of the Medical aid and Pension schemes

### **Section D: Actual or planned transborder flows of personal information**

Ecofarma has no planned transborder flow of information

Personal information may be transmitted trans-border to Ecofarma authorised agents and its suppliers in other countries, and personal information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. Ecofarma will endeavour to ensure that its agents and suppliers will make all reasonable efforts to secure said data and personal information

### **Section E: Retention of personal information records**

Ecofarma may retain personal information records indefinitely, unless the Data Subject objects thereto. If the Data Subject objects to indefinite retention of its personal information Ecofarma shall retain the personal information records to the extent permitted or required by law.

## **Section F: General description of information security measures**

Ecofarma employs up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control
- Secure setup of hardware and software making up the IT infrastructure

**Appendix D: POPIA FORM 1: Objection to the processing of personal information**

**Objection to the processing of personal information in terms of section 11(3) of the protection of personal information act, 2013 (Act no 4 of 2013).**

**Regulations relating to the protection of personal information, 2018 (Regulation 2)**

- (a) Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- (b) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- (c) Completed as is applicable.

<b>Details of data subject</b>	
Name(s) and surname/ registered name of data subject	
Unique Identifier/ Identity Number	
Residential, postal or business address	
Contact number(s)	
Fax number / E-mail address	
<b>Details of responsible party</b>	
Name(s) and surname/ registered name of data subject	
Residential, postal or business address	
Contact number(s)	
Fax number / E-mail address	

<b>Reasons for objection in terms of section 11(1)(d) to (f)</b> <b>(Please provide details reasons for the objection)</b>

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

\_\_\_\_\_  
Signature of data subject/designated person



**Appendix E: POPIA FORM 2: Request for correction or deletion of personal information**

**Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of the protection of personal information act, 2013 (Act no 4 of 2013).**

**Regulations relating to the protection of personal information, 2018 (Regulation 3)**

- (a) Section 24 of POPI and regulation 3 of the POPI Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted as held by Ecofarma.
- (b) As a main rule, your request will be handled free of charge. However, if we were to find your request to be manifestly unfounded, excessive, or repetitive, we may charge a reasonable fee based on the administrative cost of providing the information and not exceeding R0.00.
- (c) Please fill out the details below and we will get back to you 30 calendar days upon receipt of a fully completed form, proof of identity and other required documents, if applicable. The aforementioned documentation should be sent to the information officer (See section 1.4)

<b>Details of the person requesting amendment, correction or deletion</b>	
Name(s) and surname/ registered name of data subject	
Unique Identifier/ Identity Number	
Residential, postal or business address	
Contact number(s)	
Fax number / E-mail address	

Mark the appropriate box with an “x”.

Your role	
	I am the data subject
	I am not the data subject, though I am acting on behalf of the data subject by virtue of a power of attorney
	I am not the data subject, but I am acting on behalf of a data subject as its parent or legal guardian

Mark the appropriate box with an “x”.

Proof of identification and authority submitted	
	Driving license
	Passport
	Identity document
	Power of attorney
	Evidence of parental responsibility or legal guardianship

Mark the appropriate box with an “x”, and complete

Amendment	
	I wish to amend my personal data (proof of identity must be provided)
	I wish to amend personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
	I wish to amend personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Type of personal data you wish to amend:	
Describe the amendment:	

**Mark the appropriate box with an “x”, and complete**

<b>Correction</b>	
	I wish to correct my personal data (proof of identity must be provided)
	I wish to correct personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
	I wish to correct personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Type of personal data you wish to correct:	
Describe the correction:	

**Mark the appropriate box with an “x”, and complete**

<b>Deletion</b>	
	I wish to delete my personal data (proof of identity must be provided)
	I wish to delete personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
	I wish to delete personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Type of personal data you wish to delete:	

By signing this form, you certify that the information you have provided is correct to the best of your knowledge and that you are the person to whom it relates or that you are legally entitled to act on behalf of such person. You understand that it may be necessary to obtain further information in order to comply with this request.

---

Signature of data subject/designated person

Date: \_\_\_\_\_

## Appendix F: Applicable fees in respect of relate bodies in relation to PAIA

### Request Fee:

A request fee of R50.00 (excluding VAT) is payable upfront where a requestor submits a request for access to information on anybody else other than a requestor.

### Postage fee:

Where a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

### Reproduction fees:

The applicable fees (excluding VAT) for reproduction as referred to above are:

Description	Amount (R)
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	R 0.75
For a copy in a computer readable form (Compact Disc)	R 70.00
A transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
A transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00

### Access fees:

The applicable fees (excluding VAT) for reproduction as referred to above are:

Description	Amount (R)
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	R 0.75
For a copy in a computer readable form (Compact Disc)	R 70.00
A transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
A transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00

To search a record that must be disclosed, per hour or part of the hour	<b>R 30.00</b>
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