

Promotion of Access to Information Act – Manual

1. Contact details of the Private body/ Organisation

- 1.1 Name of Body: FARMSERVE CC
- 1.2 Physical Address: LOT 874 OLD MAIN ROAD UMHLALI 4390
- 1.3 Postal Address: PO BOX 467 UMHLALI 4390
- 1.4 Telephone: 032 947-0075
- 1.5 Senior Executive in Charge: DEBORAH VAN SCHOOR
- 1.6 Designated Information Officer: BONISIWE MDLULI
- Direct Telephone: 032 947-0075
- Email: ORDERS@FARMSERVE.CO.ZA
- 1.7 Nature of Business: WHOLESALE AND RETAIL PACKAGING AND SALE OF POULTRY FEED AND MAIZE PRODUCTS.
- 1.8 Sector: WHOLESALE / RETAIL

2. Section 10 guide

2.1 In terms of section 10 of the Promotion of Access to Information Act No. 2 of 2000 (“Act”), the South African Human Rights Commission has published a guide containing information relating to:

2.1.1 obtaining access to a record of a Private Body and the assistance that is available from the South African Human Rights Commission in this regard;

2.1.2 lodging a court application against a decision by the head of a private body;

2.1.3 the fees that are payable for accessing a record; and

2.1.4 the voluntary disclosure of information by private bodies.

2.2 The contact details of the South African Human Rights Commission are as follows:

South African Human Rights Commission: PAIA Unit

Physical Address: Braampark, Forum 3 33 Hoof Street, Braamfontein, Johannesburg, Gauteng, 2017

Telephone: 011 877 3600

Facsimile: 011 404 0668

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

3. Section 52(2) Notice

No notice has been published.

4. Records available in terms of other legislation

No notice has been published.

5. Company records

5.1 General Information of the business, and its records, that are automatically available without having to request access in terms of PAIA are through its website, and Social Media Accounts (Facebook)

5.2 Company Records Classification Key:

Classification Number	Access	Classification
1	May be disclosed	Public access document
2	May not be disclosed	Request for, or after commencement of, criminal or civil proceedings [s7]
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal information that belongs to the requester of that information [s61]
5	May not be disclosed	Unreasonable disclosure of personal information of natural person [s63(1)]
6	May not be disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be disclosed	Likely to harm a third party in contract or other negotiations [s64(c)]
8	May not be disclosed	Would breach a duty of confidence owed to a third party in terms of an agreement [s65]
9	May not be disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be disclosed	Legally privileged document [s67]
11	May not be refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(3)]

12	May not be disclosed	Commercial information of private body [s68]
13	May not be disclosed	Likely to prejudice research and development information of the Adapt IT or a third party [s69]
14	May not be refused	Disclosure in public interest [s70]

5.4 Summary Records Availability:

Departmental Records	Subject	Classification Number
Communications and Corporate Affairs Division	Current Product Information	3
	Public Corporate Records	1
	Media Releases	1
Environmental Division	Environmental Policy	1
	Environmental Records	11, 14
Human Resources Division	Employee Records	4, 5, 8, 9
	Employment Contracts	4, 5, 8
	Personnel Guidelines, Policies and Procedures	13
	Employee Medical Records	4, 5, 8, 9
Financial Division	Financial Statements	1
	Financial and Tax Records (Company and Employees)	1, 8
	Asset Register	1
Legal / Company Secretarial Division	General Contract Documentation	6, 10, 13
	Company Guidelines, Policies and Procedures	10, 13
	Trade Marks	3

	Statutory Records	1
Marketing and Sales Division	Market Information	13
	Product Brochures	1
	Marketing and Product Strategies	13
	Product Sales Records	13
	Customer Information and Customer Database	5, 6, 9
Quality	Quality Records	13

6. Purpose of processing of personal information

We process personal information to:

- 6.1. provide our goods / supply our services to our customers more efficiently;
- 6.2. better understand our data subjects' needs when doing so;
- 6.3. keep our data subject records up-to-date;
- 6.4. manage employees in general;
- 6.5. manage supplier contracts in general;
- 6.6. manage brand and network relationships in general;
- 6.7. manage customers in general;
- 6.8. market goods, services or product to prospective and existing customers;
- 6.9. to engage with investors and the media;
- 6.10. process customer requests or complaints; and
- 6.11. process personal information of employees for forensic purposes.

7. Data subjects categories and their personal information

We process many different categories of personal information, including:

- 7.1. contact details, such as phone numbers, physical and postal addresses, and email addresses;
 - 7.2. personal details, such as names and ages;
 - 7.3. demographic details, such as races and age groups;
 - 7.4. health information;
 - 7.5. biometric information;
 - 7.6. account numbers;
 - 7.7. background information;
 - 7.8. contract information;
 - 7.9. credit information;
 - 7.10. market intelligence information; and
 - 7.11. Other:
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8. Planned recipients of personal information

We will provide the following people personal information that we process in the ordinary course of business to fulfil our obligations to legislation, our employees our customers or clients:

- 8.1 Statutory authorities;
- 8.2 Law enforcement;
- 8.3 Tax authorities;
- 8.4 Financial institutions;
- 8.5 Medical schemes;
- 8.6 Employee pension and provident funds;
- 8.7 Industry bodies;
- 8.8 contractors, vendors, or suppliers;
- 8.9 agents, distributors, or other resellers;
- 8.10 operators, other responsible parties, or co-responsible parties; and
- 8.11 third party vendors (IT Services) to help us maintain our services our manage our staff.

9. Security

9.1 We secure our data by maintaining reasonable measures to protect personal information from loss, misuse and unauthorised access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete and reliable for its intended use.

11. The request procedure

11.1 Forms and fees

11.1.1 A request for information must be made in the prescribed form, must be addressed to the Information Officer and must be submitted with the prescribed fee.

11.1.2 The prescribed request form and details regarding the prescribed fees are available from the South African Human Rights Commission, whose contact details are set out in this document. The prescribed request form and prescribed fee details are available on the website of the Department of Justice and Constitutional Development

11.2 Form of request

11.2.1. The requester must use the prescribed form to make the request for access to a record. This request must be made to the address, or electronic mail address of the information Officer and must contain the requester's postal address and email address within the Republic.

11.2.2. The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record requested and the requester. The requester should also indicate which form of access is required. The requester should indicate if notice of the decision of the Information Officer is required in any manner, other than in writing, and if so, the necessary particulars to be so informed.

11.2.3. In the request form, the requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

11.2.4. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

11.3 Fees

11.3.1 A requester who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.

11.3.2 The Information Officer must by notice, require the requester to pay the prescribed fee, if any, set out in the notice, before further processing the request.

11.3.3 The requester may lodge an application with a court against the payment of the prescribed request fee.

11.3.4 After the Information Officer has made a decision on the request, the requester must be notified in the required form.

11.3.5 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time, in excess of the prescribed hours, required to search and prepare for the record disclosure.

12. Other information required by legislation

12.1 The Minister of Justice and Constitutional Development has not made any regulations in this regard.

13. Availability of the manual

13.1 This manual is available for inspection by the general public upon request during office hours and free of charge at The Company physical address as well as on The Company website.