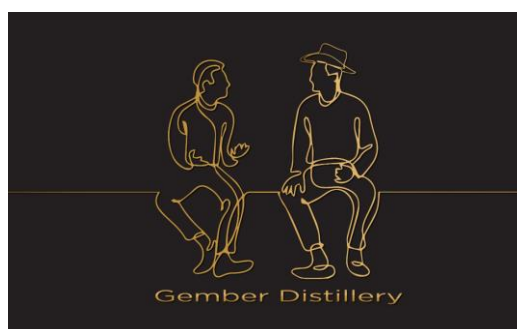


# MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) 2 OF 2000

OF

## GEMBER DISTILLERY

Registration number 2021/500522/07



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## COMPANY INFORMATION AND CONTACT DETAILS

Company Name	Gember Distillery
Company Registration Number	2021/500522/07
VAT Registration Number	4570299489
Physical Address	Unit 6 Platinum Park, 101 Capricorn Drive, Muizenberg, Cape Town, 7945
Postal Address	Unit 6 Platinum Park, 101 Capricorn Drive, Muizenberg, Cape Town, 7945
Websites	www.twogingers.com www.gemberdistillery.com
Telephone Number	021 1802852
Email – General Information only	info@gemberdistillery.com

## PURPOSE OF THIS PAIA MANUAL

PAIA (Promotion of Access to Information Act, 2000) commenced on the 9<sup>th</sup> of March 2001, to give effect to Section 32 of the Constitution, a fundamental right in the Bill of Rights, being the right of access to any information held by any other person.

The purpose of PAIA is to give an outline of the types of records held by the Company, and to provide the right to access personal information.

This manual also provides the requirements to meet such requests, and the fees to process them.

POPIA (Protection of Personal Information Act) gives effect to Section 14 of the Constitution, the right to privacy, by protecting personal information and regulating the free flow and processing of personal information. POPIA sets minimum conditions which the company must comply with to ensure that all personal information is respected and protected.

## DETAILS OF INFORMATION OFFICER

Name and Designation	Simon Cranswick (Founder and CEO)
Email	simon@gemberdistillery.com
Contact Number	0828578885

## FURTHER INFORMATION

If you would like further information about how you can access information under PAIA, you can contact the South African Human Rights Commission (SAHRC). They have a guide in each official South African language about how to exercise any right under PAIA. The guide is available online here:

<https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf>

## DETAILS OF THE INFORMATION REGULATOR

In terms of Section 110 of the Protection of Personal Information Act No 4 of 2013 the functions of the SAHRC have been transferred to the Information Regulator. Their contact details are:

Telephone Number	021 023 5200
General Email	inforeg@justice.gov.za
Complaints Email	complaints.IR@justice.gov.za
Website	www.sahrc.org.za
Postal Address	PO Box 3153, Braamfontein, Johannesburg, 2017
Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

## DEFINITIONS OF TERMS USED

Term	Definition
Company	Gember Distillery, as specified on the title page of this document
PAIA	Promotion of Access to Information Act No 2 of 2000, and all relevant regulations
POPIA	Protection of Personal Information Act No 4 of 2013
Data Subject	Person to whom all personal information relates
Information Regulator	Regulator established in terms of the Protection of Personal Information Act (POPIA) No 4 of 2013
Manual	This manual, available from Gember Distillery
Personal Information	Information relating to an identifiable, living, natural person and where applicable, an identifiable, existing juristic person (as defined in POPIA)
Record	Recorded information held by the Company in any form or medium, whether created or provided
Requester	Any Natural person, or any Juristic person (public body or an official thereof), or any person acting on behalf of a Natural or Juristic person, who is requesting access to a record held by the Company

Customer	Any Natural or Juristic person that currently receives or previously received services from the Company.
Employee	Any person who is entitled to remuneration by working for or providing services to or on behalf of the Company, or any person who assists in carrying out the business of the Company.
Information Officer	Means the appointed Information Officer (as defined in Section 1 of PAIA) of the Company – see page 2 of this manual
Record	Personally identifiable information related to the Data Subject

## AUTOMATICALLY AVAILABLE INFORMATION

We may hold information that can be accessed without having to make a formal request. Before making a formal request for information in terms of PAIA which will involve a fee and a waiting period, find out whether the required information is available without having to make this request.

Information	Available from
Company registration details	CIPC (Companies and Intellectual Property Commission)
Directors' names	CIPC (Companies and Intellectual Property Commission)
Liquor licence	WCLA (Western Cape Liquor Authority)

## WAYS IN WHICH WE HOLD AND PROCESS PERSONAL INFORMATION

### Data Subjects and categories of personal information

Data Subjects	Categories of personal information
Employees	Full names, ID numbers, Address, Email, Contact numbers, Banking details, Employment details
Job applicants	Full names, ID numbers, Address, Email, Contact numbers
Customers	Full names, Address, Contact details, Age (DOB), Order details
Distributors and trade	Company name, Contact name, Contact details, Physical address, VAT number FICA information (Financial Intelligence Centre Act, 2001)
Suppliers	Company name, Contact name, Contact details, Physical address, VAT number, Banking details

## Data Subjects and purposes of processing

Data Subjects	Purposes of processing (broadly described)
Employees	Human Resources actions w.r.t. employment contract Salary payments
Job applicants	Human Resources actions such as employment, educational and credit checks
Customers	Processing orders Order history and fees charged Accounts processing (via Payfast)
Distributors and trade	Processing orders Order history and fees charged Accounts processing
Suppliers	Order placements Order history and fees paid Accounts processing

## Data Subjects and likely recipients of information

Data Subjects	Likely recipients of information
Employees	Human Resources Line Management / Exco Accounts / Finance
Job applicants	Human Resources Line Management / Exco
Customers	Production Admin Accounts / Finance
Distributors and trade	Production Admin Accounts / Finance
Suppliers	Production Admin Accounts / Finance Exco

## ACCESS TO INFORMATION AND APPLICABLE FEES

### How to request access to information

Our Information Officer has been designated to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA.

You may submit the completed form to our Information Officer, together with the applicable fees (see below). Please note that all relevant information must be completed in order that the Information Officer may have sufficient identifying information for both the requester, the records to which access is required, in what form such access must be supplied, and what right you wish to exercise or protect by requesting access to the relevant records. The Information Officer will then evaluate and consider your request in terms of PAIA.

If you need assistance to complete the Form C, please contact our Information Officer.

To request access to a record, please complete Form C, which can be found on pages 7-9 of this manual.

### **Prescribed fees applicable in terms of PAIA for accessing or processing requests**

There are fees applicable to cover the cost of searching for records and copying them.

If the Information Officer thinks that the collection and reproduction of documents will take longer than six hours, he will inform the requester (by formal notice) that one third of the access fee is payable upfront as a deposit.

<b>Activity</b>	<b>Fee</b>
Copy per A4 Page	R1.10
Printing per A4 Page	R0.75
Copy on a CD	R70
Transcription of visual images per A4 page	R40
Copy of a visual image	R60
Transcription of an audio recording per A4 page	R20
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation
Postage fees	These have to be paid by the requester for the delivery of their records

In the event that an Information Officer is unable to find the particular records requested, or it is believed they do not exist, PAIA states the following in section 55: that the Information Officer must, after ensuring that all reasonable steps have been taken to locate the record, submit a detailed affidavit to the requester giving notice that the records in question do not exist or cannot be found.

### **AVAILABILITY OF THE PAIA MANUAL**

This PAIA manual is available on the Company's website or on request from the designated Information Officer. It is also available for inspection at the Company's offices, during office hours, free of charge.

### **UPDATES TO THIS PAIA MANUAL**

This manual will be updated and revised whenever there are significant changes to information or the handling thereof.

## FORM C

### REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 10]

#### A. Particulars of private body

The Head:

#### B. Particulars of person requesting access to the record

- |     |   |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below.                |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached.                |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

#### C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request for information is made on behalf of <i>another</i> person.
---

Full names and surname:

Identity number:

#### D. Particulars of record

- |     |  |
|-----|--|
| (a) | 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. |
| (b) | If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.          |

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

**E. Fees**

- (a) A request for access to a record, *other* than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X.	
NOTES:	
(a) Compliance with your request in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.	

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images:</b>			
(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*



<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
listen to the soundtrack		transcription of soundtrack*			
audio cassette		written or printed document			
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
printed copy of record*		printed copy of information derived from the record"	copy in computer readable form* (stiffy or compact disc)		
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?  Postage is payable.			<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO				

**G Particulars of right to be exercised or protected**

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

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

**H. 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.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... this..... day of .....20.....

SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE