



**ZONNEHAVEN**  
CULTIVATING PERFECTION

(Registration Number: 2023/114901/07)

Manual in terms of Section 51 of

**The Promotion of Access to Information Act 2 of 2000  
(as amended)**

("the Act")

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## 1. INTRODUCTION

Zonnehaven is a marketer of fresh fruit grown sustainably and responsibly, and shipped globally for consumers to enjoy.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 check the categories of records held by a body 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 the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body 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 who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body 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;
- 2.7 know the description of the categories of data subjects and of 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 the body 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 3. CONTACT DETAILS FOR ACCESS TO INFORMATION OF ZONNEHAVEN (SECTION 51(1)(A))

### Contact details of Information Officer:

Full Name & Surname	Ilse Watts
Telephone Number	023 315 5293
Fax Number	
Email Address	ihugo@zonnehaven.com

**Head Office details:**

Telephone Number	023 315 5293
Fax Number	
Email Address	ihugo@zonnehaven.com
Physical Address	3 Reinecke Street , Ceres, 6835
Postal Address	PO Box 587, Ceres, 6835
Website Address	<a href="https://zonnehaven.com/">https://zonnehaven.com/</a>

**Directors:**

- Alexander Gibson
- Daniel Goosen

#### 4. **GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE IN TERMS OF SECTION 10 OF THE ACT (SECTION 51(1)(B))**

- 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:
- the Information Officer of every public body, and
  - 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:
- access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - access to a record of a private body contemplated in section 50<sup>4</sup>;

<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 are 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.

- 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6 all 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:
- an internal appeal;
  - a complaint to the Regulator; and
  - an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> 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>.
- 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 Regulator (<https://infoeregulator.org.za/>).
- 4.6 A copy of the Guide is also available in the following two official languages – English & Afrikaans – for public inspection during normal office hours.

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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; (d) uniform criteria to be applied by the Information Officer of a public body when deciding which categories of records are to be made available in terms of section 15; and (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

## 5. APPLICABLE LEGISLATION (SECTION 51(1)(C))

Information is available in terms of the following legislation, if and where applicable:

- Basic Conditions of Employment Act No. 75 of 1997;
- Companies Act No. 71 of 2008;
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transaction Act No. 25 of 2002;
- Employment Equity Act No. 55 of 1998;
- Financial Intelligence Centre Act No 38 of 2001;
- Income Tax Act No. 58 of 1962;
- Labour Relations Act No. 66 of 1995;
- Occupational Health and Safety Act No. 85 of 1993;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;
- South Africa Revenue Services Act No. 34 of 1997;
- Skills Development Act No. 97 of 1998;
- Skills Development Levies Act No. 9 of 1999;
- Unemployment Insurance Act No. 30 of 1966;
- Value Added Tax Act No. 89 of 1991.

## 6. SCHEDULE OF RECORDS (SECTION 51(1)(D))

6.1 The information held by the company includes information and records held in terms of other legislation [section 51(1)(d)(e)]. Some of the documents are listed below:

### 6.1.1 *Statutory Business Records*

- Certificate to Commence Business
- Details of Shareholders / Directors
- Interests of Directors
- Shareholder Register
- Minutes of Directors Meetings
- Minutes of Shareholder Meetings
- Minutes of Management Meetings
- Resolutions

### 6.1.2 *Accounting Records*

- Annual financial statements and working papers
- General Ledger
- Bank statements
- Customer and supplier statements and invoices
- Cash books and petty cash books
- Fixed Asset Register
- Tax returns and assessments
- Tax certificates (IRP5, IB3)
- VAT returns
- Budgets and business plans

- Insurance records (claims, coverage, limits, policy, insurers etc.)
- Investment records
- Inventory records
- Capital expenditure
- Auditor's reports
- Sales

### **6.1.3 Information Technology**

- Client database
- Hardware
- Intranet / Server
- Licenses
- Systems support, programming & development
- Software packages
- Telephone exchange equipment

### **6.1.4 Legal, Agreements & Contracts**

- Agreements with clients
- Agreements with service providers / suppliers
- Contracts, including lease agreements and finance agreements

### **6.1.5 Personnel Records**

- Disciplinary records
- Employee evaluation & performance records
- Employee information records
- Employment applications
- Employment contracts
- Health & Safety records
- Leave applications
- Personnel Policy
- Payroll
- Payslips
- Time records
- Personnel files
- Training & development
- UIF, PAYE & SDL returns
- Workmen's Compensation documents

### **6.1.6 Licences**

- Vehicle licenses
- Business licenses

6.2 **Information automatically available** includes marketing & promotional material, newsletters, posters & pamphlets / brochures.

The company holds two categories of documents and information:

6.2.1 Information freely available at payment of a prescribed fee;

6.2.2 Information that can only be obtained by a formal application and payment of the prescribed fee.

6.3 In some instances, the records are only available to shareholders. Some records are destroyed from time to time. It is advisable, but not compulsory, to enquire from the Information Officer whether a specific record is freely available, prior to lodging a formal application.

## 7. PROTECTION OF PERSONAL INFORMATION

### 7.1 Purpose of Processing Personal Information

Personal information is processed in order to complete the following work-flow processes:

Finance	HR	Marketing	Producers
<ul style="list-style-type: none"> <li>Recruitment of new client (new business development)</li> <li>Registration of new creditor on systems</li> <li>Credit insurance</li> <li>Marine insurance</li> <li>Invoicing</li> <li>Credit notes</li> <li>Statements</li> <li>Debit notes</li> <li>Creditor payments</li> <li>Claims processing</li> <li>Management information reporting</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment &amp; Selection</li> <li>Induction &amp; Orientation</li> <li>Salary payments</li> <li>Benefit payments</li> <li>Performance management</li> <li>Disciplinary documents</li> <li>EE reporting</li> <li>Skills reporting</li> <li>Leave processing</li> <li>Training &amp; development</li> <li>Termination of service</li> </ul>	<ul style="list-style-type: none"> <li>Offers</li> <li>Logistics co-ordination</li> <li>Surveys</li> <li>Royalty determinations</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of producer</li> <li>Technical services</li> <li>Statutory adherence</li> <li>Samples/ Analysis</li> </ul>

### 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	Name, address, registration numbers, regulatory numbers (e.g. VAT etc.), ID numbers, employment status, bank details, contract rates, contact details (telephone nr / email address)
Service Providers / Suppliers	Names, registration number, vat number, address, bank details, contact details (telephone nr / email address)
Employees	Name, ID number, Tax number, Address, qualification, gender, race, banking details, payrates, leave records, IRP5's, contact details (telephone nr / email address)

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

Categories of Personal Information	Recipients or Categories of Recipients to whom personal information may be supplied
<b>FINANCE</b>	
<ul style="list-style-type: none"> <li>Debtors (customer information sheet &amp; standard terms of trade)</li> <li>CGIC (credit insurance)</li> <li>Marine insurance</li> <li>Creditors (SLAs &amp; ad hoc creditors)</li> <li>Shareholders</li> <li>Board of Directors</li> <li>Company Secretarial and statutory documents</li> <li>Salary payments</li> <li>Benefit payments</li> </ul>	<ul style="list-style-type: none"> <li>First Technology</li> <li>BDK Tech</li> <li>Produce Linc</li> <li>Atom</li> <li>Theron Du Plessis</li> <li>Telkom</li> <li>Vodacom</li> <li>Zenith</li> <li>SARS</li> <li>FHBC</li> </ul>
<b>HUMAN RESOURCES</b>	
<ul style="list-style-type: none"> <li>CV's</li> <li>Background checks</li> <li>Employment Contract</li> <li>Personal Information Sheets</li> <li>Performance discussions</li> <li>Disciplinary documents</li> <li>Personnel Files</li> <li>Psychometric Assessments</li> <li>Leave processing</li> <li>Termination of service</li> <li>Training documents</li> </ul>	<ul style="list-style-type: none"> <li>Joubert &amp; Associates</li> </ul>
<b>MARKETING</b>	
<ul style="list-style-type: none"> <li>Price realisations</li> <li>Volumes</li> <li>Marketing Manager's details</li> <li>Transaction details</li> <li>Producer information</li> </ul>	<ul style="list-style-type: none"> <li>Topfruit</li> <li>Citro Gold</li> <li>Frudata</li> <li>FPEF</li> <li>Hortgro</li> <li>CGA</li> <li>Summer Citrus</li> <li>FF Freight</li> <li>FF Logistics</li> <li>Kuhne &amp; Nagel</li> <li>Shipping Lines</li> </ul>
<b>PRODUCERS</b>	
<ul style="list-style-type: none"> <li>Contract/SLA</li> </ul>	<ul style="list-style-type: none"> <li>Procrop</li> <li>Keyphase</li> <li>PPECB</li> <li>Clients</li> </ul>

### 7.4 Planned transborder flows of personal information

Flow of personal information via email to clients/agents/service providers.

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

- Fire proof locked safe (access controlled)
- Password protected server
- Password protected documents (especially when personal information is to third parties)
- Access controlled offices
- Informed employees (training, addendums to employment contracts, job descriptions updated)
- Company policy with specified procedures
- Agreement with IT service provider regarding data protection
- Paperless way of working
- Investigate which “open” cupboards should rather be locked

## 8. REQUEST TO ACCESS TO INFORMATION (SECTION 51(1)(E))

To facilitate the processing of your request, kindly note that:

- 8.1 A request to access information of Zonnehaven must be noted in **Form 2**<sup>12</sup>, which is available on request from the Information Officer or on the Information Regulator’s website.
- 8.2 Form 2 must be completed thoroughly and returned to the Information Officer by email. Applicants must clearly describe the right they want to exercise or protect in the application form.

## 9. AVAILABILITY OF THE MANUAL

Copies of the manual are available for inspection, free of charge, at the offices of the company.

## 10. UPDATING OF THE MANUAL

The Information Officer of Zonnehaven will on a regular basis update this manual.

## 11. SIGNATURE

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Ilse Watts  
Information Officer

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DATE

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<sup>12</sup> <https://infoeregulator.org.za/paia-forms/>