



## **PAIA MANUAL OF REDSUN DRIED FRUITS & NUTS (PTY) LTD**

This manual is prepared in compliance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). It aims to inform stakeholders, including employees, clients, and the public, about the types of records held by RedSun Dried Fruits & Nuts (Pty) Ltd and its subsidiaries and the procedures to access these records.

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**Table 1 - Definitions**

<b>Term</b>	<b>Definition</b>
<b>“Data Subject”</b>	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
<b>“Deputy Information Officer”</b>	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
<b>“Information Officer”</b>	means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
<b>“Information Regulator”</b>	means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
<b>“Manual”</b>	means this manual was compiled by RedSun Dried Fruits & Nuts (Pty) Ltd in terms of PAIA and POPIA;
<b>“PAIA”</b>	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
<b>“Personal Information”</b>	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
<b>“Personnel”</b>	means all partners, directors, officers, employees, individual contractors and other personnel of RedSun Dried Fruits & Nuts (Pty) Ltd;
<b>“POPIA”</b>	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
<b>“Processing”</b>	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
<b>“Private Body”</b>	means any former or existing juristic person, as contemplated in the Act and POPIA;
<b>“Record”</b>	means a record as contemplated in PAIA and includes Personal Information;

## **1. INTRODUCTION**

The Promotion of Access to Information Act, No 2 of 2000 ("PAIA") was established to ensure that responsible parties are transparent in dealing with information and accountable towards data subjects and their Constitutional rights.

PAIA was enacted on 3 February 2000, giving effect to the right of access to any information held by the Government, as well as any information held by another person who is required for the exercising or protection of any rights.

This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of PAIA, the body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information may or must be refused. The Act sets out the requisite procedural process for such a request.

This manual applies to all divisions, subsidiaries, and business units within RedSun Dried Fruits & Nuts (Pty) Ltd, ensuring a uniform approach to information access requests across the corporation.

## **2. PURPOSE OF THE MANUAL**

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

Section 9 of the Act, however, recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient, and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

Wherever reference is made to "Private Body" in this manual, it will refer to RedSun Dried Fruits & Nuts (Pty) Ltd and all its subsidiaries.

This Manual is useful for the public to -

- 2.1 check the categories of records held by RedSun Dried Fruits & Nuts (Pty) Ltd, which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of RedSun Dried Fruits & Nuts (Pty) Ltd by providing a description of the subjects on which RedSun Dried Fruits & Nuts (Pty) Ltd holds records and the categories of records held on each subject;
- 2.3 know the description of the records of RedSun Dried Fruits & Nuts (Pty) Ltd, which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 2.6 know if RedSun Dried Fruits & Nuts (Pty) Ltd processes personal information and the purpose of processing personal information;
- 2.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if RedSun Dried Fruits & Nuts (Pty) Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether RedSun Dried Fruits & Nuts (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. CONTACT DETAILS:

Information Officer:	Riaan Conrad Conradie
Postal Address:	PO Box 767, Keimoes, 8860
Physical Address:	Keimoes, Upington N14
Telephone No:	0764971051
E-mail:	<a href="mailto:conrad@redsun.co.za">conrad@redsun.co.za</a>

Deputy Information Officer:	
Postal Address:	
Physical Address:	
Telephone No:	
E-mail:	

### GENERAL INFORMATION:

Name of Private Body:	Redsun Dried Fruits & Nuts (Pty) Ltd
Registration No:	2008/027388/07
Postal Address:	PO Box 767, Keimoes, 8860
Physical Address:	Keimoes, N14
Telephone No:	0764971051
E-mail:	<a href="mailto:conrad@redsun.co.za">conrad@redsun.co.za</a>
Website	<a href="http://www.redsun.co.za">www.redsun.co.za</a>

### 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of -
- 4.3.1 the objects of PAIA and POPIA;
  - 4.3.2 the postal and street address, phone, and fax number and, if available, electronic mail address of-
    - 4.3.2.1 the Information Officer of every public body, and
    - 4.3.2.2 every Deputy Information Officer of every public and private body

designated in terms of Section 17(1) of PAIA<sup>1</sup> and Section 56 of POPIA<sup>2</sup>;

4.3.3 the manner and form of a request for -

4.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA<sup>3</sup>; and

4.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA<sup>4</sup>;

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;

4.3.6 remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Regulator; and

4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal, a decision by the Regulator or a decision of the head of a private body;

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<sup>1</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>2</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA

<sup>3</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.7 the provisions of Sections 14<sup>5</sup> and 51<sup>6</sup> of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8 the provisions of Sections 15<sup>7</sup> and 52<sup>8</sup> of PAIA providing for the voluntary disclosure of categories of records by a public body and a private body, respectively;
  - 4.3.9 the notices issued in terms of Section 22<sup>9</sup> and 54<sup>10</sup> of PAIA regarding fees to be paid in relation to requests for access; and
  - 4.3.10 the regulations made in terms of Section 92<sup>11</sup> of PAIA.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained-
- 4.5.1 upon request to the Information Officer;
  - 4.5.2 from the website of the Information Regulator (<https://inforegulator.org.za/>).
- 4.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours in English and Afrikaans.

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-  
 (a) any matter which is required or permitted by this Act to be prescribed;  
 (b) any matter relating to the fees contemplated in sections 22 and 54;  
 (c) any notice required by this Act;

## 5. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

In accordance with Section 52(2) of the Promotion of Access to Information Act (PAIA), read with the Protection of Personal Information Act (POPIA), the following categories of records are voluntarily made available to the public by RedSun Dried Fruits and Nuts (Pty) Ltd, without the need to submit a formal request in terms of PAIA.

The Categories of Records Automatically Available are;

- Company brochures and marketing material
- Privacy policy and other compliance-related policies
- Vacancy announcements and job application procedures
- Product and service catalogues
- Standard terms and conditions of business
- User manuals and product documentation
- Press releases and newsletters
- Company forms (e.g., application, enquiry, or feedback forms)
- Section 51 PAIA Manual

These records can be accessed via the company's website at [www.redsun.co.za](http://www.redsun.co.za) or by contacting the Information Officer via email at [conrad@redsun.co.za](mailto:conrad@redsun.co.za) Physical copies may also be available upon request at the company's principle office.

## 6. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that RedSun Dried Fruits & Nuts (Pty) Ltd holds in order to facilitate a request in terms of the Act.

The information is classified and grouped according to records relating to the following subject and categories: It is recorded that the accessibility of the documents listed below may be subject to the grounds of refusal set out hereinafter.

**Table 2 - Categories of Records**

Subjects on which the body holds records	Categories of records
Incorporation Documents and Records	<p>These include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>• Document of Incorporation</li><li>• Constitution</li><li>• Copies of Shareholders Agreement(s)</li><li>• Minutes of meetings held by the Board of Directors, Shareholders, Management and/or staff meetings.</li><li>• Internal telephone lists and a list of employees.</li></ul>

Financial Documents	<p>General</p> <ul style="list-style-type: none"> <li>• VAT Records</li> <li>• Tax Records</li> <li>• PAYE Records</li> <li>• UIF Records</li> <li>• SDL Records</li> <li>• Management Accounts and Audited Financial Statements</li> <li>• Asset Register</li> </ul> <p>Operating system</p> <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Debit Note</li> <li>• Credit Note</li> </ul> <p>Banking</p> <ul style="list-style-type: none"> <li>• Cheque account</li> <li>• Current account</li> <li>• Cash records</li> <li>• Financial Reporting</li> </ul>
Client Services Records	<ul style="list-style-type: none"> <li>• Client annual financial statements</li> <li>• Client company registration documents</li> <li>• Client shareholder agreement</li> <li>• Client member's agreement</li> <li>• Client partnership agreement</li> <li>• Client memorandum of incorporation</li> <li>• Client employee details</li> <li>• Client correspondence</li> <li>• Client contracts</li> <li>• Client standard business documentation</li> <li>• Client statutory and tax records</li> <li>• Client business information</li> </ul>

	<ul style="list-style-type: none"> <li>• Client CIPC documents</li> <li>• Client SARS tax clearance certificates</li> <li>• Client BEE records</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Pay/salary status</li> <li>• Leave records</li> <li>• Educational history</li> <li>• Letter of appointment</li> <li>• Employment agreement</li> <li>• Legal documentation</li> <li>• Records relating to salary increases</li> <li>• Disciplinary records</li> <li>• Performance Management records</li> <li>• Medical history of employees</li> <li>• Tax records</li> <li>• Written company policies</li> <li>• Written Employment Equity Plan</li> <li>• Workplace Skills Development Plan</li> <li>• Registration with SETA</li> <li>• Personality test records</li> <li>• Psychometric testing records</li> <li>• Provident fund</li> <li>• Unemployment fund</li> <li>• Records of deductions from employees</li> <li>• Identification records for security purposes</li> <li>• Records of incidents</li> <li>• Records relating to Occupational Health and Safety</li> </ul>
Information Technology records	<ul style="list-style-type: none"> <li>• Licenses</li> <li>• Software programs</li> <li>• Software applications</li> </ul>

	<ul style="list-style-type: none"> <li>• Internal company e-mails</li> <li>• Internet connectivity reports</li> </ul>
Operational Documents and Records	<ul style="list-style-type: none"> <li>• Written policies regarding business plan/activities</li> <li>• Documentation with regard to: <ul style="list-style-type: none"> <li>- Business plans</li> <li>- Strategy</li> <li>- Vision</li> <li>- Mission</li> <li>- Action plans</li> <li>- Company Profile</li> <li>- Customer complaints</li> <li>- Records pertaining to costing/quoting</li> <li>- Research and development</li> </ul> </li> <li>• Written service specification</li> <li>• Customer database</li> <li>• Customer application forms</li> <li>• Sales records</li> <li>• Records with respect to scheduling and supply of services</li> </ul>

## **7. RECORDS REQUIRED IN TERMS OF LEGISLATION**

Records are kept in accordance with legislation applicable to RedSun Dried Fruits & Nuts (Pty) Ltd, which includes but is not limited to the following –

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Tax Administration Act 2011
- Securities Transfer Tax Act, 2007
- Securities Transfer Tax Administration At, 2007
- Labour Relations Act, 66 of 1995
- Employment Equity Act, 55 of 1998
- Electronic Communications and Transactions Act 36 of 2005
- Basic Conditions of Employment Act, 75 of 1997
- Broad-Based Economic Empowerment Act, 53 of 2003
- Constitution of the Republic of South Africa, 108 of 1996
- Companies Act, 61 of 1973
- Consumer Protection Act, 68 of 2008
- Value Added Tax Act, 89 of 1991
- Income Tax Act, 58 of 1962
- Financial Intelligence Centre Act, 38 of 2001
- Protection of Personal Information Act, 4 of 2013

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

## **8. REQUEST PROCEDURE FOR OBTAINING INFORMATION**

### **Access to records held by RedSun Dried Fruits & Nuts (Pty) Ltd**

Records held by RedSun Dried Fruits & Nuts (Pty) Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of the Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (**Annexure B**) and submit the same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,

- Which form of access is required, if the request is granted;
- The postal address, fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

RedSun Dried Fruits & Nuts (Pty) Ltd will process the request within 30 days unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (**Annexure C**). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

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

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

The requester must pay the prescribed fee before any further processing can take place.

## 9. FEES

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any) before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

The fees applicable to a request for information are set out in **Annexure A** hereto.

## 10. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for RedSun Dried Fruits & Nuts (Pty) Ltd to refuse a request for information relate to the:

Mandatory protection of the privacy of a third party that is a natural person, that would involve the unreasonable disclosure of personal information of that natural person;

Mandatory protection of the commercial information of a third party, if the record contains:

- Trade secrets of that third party;
- Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
- Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.

Mandatory protection of confidential information of the protection of property;

Mandatory protection of records that would be regarded as privileged in legal proceedings;

The commercial activities of RedSun Dried Fruits & Nuts (Pty) Ltd may include:

- Trade secrets of RedSun Dried Fruits & Nuts (Pty) Ltd
- Financial, commercial, scientific, or technical information, disclosure which could likely cause harm to the financial or commercial interest of RedSun Dried Fruits & Nuts (Pty) Ltd
- Information which, if disclosed, could put RedSun Dried Fruits & Nuts (Pty) Ltd at a disadvantage in negotiations or commercial competition;
- A computer program, owned by RedSun Dried Fruits & Nuts (Pty) Ltd and protected by copyright.

The research information of RedSun Dried Fruits & Nuts (Pty) Ltd or a third party, if its disclosure would reveal the identity of RedSun Dried Fruits & Nuts (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources, shall be refused.

## 11. DECISION

RedSun Dried Fruits & Nuts (Pty) Ltd will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (**Annexure C**). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30-day period within which RedSun Dried Fruits & Nuts (Pty) Ltd must decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of RedSun Dried Fruits & Nuts (Pty) Ltd and the information cannot reasonably be obtained within the original 30-day period. RedSun Dried Fruits & Nuts (Pty) Ltd will notify the requester in writing should an extension be sought.

## 12. PROCESSING OF PERSONAL INFORMATION

### 12.1 Purpose of Processing Personal Information

The purpose of the POPIA is to promote the protection of personal information of data subjects and to give effect to their right to privacy as provided for in the Constitution. RedSun Dried Fruits & Nuts (Pty) Ltd is responsible for ensuring that information is processed lawfully, fairly, and transparently and that we comply with the conditions set out in POPIA.

RedSun Dried Fruits & Nuts (Pty) Ltd will process personal information for the following purposes:

- Record keeping purposes;
- Compliance purposes;
- Staff administration and job applicants;
- Service delivery purposes;
- Handling complaints;
- Procurement process;
- Health and Safety purposes;
- Monitor access, secure, and manage our premises and facilities;
- Help improve quality products and services;
- To administer legal contractual purposes;
- To recover debt;
- To transact with suppliers.

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

**Table 3 - Categories of Data Subjects**

<b>CATEGORIES OF DATA SUBJECTS</b>	<b>PERSONAL INFORMATION THAT MAY BE PROCESSED</b>
Customers / Clients	<p>These include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>• Full Name</li><li>• Surname</li><li>• ID number</li><li>• Address</li><li>• Banking details</li><li>• Income Tax Number</li><li>• Contact number</li><li>• Company name</li><li>• Company registration number</li><li>• Physical Address</li><li>• Email address</li><li>• Trade classification</li><li>• Trade classification code</li><li>• SIC code</li><li>• PAYE information</li><li>• SDL information</li><li>• UIF information</li><li>• Postal address</li><li>• Gender</li><li>• Race</li><li>• Medical information</li><li>• Dependent information</li><li>• Next of kin information</li></ul>

Directors/Shareholders	<p><b>These include, but are not limited to, the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Full Name</b></li> <li>• <b>Surname</b></li> <li>• <b>ID number</b></li> <li>• <b>Address</b></li> <li>• <b>Banking details</b></li> <li>• <b>Income Tax Number</b></li> <li>• <b>Contact number</b></li> <li>• <b>Gender</b></li> <li>• <b>Race</b></li> <li>• <b>Company/Trust name</b></li> <li>• <b>Company/Trust registration number</b></li> </ul>
Employees	<ul style="list-style-type: none"> <li>• ID number</li> <li>• Email address</li> <li>• Gender</li> <li>• Nationality</li> <li>• Driver's license details</li> <li>• Marital Status</li> <li>• Telephone number</li> <li>• Next of Kind details</li> <li>• Banking details</li> <li>• Address</li> <li>• Qualifications</li> <li>• Psychometric tests</li> <li>• MBTI personality tests</li> <li>• PAYE Information</li> <li>• UIF Information</li> <li>• Medical Information</li> <li>• Tax number</li> <li>• Dependents information</li> </ul>

### **12.3 The recipients or categories of recipients to whom the personal information may be supplied.**

12.3.1 RedSun Dried Fruits & Nuts (Pty) Ltd may supply the personal information of data subjects to its Employees, as part of executing its employment and contractual mandate.

12.3.2 RedSun Dried Fruits & Nuts (Pty) Ltd may supply information to third-party service providers, who render the following services:

- Payroll administration
- Training services
- Clock in system administration
- BEE Verification
- Provident fund, medical aid, and insurance administration
- Auditing and accounting services
- Criminal checks

- Financial services
- Information Security services

12.3.3 RedSun Dried Fruits & Nuts (Pty) Ltd may also supply the personal information of data subjects to –

- any regulatory authority or tribunal, in respect of any matter or part thereof, that falls under their jurisdiction.
- law enforcement agencies, such as the National Prosecuting Authority or the South African Police Service, for criminal investigation; and
- to the Courts, in respect of any matter being litigated.

#### **12.4 Planned transborder flows of personal information.**

RedSun Dried Fruits & Nuts (Pty) Ltd does not transfer any information beyond the borders of South Africa.

## **12.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.**

RedSun Dried Fruits & Nuts (Pty) Ltd has implemented the following Information Security Measures to ensure the confidentiality, integrity and availability of all information residing on our IT Systems:

We make use of IT specialists to design and implement a security framework on all our devices and servers to keep all electronic records of your personal information safe.

Our IT specialists are seen as our operators by definition of the POPI Act (see definition clause) as they maintain and upgrade our IT systems and security. They only perform functions as mandated by us and are prohibited from processing your personal information, unless it is in line with the mandate that you, in turn, gave to us.

These functions are:

- Implementing necessary cybersecurity systems to detect, investigate and effectively respond to threats to personal information or its systems.
- Optimising cloud services and the way in which personal information is stored and processed to be in line with the POPI Act.
- Regular wiping of 'free space' on storage devices to make sure deleted personal information is irrecoverable.
- Implementing access control methods and mechanisms to ensure that only authorised users have access to your personal information.
- Upgrade our system and devices regularly.
- We further maintain, update, and implement a strict password policy where personal information is accessible.
- All active physical copies of personal information records are kept behind locked doors. All archived physical copies of personal information records are kept behind locked doors.

## **13. AVAILABILITY OF THE MANUAL**

The manual of RedSun Dried Fruits & Nuts (Pty) Ltd is available at the premises of RedSun Dried Fruits & Nuts (Pty) Ltd as well as on their website [www.redsun.co.za](http://www.redsun.co.za).

**14. INTERNAL BUSINESS UNITS/SUBSIDIARY COMPANIES OF REDSUN DRIED FRUITS AND NUTS**

<b>Business Unit</b>	<b>Information Officer</b>	<b>Contact Information</b>

### ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

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

## ANNEXURE B: FORM 2

### REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

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

**TO:** The Information Officer

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(Address)

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

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

*Mark with an "X"*

☐

The request is made in my own name

☐

Request is made on behalf of  
another person.

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

Full names of the person on whose behalf the request is made (if applicable)			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile
	Cellular		
<p align="center"><b>PARTICULARS OF RECORDS REQUESTED</b></p> <p>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
The record is in written or printed form	
The record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
The record consists of recorded words or information which can be reproduced in sound	
The record is held on a computer or in an electronic or machine-readable form	
<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record (including copies of any virtual images, transcriptions and information held on a computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of record on a flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

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

### PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

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

### FEES

(a) A request fee must be paid before the request will be considered. (b) You will be notified of the amount of the access fee to be paid. (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. (d) If you qualify for exemption from the payment of any fee, please state the reason for (e) exemption	
Reason	

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

Postal address	Facsimile	Electronic communication (Please specify)

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

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

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**FOR OFFICIAL USE**

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

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

## ANNEXURE C: FORM 3

### OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

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

Reference number:

TO:

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Your request dated refers.

**1. You requested:**

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

**2. You requested:**

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

### 3. To be submitted:

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

Kindly note that your request has been

☐ Approved

☐ Denied, for the following reasons:

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

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

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

☐

Yes

☐

No

Hours of search		Deposit Amount <i>(calculated on one-third of the total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference No.:

Submit proof of payment to:

_____
_____
_____
_____
_____
_____
_____

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

\_\_\_\_\_  
Information officer