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2ND REVIEW	Joanne Rowan		28 June 2021
3RD REVIEW	Veloshini Padayachee		28 June 2021
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RECORD OF REVISIONS

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Client requests for policies and procedures must be addressed through the Quality Division of **CSG Foods** where there is doubt as to what to distribute to a Client.

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Use of this document is conditional on acceptance by the Employee of **CSG Foods** terms, conditions, and notices contained herein together with any additional policies or procedures on **CSG Foods** intranet resources and elsewhere in the business from time to time by **CSG Foods**. By accessing and using this document, the Employee is deemed to have agreed to all such terms, conditions, and notices.

(Registration Number: 1993/060002/07)

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1 Introduction

CSG Foods is a Catering company based in Brooklyn Office Park Block D, 1109 Jan Shoba Street, Brooklyn, Pretoria, 0181, which supply catering at various institutions. The level of education, training and qualification of the supplied labour depends on the contractual requirements set by customer companies. Although CSG Foods forms part of a bigger group of companies, only the business activities of CSG Foods are included in the scope. All customer related operations to whom catering services are supplied will also be excluded from CSG Foods scope, as these employees are required to comply with the client’s management systems.

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 PAIA Manual

This manual is published on the Company website at www.csgfoods.co.za or alternatively, a copy can be requested from the Managing Director (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 P.O Box 31533 Braamfontein Johannesburg 2017

PAIA Act	POPI Act
29 Princess of Wales Terrace C/O York and St Andrews Street Parktown Johannesburg 2193	JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Telephone number: (011) 484 8300 Fax number: (011) 484 1467 Website: www.sahrc.org.za E-mail: PAIA@sahrc.org.za	Website: https://justice.gov.za/inforeg E-mail: registration.IR@justice.gov.za complaints.IR@justice.gov.za inforeg@justice.gov.za

2 Company contact details

Company contact details in terms of PAIA section 51:

CSG Foods (Pty) Limited
P. O Box 2521
Brooklyn Square,
Pretoria
0075

Brooklyn Office Park Block D
1109 Jan Shoba Street
Brooklyn
Pretoria
0181

Telephone number: [+2786 130 6093](tel:+27861306093)
Website: <https://csgfoods.co.za/>

Duly authorised persons:

Information Officer	Deputy Information Officer	Deputy Information Officer
CEO: Compliance	Operations Director: Compliance	Operations Director: Compliance
Gary Davis Telephone number: +27 86 130 6093 E-mail: gdavis@csgfoods.co.za	Joanne Rowan Telephone number: +27 86 1306093 E-mail: jrowan@csgfoods.co.za	Veloshini Padayachee Telephone number: +27 86 1306093 E-mail: vpadayachee@csgfoods.co.za

3 Company records

3.1 Company records availability

Departmental records	Subject	Classification No.
Managing Directors Office	Current Product Information	1,4
	Public Corporate Records	1
	Media Releases	1
Health, Safety and Environmental Department	Environmental Policy	1
	Environmental Records	11,14
	Health and Safety Records (Employees, Contractors)	4,5,9
Human Resources Division	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
Tax Records (Company & Employees)		4,12
Motor Industry Development Programme Records		12
Asset Register		12
Supplier Records		4,5
Management Accounts		12
Fleet Insurance Records		4,5
General Contract Documentation		6,12
Company Guidelines, Policies and Procedures		12
Intellectual Property Records		3
Employee, customer and supplier information		10
Immovable Property Records		12
Statutory Records		12
Executive Directors Office	Market Information	12,13
Financial Department	Customer Records	4, 5
IT Department	Processing, Testing and Development Records	4, 5

SHERQ Department	Physical Security Records (Visitors, Suppliers, Contractors, Employees)	4,5
	Electronic Access & Identity Management Records (Employees, Contractors)	4, 5
	Time and Attendance Records	4, 5
	Complaints and Investigations Records	4, 5
Financial Department	Mail Register	4, 5

3.2 Company records 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]

4 Processing of personal information

CSG Foods 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 CSG Foods.

4.1 The purpose of processing of personal information by CSG Foods

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

- to provide or manage any information and services requested by clients;
- to help us identify data subjects when they contact CSG Foods;
- to maintain customer 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 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 services;
- to help us detect and prevent fraud and money laundering;
- to help us recover debts;
- to carry out analysis and customer profiling; and
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

4.2 Categories of data subjects and personal information processed by CSG Foods

Categories of data subjects and personal information processed by CSG Foods include the following:

Categories of Data Subjects	Personal Information processed
Customers and potential customers	Customer personal information
	Customer contracts
	Customer location information
Suppliers	Supplier personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information
Categories of Data Subjects	Personal Information processed
	Employee disability information
	Employee Pension and Provident Fund Information
	Employee contracts
	Employee performance records
	Payroll records
	Electronic access records
	Physical access 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
In-patriates and ex-patriates	In-patriate and ex-patriate personal information

4.3 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 other holding subsidiary Companies in South Africa;
- our branches in Durban, Gauteng, Mpumalanga, North West, Limpopo, and Cape Town;
- our carefully selected business partners who provide products and services under one of our brands; and
- our service providers and agents who perform services on our behalf.

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

- we are obliged to provide such information for legal or regulatory purposes;
- we are required to do so for purposes of existing or future legal proceedings,
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with 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 services.

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

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

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

4.4 Information security measures to protect personal information

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

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 CSG Foods apply adequate safeguards as outlined above.

4.5 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.

4.6 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 POPI Act Policy, and do not have any objection to our processing their information in accordance with this policy.

5 Prescribed request forms and fees

5.1 Form of request

To facilitate the processing of your request, kindly:

1. Use the prescribed form on the Company website.
2. Address your request to the CEO.
3. Provide sufficient detail to enable the Company to identify:
 - a. The record(s) requested.
 - b. The requestor (and, if an agent is lodging the request, proof of capacity).
 - c. The South African postal address, email address or fax number of the requestor.
 - d. The form of access required.
 - e. The South African postal address, email address or fax number of the requestor.
 - f. If the requestor wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - g. The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

5.2 Prescribed fees

The following applies to requests (other than personal requests):

1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
2. 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).
3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
4. Records may be withheld until the fees have been paid.
5. The detailed Fee Structure is available on the website of the Company, at the following address: <https://csqfoods.co.za/>.

5.3 Access to prescribed forms and fees

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the CEO (see contact details in section 2). Prescribed forms and fees can be found on the Company website as follows:

Form of request

A request for access to a record, made in terms of section 53(1) of the Act, must be made in the form of “**Form C**”.

Fees for records of private body

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is **R50.00**
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
 - a. for every photocopy of an A4-size page or part thereof **R1.00 - R10.00**
 - b. for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form **R0.00 - R75.00**
 - c. for a copy in a computer-readable form on:
 - stiffy disc **R7.00 - R50.00**.
 - compact disc **R70.00**.
 - d. for a transcription of visual images, for an A4-size page or part thereof **R40.00**.
 - e. for a copy of visual images **R60.00**.
 - f. for transcription of an audio record, for an A4-size page or part thereof **R20.00**.
 - g. for a copy of an audio record **R30.00**.
 - h. To search for the record for disclosure, **R30.00** for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester
Exemptions from paying “access fees”

Person or persons exempted from paying access fees: -

- a. A single person whose annual income does not exceed **R14,712.00**; or
- b. Married persons or a person and his/her life partner whose annual income does not exceed **R27,192.00**

NOTES: Please take note of the following differences when making an application for access to information to a Public Body and a Private Body

	Private Body
Application form to use	“Form C”
Request fee payable	R50.00

Remedy available <i>(when not satisfied with the decision (including “deemed refusal”) of the Information Officer or Deputy Information Officer)</i>	Application to Magistrates’ Court <i>(there is no Internal Appeal)</i>
Remedy available <i>(only when not satisfied with the outcome of the Internal Appeal)</i>	

Forms: https://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf

Fees: <https://www.justice.gov.za/paia/PAIA-brochure.pdf>

6 Remedies

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator for relief.