



# **Promotion of Access to Information Act (PAIA) MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

**DATE OF COMPILATION: 24/03/2022**  
**DATE OF REVISION:**

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 2.1 **“Data subjects”** means the person to whom personal information relates;
- 2.2 **“Operator”** means 'a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;
- 2.3 **“PAIA”** means Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 2.4 **“Personal information”** means information relating to an identifiable natural or juristic person;
- 2.5 **“POPIA”** means the Protection of Personal Information Act No.4 of 2013;
- 2.6 **“Regulator”** means the Information Regulator; and
- 2.7 **“Responsible party”** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for members of the public to:

- 2.8 check the categories of records held by BerryWorld and which are available without a person having to submit a formal PAIA request to BerryWorld;
- 2.9 have a sufficient understanding of how to make a request for access to a record of BerryWorld, by providing a description of the subjects on which BerryWorld holds records and the categories of records held on each subject;
- 2.10 know the description of the records of BerryWorld which are available in accordance with any other legislation;

- 2.11 access all the relevant contact details of the Information Officer and Deputy Information Officer for BerryWorld who will assist the public with the records they intend to access;
- 2.12 know the description of the guide on how to use PAIA, as updated by BerryWorld and how to obtain access to it;
- 2.13 know whether BerryWorld will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.14 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.15 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.16 know whether BerryWorld has planned 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
- 2.17 know whether BerryWorld has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION AT BERRYWORLD**

#### **3.1. Information Officer**

Name: Jason Richardson  
Tel: 021 001 8330  
Email: Jason.richardson@berryworld.com  
Fax number: 086 609 9108

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of BerryWorld designated in terms of section 17 (1) of PAIA.*

Name: Willow Burmeister  
 Tel: 021 001 8330  
 Email: willow.burmeister@berryworld.com  
 Fax Number: 086 609 9108

3.3 Access to information and national headquarters

Address: BerryWorld, South Africa, Phase 1C, 2nd Floor, No 1 The Woodmill, Vredenburg Road, Stellenbosch, 7600, South Africa.  
 Email: [hello@berryworld.com](mailto:hello@berryworld.com)  
 Telephone: +27 (0)21 001 8330  
 Website: [www.berryworld.com](http://www.berryworld.com)

**4. CATEGORIES OF RECORDS OF BERRYWORLD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

| Category of records                       | Types of the Record                  | Available on Website | Available upon request |
|---|--------------------------------------|----------------------|------------------------|
| Names of farms serving as berry producers | Farm names and associated narratives | X                    |                        |

**5. DESCRIPTION OF THE RECORDS OF BERRYWORLD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

| Category of Records         | Applicable Legislation                           |
|-----------------------------|--|
| Memorandum of Incorporation | Companies Act 71 of 2008                         |
| PAIA Manual                 | Promotion of Access to Information Act 2 of 2000 |
| Tax records                 | Income Tax Act 95 of 1967                        |

|                  |                                    |
|------------------|------------------------------------|
| Consumer records | Consumer Protection Act 68 of 2008 |
|------------------|------------------------------------|

**6. DESCRIPTION OF THE SUBJECTS ON WHICH BERRYWORLD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT**

| <b>Subjects on which BerryWorld holds records</b>    | <b>Categories of records</b>  |
|--|---|
| Strategic Documents, Plans, Proposals                | Annual Reports  |
| Customer Records                                     | Database of BerryWorld customers/ clients   |
| Supplier Records                                     | Database of BerryWorld suppliers  |
| Service Provider Records                             | Database of BerryWorld service providers  |
| Business partners / Subsidiaries / Affiliate Records | Database of BerryWorld business partners, subsidiaries, and affiliates                          |
| Human Resources Records                              | Personal and dependent records provided by employees of BerryWorld                              |
| Human Resources Records                              | Conditions of employment and other employee-related contractual and <i>quasi</i> -legal records |
| Human Resources Records                              | Internal evaluation records and other internal records  |
| Human Resources Records                              | Correspondence relating to personnel and dependants   |
| Human Resources Records                              | Training schedules and materials related to personnel   |
| Human Resources Records                              | Occupational Health and Safety records related to personnel                                     |
| Human Resources Records                              | Medical records related to personnel and dependants   |
| Human Resources Records                              | Criminal records  |
| Human Resources Records                              | Disciplinary records  |
| Insurance Records                                    | Records of goods, services and properties insured   |

## 7. PROCESSING OF PERSONAL INFORMATION

### 7.1 Purpose of Processing Personal Information

BerryWorld processes personal information for the following reasons:

- Information shared by the data subject. BerryWorld uses this information:
  - For the purpose of improving its services, to ensure that content emanating from BerryWorld is presented in the most effective and lawful manner for purposes of its data subjects, whoever they are and whatever role they otherwise may fulfil;
  - To deal with any legal queries relating to data subjects' use of BerryWorld's services;
  - To provide data subjects with service communications so that they receive full and functional services and so BerryWorld can perform properly its obligations to its data subjects. These service communications may be sent by email [or post or, if the circumstances require it, BerryWorld may contact data subjects by phone]. These service communications may include notifications about changes to BerryWorld's services; and
  - In BerryWorld's and third partys' legitimate interest of keeping data subjects and customers in general up to date with its good and services, to increase awareness of BerryWorld, for purposes of making promotional offers and generating new business, as well as for building and maintaining loyalty or market share.
- Information BerryWorld collects from data subjects' use of its Internet site. BerryWorld will use this information for the following purposes:
  - To administer BerryWorld's public presence and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - To improve BerryWorld's public presence to ensure that content is presented in the most effective and lawful manner for the purposes of data subjects;

- As part of BerryWorld's efforts to keep its Internet site safe and secure; and
- To measure or understand the effectiveness of advertising and associated promotional offers BerryWorld serves to data subjects and others.
- Information BerryWorld collects throughout its extensive operational and strategic relationships. BerryWorld will use this information to help it provide data subjects with services or employment;
- Information BerryWorld receives from other sources. BerryWorld may share personal information with the following selected third parties under conditions compliant with the minimum relevant statutory requirements:
  - Selected associated third parties, some of whom it appoints to provide services, including:
    - Business partners, subsidiaries, affiliates, suppliers and sub-contractors for the performance of any contract BerryWorld enters into with data subjects and other parties;
    - Analytics and search engine providers that assist BerryWorld in the improvement and optimisation of its Internet site;
    - Customer survey providers to receive feedback and improve BerryWorld services; and
    - Any member of the BerryWorld group, which means its subsidiaries.
- Additionally, BerryWorld will disclose personal information to the relevant third party:
  - In the event that it sells or buys any business or assets, in which case it will disclose personal information to the prospective seller or buyer of such business or assets;
  - If BerryWorld was to be acquired by a third party, in which case personal information held by it about its customers will be one of the transferred assets; and
  - If BerryWorld is under a duty to disclose or share personal information to comply with any legal obligation, or in order to



enforce or apply its terms of use and other agreements; or to protect the rights, property, or safety of its customers, the Regulator, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention of money laundering and credit risk reduction.

- BerryWorld will retain personal information about data subjects for a maximum of six years after the end of our relationship with you unless obligations with the Information Regulator or associated statutory provisions require otherwise.

## 7.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

| Categories of Data Subjects                                       | Personal Information that may be processed  |
|---|---|
| Customers / Clients   | Names, addresses, email addresses, telephone numbers, account numbers, and registration or identity numbers   |
| Service Providers / Business partners / Subsidiaries / Affiliates | names, email addresses, telephone numbers, registration numbers, VAT numbers, addresses and bank details  |
| Employees   | Names, identity numbers, gender, race, marital status, addresses, email addresses, telephone numbers, dependants, medical history, criminal history, account numbers and bank details |
| Directors / Shareholders  | Names, identity numbers, gender, race, addresses, email addresses, telephone numbers and bank details   |

**7.3 The recipients or categories of recipients to whom the personal information may be supplied**

| Category of personal information   | Recipients or Categories of Recipients to whom the personal information may be supplied  |
|--|--|
| Names, gender, race, marital status, addresses, email addresses, telephone numbers, account numbers, and registration or identity numbers, VAT numbers, bank details, dependants, medical history and criminal history | Training institutions, banking institutions, medical institutions, statutory institutions (South African Revenue Services, Department of Labour, Department of Social Development, National Treasury, SA Reserve Bank) |
| Names, addresses, email addresses and telephone numbers  | Business partners, subsidiaries, affiliates, suppliers and sub-contractors   |
| Identity number and names for criminal checks  | South African Police Services  |
| Qualifications for qualification verifications   | South African Qualifications Authority   |
| Credit and payment history for credit information  | Credit Bureaus   |

**7.4 Planned transborder flows of personal information**

BerryWorld may transfer personal information across South African borders. It will only do so if adequate protection measures are in place in compliance with relevant data protection legislation. In addition, BerryWorld uses the following protection measures:

- Transferring to countries approved by the European Commission under the General Data Protection Regulation;
- Implementing the relevant Data Processing Agreements or Memorandums of Agreements with relevant third parties, depending on whether they are operators or responsible parties; and

- Requiring companies it transfers personal information to, to be signed up to the relevant certification e.g. Privacy Shield for the USA where relevant.

## **7.5 General description of Information Security Measures to be implemented by BerryWorld to ensure the confidentiality, integrity and availability of the information**

BerryWorld takes the safety and security of personal information very serious and remains committed to protecting such personal information in accordance with Section 19 of POPIA dealing with security measures on integrity and confidentiality of personal information. IN this regard, the following measures apply:

- All digital information kept by BerryWorld is encrypted and stored behind firewalls on secure servers;
- All members of BerryWorld personnel are equipped with the required knowledge and tools to use personnel information whether digital or otherwise safely and in accordance with the relevant BerryWorld policies;
- All statutory duties delegated to the BerryWorld Information Officer are constantly complied with; and
- Paper copies containing personal information are retained in locked filing cabinets and are shredded/destroyed at the end of the appropriate retention period OR scanned in and immediately shredded/destroyed.

## **8. AVAILABILITY OF THE MANUAL**

8.1 A copy of the Manual is available-

8.1.1 At [www.berryworld.com](http://www.berryworld.com);

8.1.2 BerryWorld South African head office for public inspection during normal business hours;

8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

8.1.4 to the Information Regulator upon request.

8.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## 9. UPDATING OF THE MANUAL

The head of BerryWorld will on a regular basis update this manual.

### ***Issued by***

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Jason Richardson  
Managing Director