



Green Gold Group (Pty) Ltd

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MANUAL

Published in terms of section 51 of the

Promotion of Access to Information Act 2 of 2000

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1. Introduction

Green Gold Group (Pty) Ltd (the 'Legal Entity') conducts business as a Environmental Consultant.

This Promotion of Access to Information Manual ("Manual") provides an outline of the type of records and the personal information it holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA Act"). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 ("POPI Act").

The PAIA and POPI Acts give effect to everyone's constitutional right of access to information held by private sector or public bodies, if the record or personal information 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.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

1.1 Availability of this Manual

A copy of this manual can be requested from the Information Officer (see contact details in section 2).

1.2 Availability of guides to the PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed to:

| PAIA Act | POPI Act |
|---|--|
| South African Human Rights Commission Promotion of Access to Information Act Unit Research and Documentation Department Private Bag 2700 Houghton Johannesburg 2041 | Information Regulator Protection of Personal Information Act Unit P.O Box 31533 Braamfontein Johannesburg 2017 |
| 29 Princess of Wales Terrace Corner York and St Andrews Street Parktown Johannesburg 2193 | JD House 27 Siemens Street Braamfontein Johannesburg 2001 |
| Telephone number: (011) 484 8300 Fax number: (011) 484 7146/7 Website : www.sahrc.org.za E-mail : PAIA@sahrc.org.za | Website: www.justice.gov.za Email: infoereg@justice.gov.za |

2. Company Details

Company Contact Detail in terms of PAIA section 51:

Green Gold Group (Pty) Ltd
323 Lynwood Road 2nd Floor Menlopark
Pretoria
Gauteng
0081
Telephone: 073 232 4312

Duly Authorised person:

Information officer
Lebohang Regina Moiloa
lebo@greengoldgroup.co.za

3. The Act

The ACT 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.

Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are mentioned in section 1.2

4. Applicable Legislation

| <u>No</u> | <u>Ref</u> | <u>Act</u> |
|-----------|---------------|--|
| 1 | No 61 of 1971 | Companies Act |
| 2 | No 98 of 1976 | Copyright Act |
| 3 | No 55 of 1996 | Employment Equity Act |
| 4 | No 95 of 1965 | Income Tax Act |
| 5 | No 66 of 1993 | Labour Relations Act |
| 6 | No 89 of 1989 | Value Added Tax Act |
| 7 | No 37 of 2000 | Financial Advisory and Intermediary Services Act |
| 8 | No 75 of 1995 | Basic Conditions of Employment Act |
| 9 | No 69 of 1982 | Close Corporations Act |
| 10 | No 25 of 2000 | Electronic Communications and Transactions Act |
| 11 | No 2 of 1998 | Promotion of Access of Information Act |
| 12 | No 30 of 1994 | Unemployment Insurance Act |

5. Company Records

5.1 Company Records Availability

| Departmental records | Subject | Classification No. |
|--|---|--------------------|
| Communications | Current Services Information | 1,4 |
| | Launches and Events Records | 4,5 |
| | Current Product Information | 1,4 |
| Human Resources | Employee Records | 4,5,9 |
| | Employment Contracts | 4,5 |
| | Personnel Guidelines, Policies and Procedures | 12 |
| | Employee Medical Records | 4,5,8 |
| | Employee Disability Insurance Records | 4,5 |
| | Employee Pension and Provident Fund Records | 4,5 |
| | Payroll Records | 4,5 |
| | Recruitment Records | 4,5 |
| | In-and-Ex-patriates' Records | 4,5 |
| Financial Division | Audited Financial Statements | 12 |
| | Tax Records (Company & Employees) | 4,12 |
| | Asset Register | 12 |
| | Supplier Records | 12 |
| | Management Accounts | 4,5 |
| Legal Services and Compliance Division | Employee, customer and supplier information | 10 |
| | Immovable Property Records | 12 |
| | Statutory Records | 12 |
| | Intellectual Property Records | 3 |
| | Company Guidelines, Policies and Procedures | 12 |
| | General Contract Documentation | 6,12 |
| Sales and Marketing Division | Marketing and Future Product Strategies | 12 |
| | Customer Information and Database | 4,5,12 |
| | Product Sales Records | 1 |
| | Performance Records | 12 |
| | Field Records | 4,12 |
| | Product Brochures | 1 |
| | Market Information | 12,13 |
| Customer Interaction Centre | Customer Records | 4,5 |
| IT Department | Processing, Testing and Development Records | 4,5 |
| Risk Control Centre | Complaints and Investigations Records | 4,5 |

5.2 Company Record Classification Key

| Classification No. | Access | Classification [PAIA Section] |
|--------------------|----------------------|---|
| 1 | May be Disclosed | Public Access Document |
| 2 | May not be Disclosed | Request after commencement of criminal or civil proceedings [s7] |
| 3 | May be Disclosed | Subject to copyright |
| 4 | Limited Disclosure | Personal Information of natural persons that belongs to the requester of that information, or personal information of juristic persons represented by the requestor of that information [s61] |
| 5 | May not be Disclosed | Unreasonable disclosure of personal information or of Natural person [s63(1)] or Juristic Person [POPI] |
| 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 the Company or 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(2); s68(2)] |
| 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 Company or a third party [s69] |
| 14 | May not be Refused | Disclosure in public interest [s70] |

6. Processing of personal information

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

6.1 The purpose of processing personal information

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

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact the company
- to maintain customer records;
- to maintain customer financial records;
- for recruitment purposes;
- for employment purposes;
- for apprenticeship purposes;
- for travel purposes;
- for general administration, financial and tax purposes;
- for legal or contractual purposes;
- for health and safety purposes;
- to help us with submission of financial or organizational data to governmental entities as per service agreement
- to monitor access, secure and manage our premises and facilities;
- to transact with our suppliers and business partners
- to help us improve the quality of our products and services;
- to help us detect and prevent fraud and money laundering;
- to help us recover debts;
- to carry out analysis and customer profiling;
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

6.2 Categories of data subjects and personal information processed

Categories of data subjects and personal information processed by the legal entity include the following:

| Categories of Data Subjects | Personal Information processed |
|-----------------------------------|---|
| Customers and potential customers | Customer records generated by or within the legal entity, including transactional records |
| | Customer contracts |
| | Customer Financial Information |
| | Customer organizational data |
| | Customer correspondence |
| | Customer contractual records |
| | Customer operational records |
| | Customer Marketing Records |
| | Customer information provided by third parties |
| | Customer personal information |
| Suppliers | Records provided by the customer to a third party acting on behalf of the legal entity |
| | Supplier personal information |
| Internal Correspondence | Personal information of supplier representatives |
| | Product Records |
| | Statutory Records |
| | Internal Policies and Procedures |
| Employees | Records held by officials of the institution |
| | Employee personal information |
| | Employee medical information |
| | Employee disability information |
| | Employee Pension and Provident Fund Information |
| | Employee contracts |
| | Employee performance records |
| | Payroll records |
| | Electronic access records |
| | Physical access records |
| | Surveillance records |
| | Health and safety records |
| | Training records |
| | Employment history |
| Time and attendance records | |
| Job applicants | Curriculum vitae and application forms |
| | Criminal checks |
| | Background checks |
| Visitors | Physical access records |
| | Electronic access records and scans |
| | Surveillance records |
| In-patriates and ex-patriates | In-patriate and ex-patriate personal information |
| | In-patriate and ex-patriate children's personal information |

Note that accessibility of most records may be subject to the grounds of refusal set out in this PAIA manual. Amongst other, records deemed confidential on the part of the third party, will necessitate, permission from the third party concerned, in addition to normal requirements, before the legal entity can grant access.

6.3 Recipients or categories of recipients with whom personal information is shared

We may share the personal information of our data subjects for any of the purposes outlined in Section 4.1, with: the following:

- our service providers and agents who perform services on our behalf;

- our carefully selected business partners who provide products and services under one of our brands.

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

- ☐ we are obliged to provide such information for legal or regulatory purposes;
- ☐ we are required to do so for purposes of existing or future legal proceedings,
- ☐ we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
- ☐ we are involved in the prevention of fraud, loss, bribery or corruption;
- ☐ they perform services and process personal information on our behalf;

- ☐ this is required to provide or manage any information, products and/or services to data subjects; or
- ☐ needed to help us improve the quality of our products and services.

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

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

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

6.4 Information security measures to protect personal information

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by the legal entity and its operators.

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

We will take steps to ensure that operators that process personal information on behalf of the legal apply adequate safeguards as outlined above.

6.5 Trans-border flows of personal information

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

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

We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Section 4.4.

6.6 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

7 Prescribed request forms and fees

The requester must comply with all the procedural requirements contained in the Act relating to the request of information on record.

The Requester must complete the prescribed form enclosed herewith, and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or Deputy Information Officer at the postal or physical address or email address as noted in section 2.

The prescribed form must be filled in with sufficient information to enable the Information Officer to identify the record or records requested and the identity of the requester. The requester should indicate which form of access is required and specify a postal address of the requester in the Republic. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise to exercise or protect such a right (s 53(2)(d)). The requester will be notified within 90 business days if the request was granted or denied. The requester must t pay the prescribed fee before any processing can take place.

The legal entity is entitled to refuse a request for information.

The main grounds for refusal is;

- Mandatory protection of the privacy of a third party who is a natural person or a deceased person or juristic, as included in POPIA, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the POPIA;
- mandatory protection of commercial information of a third party if the record contains trade secrets; financial, commercial, scientific or technical information which disclosure could cause harm to the financial or commercial interests of that third party; information disclosed in confidence;
- mandatory protection of the safety of individuals and the protection of property
- mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- mandatory protection of records which could be regarded as privileged in legal proceedings.

The legal entity does not have an internal appeal procedure. The decision of the Information Officer is final. Requesters will have to exercise external remedies at their disposal if their request for information is

7.1 Fees

The Act provides for two types of fees, namely a request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered. The request fee is not refundable; and an access fee which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester.

When the request is received by the information officer, such officer shall by notice require the requester, other than the personal requester, to pay the prescribed fee, before any further processing of the request (section 54(1))

The IO shall withhold a record until the requester has paid the fees indicated below.

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself/themselves, a request fee in the amount of R 50.00 is payable up-front before the institution will further process the request received.

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specifically excluded in terms of the Act or an exclusion is determined by the Minister of Section 54(8).

| Access of Information Fees | Fees to be Charged |
|--|---------------------------|
| Information in an A4 size page photocopy or part thereof | R2.00 |
| A printed copy of an A4 size page or part thereof | R3.00 |
| A copy in a computer readable format, UDB only | R200.00 |
| A transcription of visual images, in an A4 size page or part thereof | R60.00 |
| A copy of Visual Images | R80.00 |
| A search for a record that must be disclosed, charged per hour | R30.00 |
| Where a copy of a record needs to be posted the actual postal fee will be charged. | |

The initial request fee of R 50.00 should be deposited into the relevant bank account and a copy of the deposit slip, application form and other correspondence, documents, forwarded to the information officer.

All fees are subject to change as allowed for the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making payment.

Form to Request for Access to Record of Private Body

A. Particulars of Person on whose behalf the request is made

| | |
|------------------------------------|--|
| Full Names and Surnames: | |
| Identity Number: | |
| Postal Address: | |
| Fax Number: | |
| Telephone Number: | |
| Email Address: | |
| Capacity in which request is made: | |

B. Particulars of person on whose behalf request is made

| | |
|--------------------------|--|
| Full Names and Surnames: | |
| Identity Number: | |
| Email Address: | |

C. Particulars of record

| | |
|---|--|
| Description of record or relevant part of record: | |
| Reference Numbers: | |
| Any Particulars of record: | |

D. Fees

| |
|--|
| Reason for exemption from payment of fees: |
| |

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

| | | | |
|--|---------|--|----------------------|
| | copy of | | inspection of record |
|--|---------|--|----------------------|

2. If record consists of visual images

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

| | | | | | |
|--|--------------------|--|--------------------|--|-----------------------------|
| | view of the images | | copy of the images | | transcription of the images |
|--|--------------------|--|--------------------|--|-----------------------------|

3. If record consists of recorded words or information which can be reproduced in sound

| | | | |
|--|----------------------|--|--|
| | listen to soundtrack | | Transcription of soundtrack* written or printed document |
|--|----------------------|--|--|

4. If record is held on computer or in an electronic or machine-readable form:

| | | | | | |
|--|--------------------|--|---|--|----------------------------|
| | Printed copy of | | Printed copy of information derived from | | copy in readable form (USB |
|--|--------------------|--|---|--|----------------------------|

| | | |
|--|-----|----|
| Do you wish the transcription to be posted to you? Postage payable | YES | NO |
|--|-----|----|

E. Particulars of the right being exercised

Indicated which right is to be exercised or protected;

Explain why the record requested for the exercise or protection of the aforementioned right:

F. Notice of decision regarding request for access

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

Name and Surname of Requester

Signature of Requester