

Manual prepared in accordance with Section 51 of the promotion of access to information.

Act No. 2 of 2000 (PAIA)

Updated 9 April 2024

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1 Introduction

- 1.1 This Manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act No.2 of 2000 ("**PAIA**").
- 1.2 The aim of the Manual is to assist potential Requesters in requesting access to information (documents, records and/or Personal Information) from CA&S and all CA&S Group Members as contemplated under PAIA.
- 1.3 The Manual may be amended from time to time and as soon as any amendments have been affected, the latest version of the Manual will be published and distributed in accordance with PAIA.
- 1.4 A Requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.
- 1.5 The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA.

2 Definitions

The following words or expressions will bear the following meanings in this Manual –

- 2.1 "**Customer**" means a natural or juristic person who or which receives services and/or products from CA&S;
- 2.2 "**Data Subject**" means the natural or juristic person to whom Personal Information relates;
- 2.3 "**Correspondence**" means any written and/or electronic communication exchanged between two or more parties;
- 2.4 "**Employee**" means any person who works for, or provides services to, or on behalf of PnS Group, and receives or is entitled to receive remuneration;
- 2.5 "**CA&S**" means CA Sales Holdings Limited, registration number 2011/143100/07, with its registered address at 1st Floor, Building C, west End Office Park, 254 Hall Street, De Hoewes, Centurion, Pretoria;
- 2.6 "**CA&S Holdings Member**" means each of the entities listed in Annexure "**C**" to this Manual;
- 2.7 "**Information Officer/s**" means CA Sales Holdings Limited and Member's designated information officer/s described in paragraph 6 of this Manual;
- 2.8 "**Manual**" means this manual, together with all annexures thereto as amended and made available on the website of CA Sales Holdings Limited and at the offices of CA Sales Holdings Limited from time to time;
- 2.9 "**PAIA**" means the Promotion of Access to Information Act No. 2 of 2000, together with any regulations published thereunder;
- 2.10 "**POPIA**" means the Protection of Personal Information Act No. 4 of 2013, together with any regulations published thereunder;

- 2.11 "**Personal Information**" has the meaning ascribed thereto under POPIA;
- 2.12 "**Processing**" means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including –
- 2.12.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - 2.12.2 dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means; or
 - 2.12.3 merging, linking, blocking, degradation, erasure or destruction. For the purposes of this definition, "**Process**" has a corresponding meaning;
- 2.13 "**Requester**" means any person or entity (including any Data Subject) requesting access to a record that is under the control of CA&S;
- 2.14 "**IRSA**" means the Information Regulator South African; and
- 2.15 "**Third-Party**" means any independent contractor, agent, consultant, sub-contractor or other representative of CA&S.

3 Scope of the manual

This Manual has been prepared in respect of, and applies to, CA&S. Any reference to CA Sales Holdings Limited under this Manual shall specifically include CA&S.

4 How to use PAIA to access information

(Information provided in terms of section 51(1) of PAIA)

- 4.1 PAIA 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 in terms of PAIA, the public body must be acting in the public interest.
- 4.2 Requests in terms of PAIA shall be made in accordance with the prescribed procedures, and at the prescribed fees.
- 4.3 A guide on how to use PAIA has been compiled by the IRSA (and shall be updated by the Information Regulator from time to time) in terms of section 10 of PAIA and is available on the IRSA website (www.informationregulator.org.za). Any queries should be directed to:

The Information Regulator South Africa

PAIA Division

Postal Address: P O Box 3153, Braamfontein, Johannesburg, South Africa, 2017

T : +27 (0)10 023 5200

E : paia.compliance@informationregulator.org.za

W : www.informationregulator.org.za

5 Overview of the structure and functions of CA&S

- 5.1 CA&S is incorporated and registered in the Republic of South Africa under registration number 2011/143100/07.
- 5.2 CA&S is the holding entity of a collective of fast-moving consumer goods (“FMCG”) service businesses that operate across the South African region, offering a route-to-market service to manufacturers.
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6 CA&S contact details

(Information required under section 51(1)(a) of PAIA)

Name of Body:	CA&S Group
Physical & Postal Addresses:	Physical: 1 st Floor, Building C, West End Office Park, 254 Hall Street, De Hoewes, Centurion, Pretoria, South Africa Postal: Same as physical address T: +27 12 425 3200 E: info @ cas.group
Head of Body (CEO)	Name: Duncan Lewis T: +27 12 425 3200 E: duncan.lewis @ cas.group
Information Officer (CIO)	Name: Frans Reichert T: +27 12 425 3200 E: frans.reichert @ cas.group

7 CA&S's processing of personal information in terms of POPIA

(Information required under section 51(1)(c) of PAIA)

7.1 Purpose of CA&S's Processing of Personal Information

- 7.1.1 CA&S will process Personal Information only in ways that are for, or compatible with, the business purposes for which the data was collected or that are subsequently authorised by the relevant Data Subject.
- 7.1.2 CA&S will retain Personal Information only for as long as is necessary to accomplish CA&S's legitimate business purposes or for as long as may be permitted or required by applicable law.
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7.1.3 We use the Personal Information we collect to serve our Customers, consider applicants, and market and promote our services. Some examples include –

7.1.3.1 Collecting Personal Information from existing CA&S Customers in the context of the sale of CA&S's services to such existing Customers.

7.1.3.2 Communicating with our Customers, suppliers and contractors by email, telephone, or text message, in accordance with their wishes;

7.1.3.3 Sharing Personal Information with Third Parties such as CA&S's suppliers and regulators (such as, for example, the Information Regulator (under POPIA));

7.1.3.4 Monitoring the use of CA&S's electronic systems and online platforms by DataSubjects.

7.1.3.5 Continuously evaluating and improving the online and mobile user experience of our customers.

7.1.3.6 Undertaking research and data analytics in respect of Personal Information;

7.1.3.7 Sending Data Subjects notifications when CA&S requires Data Subjects to participate on research projects, unless Data Subjects have told PnS Group that they do not want to receive such notifications;

7.1.3.8 Preventing, discovering and investigating violations of CA&S's Privacy Policy, and investigating fraud, chargebacks or other matters; and

7.1.3.9 Contacting Customers with regard to their use of CA&S's products and services and, in CA&S's discretion, changes to the policies relating thereto.

7.2 CA&S will not use the Personal Information which we collect for any purposes other than those purposes specified in paragraph 7.1.2 above.

7.3 Categories of Data Subjects and of the Personal Information relating thereto


7.3.1 CA&S collects Personal Information directly from the Data Subject and/or from Third Parties, and where CA&S obtains Personal Information from Third Parties, CA&S will ensure that it obtains the consent of the Data Subject to do so or will only Process the Personal Information without the Data Subject's consent where CA&S is permitted to do so in terms of the applicable laws.

7.3.2 Data Subjects in respect of which Personal Information is Processed include Customers of CA&S.

7.3.3 Examples of Third Parties from whom Personal Information is collected include other CA&S Group Members; our Customers when CA&S handles Personal Information on their behalf; regulatory bodies; credit reference agencies; other companies providing services to PnS and where CA&S makes use of publicly available sources of information.

7.4 Recipients or categories of recipients to whom Personal Information may be supplied

7.4.1 CA&S may be required to disclose Personal Information in response to a court order, subpoena, civil discovery request, other legal process, or as otherwise required by law as per statutory authorities and/or the lawful order of any Court or Tribunal. We may disclose Personal Information when we believe disclosure is necessary to comply with the law or to protect the rights, property, or safety of CA&S, our customers, or others.



7.4.2 CA&S will comply with POPIA before transferring Personal Information to a Third-Party who is not a contractor of CA&S. Before transferring Personal Information to a Third-Party contractor, such as an authorised service provider, CA&S will obtain assurances from the Third-Party that it will process Personal Information in a manner consistent with POPIA. Where CA&S learns that a Third-Party contractor is using or disclosing Personal Information in a manner contrary to POPIA, CA&S will take reasonable steps to prevent such use or disclosure.

7.4.3 We reserve the right to disclose and transfer a Data Subject's information, including their Personal Information in connection with a corporate merger, consolidation, the sale of substantially all our membership interests and/or assets or other corporate change, including to any prospective purchasers.

7.5 Planned Transborder Flows of Personal Information

CA&S may send personal information outside South Africa to various countries. CA&S will only transfer data to other countries who have similar privacy laws to South Africa's or recipients who can guarantee the protection personal information to the same standard we must protect it. For more information, please see our privacy policy at www.cas.group/privacy-policy/

7.6 Information Security Measures

7.6.1 The security and confidentiality of Personal Information is important to CA&S. We have implemented reasonable technical, administrative, and physical security measures to protect Personal Information from unauthorised access or disclosure and improper use.

7.6.2 We are committed to ensuring that our security measures which protect your Personal Information are continuously reviewed and updated where necessary.

7.6.3 In Processing any Personal Information, CA&S shall comply with the following minimum technical and organisational security requirements –

7.6.3.1 **Access** – Access to Personal Information is restricted in our offices and only to those Employees who need the Personal Information to perform a specific job / task.

7.6.3.2 **Employee Training** – All Employees with access to Personal Information are kept up to date on our security and privacy practices. After a new policy is added, these Employees are notified and/or reminded about the importance we place on privacy, and what they can do to enhance protection for the Personal Information of all Data Subjects.

7.6.3.3 **Unique User Identification** – Employees each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of CA&S's password and confidentiality policy.

7.6.3.4 **Passwords** – CA&S shall ensure that there are passwords required for any access to Personal Information in line with its password policy.

7.6.3.5 **Physical access and privileges** – CA&S ensure that access to Personal Information is limited to Employees on a "need to know" basis, and CA&S's Employees are required to strictly utilise their unique user ID and applicable passwords to access same.

7.6.3.6 **Back-ups** – CA&S ensures that all Personal Information is backed-up regularly, based on operational or legal requirements, and that back up testing is conducted regularly to

ensure that Personal Information can be recovered in the event that such Personal Information is lost, damaged or destroyed.

- 7.6.3.7 **Malware protection** – CA&S ensures that its environment has comprehensive malware protection software employed, which software is specifically designed to protect PNS from the most recent malware infections.
- 7.6.3.8 **Vulnerability scanning** – CA&S frequently conducts vulnerability scanning to assess whether Personal Information is adequately protected from external threats.
- 7.6.3.9 **Systems Review** – CA&S conducts regular reviews of its technical and organisational security measure system to ensure that all of the above security measures are functioning effectively and applied consistently.

8 Information held by CA&S in terms of PAIA

(Information required under section 51(1)(e) of PAIA)

8.1 This section of the Manual sets out the categories and descriptions of records held by CA&S. The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under PAIA. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records.

8.2 Company records

- 8.2.1 Company name documents
- 8.2.2 Company registration documents
- 8.2.3 Founding statement or Memorandum of Incorporation
- 8.2.4 Minutes of meetings
- 8.2.5 Licenses
- 8.2.6 Licensing and franchising agreements
- 8.2.7 Certification, professional qualifications, and registration

8.3 Accounting records

- 8.3.1 Details of accounting officer or auditors
- 8.3.2 Formal books of account and financial statements
- 8.3.3 Source documents
- 8.3.4 Customs, excise and logistics
- 8.3.5 Banking records
- 8.3.6 Management reports
- 8.3.7 Company tax returns

8.4 Customer records

- 8.4.1 Promotional competitions

8.5 Human Resources records

- 8.5.1 Employee policies
- 8.5.2 Pension funds
- 8.5.3 Recruitment
- 8.5.4 Health and safety documentation
- 8.5.5 Workplace Skills Plans (WSP)
- 8.5.6 Annual Training report

8.6 Operations records

- 8.6.1 Specifications
- 8.6.2 Procedures
- 8.6.3 Plans
- 8.6.4 Stock records
- 8.6.5 Asset register
- 8.6.6 Corporate social investment / charity / BEE work done.

8.7 Marketing

- 8.7.1 Website
- 8.7.2 Marketing materials
- 8.7.3 Marketing campaign history

9 Information kept by CA&S in accordance with other legislation

(Information required under section 51(1)(b)(iii))

- 9.1 Records are kept in accordance with legislation applicable to CA&S, which includes but is not limited to, the following:
 - 9.1.1 Basic Conditions of Employment Act 75 of 1997
 - 9.1.2 Companies Act 71 of 2008
 - 9.1.3 Compensation for Occupational Injuries and Diseases Act 130 of 1993
 - 9.1.4 Competition Act 89 of 1998
 - 9.1.5 Constitution of the Republic of South Africa, 1996
 - 9.1.6 Consumer Protection Act 68 of 2008
 - 9.1.7 Electronic Communications and Transactions Act 25 of 2002
 - 9.1.8 Employment Equity Act 55 of 1998
 - 9.1.9 Income Tax Act 58 of 1962 (Section 75)
 - 9.1.10 Insolvency Act 24 of 1936
 - 9.1.11 Labour Relations Act 66 of 1995

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- 9.1.12 National Credit Act 34 of 2005
 - 9.1.13 Occupational Health and Safety Act 85 of 1993
 - 9.1.14 Promotion of Access to Information Act 2 of 2000
 - 9.1.15 Pension Funds Act 24 of 1956
 - 9.1.16 Promotion of Access to Information Act 2 of 2000
 - 9.1.17 Protection of Personal Information Act 4 of 2013
 - 9.1.18 Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
 - 9.1.19 Skills Development Act 97 of 1998
 - 9.1.20 Tax Administration Act 28 of 2011
 - 9.1.21 Tax on Retirement Funds Act 38 of 1996
 - 9.1.22 Trademarks Act 194 of 1993
 - 9.1.23 Value Added Tax Act 89 of 1991
- 9.2 Records kept in terms of the above legislation may, in certain instances (and insofar as the information contained therein is of a public nature) be available for inspection without a person having to request access thereto in terms of PAIA.
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10 Request procedures

- 10.1 Records, whether specifically listed in this Manual or not, will only be made available subject to the provisions of PAIA.

10.2 Form of request

- 10.2.1 The Requester must use the prescribed form to make the request for access to a record, which form is attached hereto as Annexure "A". This must be made to the Information Officer at the address, fax number or electronic mail address of the body concerned (*see s 53(1) of PAIA*).
- 10.2.2 The Requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the Requester. The Requester should also indicate which form of access is required and specify a postal address, fax number in the Republic or email address. The Requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the Requester and state the necessary particulars to be so informed (*see s 53(2)(a) and (b) and (c) and (e) of PAIA*).
- 10.2.3 The Requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right (*see s 53(2)(d) of PAIA*).
- 10.2.4 If a request is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the satisfaction of the head of the private body (*See s 53(2)(f) of PAIA*).

10.3 Fees

10.3.1 Request fees:

10.3.1.1 The Information Officer must by notice require the Requester to pay the prescribed request fee (if any) before further processing the request (see s 54(1) of PAIA).

10.3.1.2 The fee that the Requester must pay to a private body is per “**Annexure B**”. The Requester may lodge an application to the court against the tender or payment of the request fee (See section 54(3)(b) of PAIA).

10.3.2 Access fees and fees for reproduction:

10.3.2.1 If access to a record/s is granted by CA&S, the Requester may be required to pay an access fee for the search for and preparation of the records and for re-production of the record/s.

10.3.2.2 The access fees which apply are set out below. CA&S can refuse access until such access fees have been paid.

10.4 Decision on request

10.4.1 After the Information Officer has made a decision on the request, the Requester will be notified using the required form.

10.4.2 If the request is granted, then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure (see s 54(6) of PAIA).

11 Timelines for consideration of a request

11.1 Requests for access by a Requester will be processed within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessary. Such considerations include –

11.1.1 where the request is for a large number of records or requires a search through a large number of records (including where records that have been archived electronically need to be restored) ;

11.1.2 where the request requires a search for records in, or collection of such records from, an office of CA&S located far away from Johannesburg;

11.1.3 consultation among divisions of CA&S or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original 30-day period;

11.1.4 more than one of the circumstances contemplated in paragraphs 11.1.1, 11.1.2 and 11.1.3, exist in respect of the request making compliance with the original period not reasonably possible; or

11.1.5 the Requester consents in writing to such extension.

11.2 If an extension is necessary, you will be notified with reasons for the extension. If the Information Officer fails to communicate a decision on a request, such a request is then deemed to have been refused.

12 Grounds for refusal of access to records

12.1 Requests for access by a Requestor **must** be refused by the Information Officer if –

- 12.1.1 the disclosure would involve the unreasonable disclosure of personal information about a third party (natural person), including a deceased individual (see section 63 of PAIA);
- 12.1.2 the record contains (a) trade secrets of a third party, (b) financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party, or (c) information supplied in confidence by a third party the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations; or to prejudice that third party in commercial competition (see section 64 of PAIA);
- 12.1.3 the disclosure of the record would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement (see section 65 of PAIA);
- 12.1.4 the disclosure could reasonably be expected to endanger the life or physical safety of an individual (see section 66(a) of PAIA);
- 12.1.5 the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege (see section 67 of PAIA); or
- 12.1.6 the record contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose: (a) the third party; (b) a person that is or will be carrying out the research on behalf of the third party; or (c) the subject matter of the research, to serious disadvantage (see section 69 of PAIA).

12.2 Requests for access by a Requestor may be refused by the Information Officer if –

- 12.2.1 the disclosure would be likely to prejudice or impair: (i) the security of: (aa) a building, structure or system, including, but not limited to, a computer or communication system; (bb) a means of transport; or (cc) any other property; or (ii) methods, systems, plans or procedures for the protection of: (aa) an individual in accordance with a witness protection scheme; (bb) the safety of the public, or any part of the public; or (cc) the security of property contemplated in subparagraph (i) (aa), (bb) or (cc) (see section 66(b));
- 12.2.2 the record:
 - (a) contains trade secrets of CA&S;
 - (b) contains financial, commercial, scientific or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of CA&S;
 - (c) contains information, the disclosure of which could reasonably be expected:
 - (i) to put CA&S at a disadvantage in contractual or other negotiations; or
 - (ii) to prejudice CA&S in commercial competition; or
 - (d) is a computer program, as defined in section 1(1) of the Copyright Act No. 98 of 1978, owned by CA&S, except as far as it is required to give access to a record to which access is granted in terms of PAIA; or
- 12.2.3 the record contains information about research being or to be carried out by or on behalf of CA&S, the disclosure of which would be likely to expose: (a) CA&S; (b) a person that is or will be carrying out the research on behalf of CA&S; or (c) the subject matter of the research, to serious disadvantage.

13 Remedies available to a requestor on refusal of access

- 13.1 CA&S does not have any internal appeal procedures that may be followed once a request to access information has been refused.
- 13.2 The decision of the Information Officer or deputy information officer is final.
- 13.3 If you are not satisfied with the outcome of your request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

14 Other information held by CA&S Group as prescribed

(Other information as may be prescribed under section 51(1)(a)(ii))

The Minister of Justice and Constitutional Development has to date not made any regulations regarding disclosure of other information.

15 Availability of the manual

(Availability of Manual under section 51(3))

- 15.1 This Manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of CA&S. Copies of the Manual may be made, subject to the prescribed fees.
- 15.2 Copies may also be requested from the South African Information Regulator.
- 15.3 The Manual is also posted on CA&S's website referred to above.

16 Prescribed forms and fee structure

Annexure A

Form 02: Request for Access to Record [Regulation 7] - **Public & Private Bodies.**

<https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

Annexure B

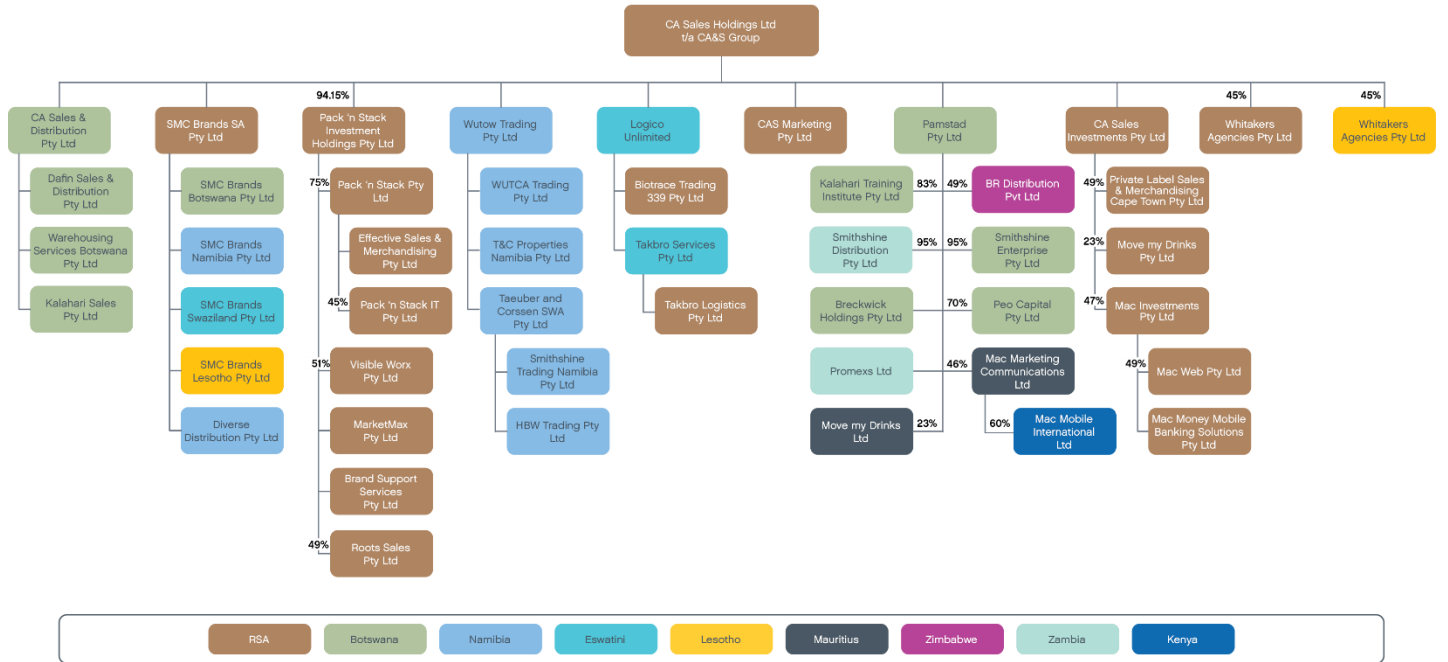
Form 03: **Outcome of request and of fees payable** [Regulation 8] - **Public & Private Bodies.**

<https://info regulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>

The forms and fee structure prescribed under PAIA are available from the Government Gazette, or at the website of the Department of Justice and Constitutional Development (www.doj.gov.za), under the 'regulations' section as well as the Information Regulator website (www.informationregulator.org.za).

Annexure C

List of entities comprising the CA&S Group Members



Section 17: UPDATES

The Compliance Manager of CA&S will on a regular basis update this manual.

Issued by

Chief Information Officer – Frans Reichert