



Wild Olive
Guest House & Villa

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SUGARBERRY TRADING 29CC T/A WILD OLIVE GUESTHOUSE
Hereinafter: Wild Olive Guesthouse

PAIA and POPIA Manual
Of
SUGARBERRY TRADING 29CC
With registration number:
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1

**This Manual has been compiled in order to comply with section 51 of the
Promotion of Access to Information Act
2 of 2000, as amended**

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1. ABBREVIATIONS

- 1.1. **“DIO”** Deputy Information Officer
- 1.2. **“IO”** Information Officer
- 1.3. **“PAIA”** Promotion of Access to Information Act No. 2 of 2000, as amended.
- 1.4. **“POPIA”** Protection of Personal Information Act No.4 of 2013, as amended.
- 1.5. **“IR”** Information Regulator

2. PURPOSE OF PAIA MANUAL

- 2.1 The purpose of this PAIA Manual is to:
 - 2.1.1 Which other legislation is applicable in terms of information requests?
 - 2.1.2 Which records are available that do not require PAIA requests?
 - 2.1.3 How to make a PAIA request?
 - 2.1.4 How to contact the information officer?
 - 2.1.5 How to obtain access to the IR PAIA Guide to guide persons seeking information?
 - 2.1.6 Whether the Organisation processes personal information?
 - 2.1.7 For what purposes the Organisation processes information?
 - 2.1.8 How the Organisation classifies data subjects?
 - 2.1.9 How the Organisation classifies information?
 - 2.1.10 Who the personal information will be shared with?
 - 2.1.11 Whether any personal information may be transferred, stored or processed abroad?
 - 2.1.12 Whether sufficient security measures exist to protect the confidentiality, integrity and availability of the personal information?

3. SCOPE

- 3.1 This PAIA and POPIA Manual applies to the following Company(s):
 - 3.1.1 SUGARBERRY TRADING 29 CC T/A WILD OLIVE GUESTHOUSE

4. CONTACT DETAILS

4.1 Information Access request, primary contact information:

4.1.1 Organisation Name:

4.1.2 Email address:

4.2 Deputy Information Officer (List all DIO's):

Full Name:	Gillian Poggenpoel
Contact Number:	021 683 0880
Email address:	info@wildolive.co.za
Fax Number:	
Organisation(s)	SUGARBERRY TRADING 29 CC T/A WILD OLIVE GUESTHOUSE

4.3 Information Officer

Full Name:	Kai Oliver Kölmel
Contact Number:	079 626 7580
Email address:	kckoelmel@wildolive.co.za
Fax Number:	
Organisation(s)	SUGARBERRY TRADING 29 CC T/A WILD OLIVE GUESTHOUSE

4.4 Domicilium citandi et executandi (List all if different)

Office Contact Number	021 683 0880
Office Email address	info@wildolive.co.za
Physical Address	4 Keurboom Road, Newlands, Cape Town 7700
Postal Address	4 Keurboom Road, Newlands, Cape Town 7700
Website	https://www.wildolive.co.za
Organisation(s)	SUGARBERRY TRADING 29 CC T/A WILD OLIVE GUESTHOUSE

5. PAIA GUIDE

5.1 The PAIA Guides purpose is to Inform persons with regards to their rights in terms of PAIA and POPIA.

5.2 The PAIA Guide:

- 5.2.1 was compiled by the IR as required by law,
- 5.2.2 is available in all official languages and in brail, and
- 5.2.3 can be obtained from any IO, the IR or the IR website
(<https://infoeregulator.org.za/>)
- 5.2.4 is available for inspection by the public at during working hours at the private body's offices in the following two selected languages:
 - 5.2.4.1 English
 - 5.2.4.2 Afrikaans

5.3 The PAIA Guide contains the following:

- 5.3.1 Objects of PAIA and POPIA,
- 5.3.2 Contact details of the IR
- 5.3.3 Instructions where to find the IO contact details of all bodies,
- 5.3.4 Obligations of private bodies to make available the:
 - 5.3.4.1 PAIA Manual, containing:
 - 5.3.4.1.1 Categories of records that are automatically available,
 - 5.3.4.1.2 Description of records that are available in terms of other legislation,
 - 5.3.4.1.3 Description of the subjects on which the body holds records and the categories of records held on each subject,
 - 5.3.4.1.4 Information request fees, and
 - 5.3.4.1.5 Procedure for requesting access to information,
- 5.3.5 How to gain access to or a copy of the PAIA Manual,
- 5.3.6 Procedure for requesting access to information from private and public bodies,
- 5.3.7 Obligations of an IO of a public body in terms of Information requests,
- 5.3.8 Obligations of the IR in terms of Information requests, and
- 5.3.9 Rights and duties of the requestor in terms of Information requests.
- 5.3.10 List of regulations
- 5.3.11 The Guide may be accessed on the Information Regulators Website by clicking on the following link:
 - 5.3.11.1 <https://www.justice.gov.za/infoereg/>

6. RECORDS HELD BY THE ORGANISATION

- 6.1 The table below reflects the subject, category and type of records held by the organisation, which are classified as either available to any person or a specific data subject. The table further specified, which records are available on the website and are subject to information request requirements of legislation other than PAIA and POPIA.
- 6.2 This PAIA Manual does not provide an exhaustive list of records held by the organisation.
- 6.3 The following persons may make requests for access to records verbally, in writing, via email, or through electronic data transmission as they are exempt from making an information request in terms of this PAIA Manual:
- 6.3.1 A regulatory authority requesting information within the scope of that authority's relevant legislation, and
 - 6.3.2 An appointed auditor requesting information within the scope of the signed audit engagement letter.
- 6.4 Where correspondence is sought pertaining to any record and you are not the person listed in the column titled, "Automatically available to" the request must be made on Form 2 and as a minimum, sanitisation procedures will be required.
- 6.5 Where the record you seek contains a "Y" in the column titled, "Available on website" look for the record on the website and download it.
- 6.6 Where you are the data subject listed in the column titled, "Automatically available to" request the record by email from the corresponding employee in the organisation.
- 6.7 Where a Law is listed in the column titled "Law applicable" the information officer must be contacted to request the procedure and form to be used to request the record sought.
- 6.8 Where the record is not available on the website, you are not the data subject listed in the column titled, "Automatically available to" nor is there a legislation listed in the final column, you are required to use Form 2 contained in the Annexures to this PAIA Manual.

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Company Administration	Compliance certificates	Cor14.3 - Company Registration Certificate		CIPC	Companies Act, No. 71 of 2008
Company Administration	Registration records	CoR14.1 – Notice of Incorporation		All	Companies Act, No. 71 of 2008
Company Administration	Registration records	CoR15.1A/B/C – Memorandum of Incorporation (MOI) for Private, Profit, and Non-Profit Companies		All Shareholders All Directors	Companies Act, No. 71 of 2008
Company Administration	Special Record Type - Company Ideology	Company Mission		All Shareholders All Directors	
Company Administration	Special Record Type - Company Ideology	Company Vision		All Shareholders All Directors	
Company Administration	Special Record Type - Company Ideology	Company Values		All Shareholders All Directors	
Company Administration	Policies and procedures	Management Delegation of Authority		All Shareholders All Directors All Employees	
Company Administration	Policies and procedures	Group Wide Policies and procedures		All Shareholders All Directors Relevant Employees	
Company Administration	Policies and procedures	Organisational structure charts		All Shareholders All Directors Relevant Employees	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Company Administration	Organisation Plans	Group and Organisation Strategy, Goals, Target and KPI's		All Shareholders All Directors Relevant Employees	
Company Administration	Organisation Plans	Group and Organisation Budgets		All Shareholders All Directors Relevant Employees	
Company Administration	Organisation Plans	Organisation strategic plan		All Shareholders All Directors Relevant Employees	
Company Administration	Meeting records	Shareholder and Owner Meeting minutes		All Shareholders	Companies Act, No. 71 of 2008
Company Administration	Meeting records	Board and Management Meeting minutes		All Shareholders All Directors	Companies Act, No. 71 of 2008
Human Resources	Compliance certificates	UIF registration confirmation letter		All	Unemployment Insurance Act, No. 63 of 2001
Human Resources	Registration records	PAYE registration Forms - Completed		All Customers All Employees	Income Tax Act, No. 58 of 1962
Human Resources	Special Record Type - Policies and Procedures	Employee Code of Conduct		All Shareholders All Directors All Employees	Labour Relations Act, No. 66 of 1995
Human Resources	Special Record Type - Policies and Procedures	Employee Policy Handbook		All Employees	Labour Relations Act, No. 66 of 1995
Human Resources	Lists / Diagrams	Employee Contact list		All Employees	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Recruitment and selection documentation	Job Advert		Relevant Job Candidate Relevant Recruitment Agent	
Human Resources	Special Record Type - Recruitment and selection documentation	Candidate / Employee CV		Relevant Job Candidate Relevant Recruitment Agent	
Human Resources	Special Record Type - Recruitment and selection documentation	Candidate / Employee ID		Relevant Job Candidate Relevant Recruitment Agent	
Human Resources	Special Record Type - Recruitment and selection documentation	Candidate / Employee Previous Employer References		Relevant Job Candidate Relevant Recruitment Agent	Basic Conditions of Employment Act, No. 75 of 1997
Human Resources	Special Record Type - Recruitment and selection documentation	Candidate / Employee Education Certificates		Relevant Job Candidate Relevant Recruitment Agent	Basic Conditions of Employment Act, No. 75 of 1997

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Recruitment and selection documentation	Candidate / Employee proof of tax registration number		Relevant Job Candidate Relevant Recruitment Agent	Basic Conditions of Employment Act, No. 75 of 1997
Human Resources	Special Record Type - Recruitment and selection documentation	Candidate / Employee proof of banking details		Relevant Job Candidate Relevant Recruitment Agent	Basic Conditions of Employment Act, No. 75 of 1997
Human Resources	Special Record Type - Employee Onboarding and Contracts	Offer Letter		Relevant Employee Relevant Recruitment Agent	Basic Conditions of Employment Act, No. 75 of 1997
Human Resources	Special Record Type - Employee Onboarding and Contracts	Employee Contract		Relevant Employee	Basic Conditions of Employment Act, No. 75 of 1997
Human Resources	Special Record Type - Employee Onboarding and Contracts	Job Description		Relevant Employee	Basic Conditions of Employment Act, No. 75 of 1997
Human Resources	Special Record Type - Payroll records	Increase letters		Relevant Employee	
Human Resources	Special Record Type - Payroll records	Payslips		Relevant Employee	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Payroll records	Payroll reports		Relevant HR Consultant Relevant Payroll Consultant Relevant Benefits Broker Relevant Medical Aid Relevant Retirement Fund Relevant Group Risk Policy Administrator	
Human Resources	Special Record Type - Payroll records	IRP5's		SARS Relevant Employee Relevant HR Consultant Relevant Payroll Consultant Relevant Benefits Broker Relevant Medical Aid Relevant Retirement Fund Relevant Group Risk Policy Administrator	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Payroll records	Expense Claim receipts		Relevant Employee Relevant Payroll Consultant	
Human Resources	Special Record Type - Payroll records	Payroll Expense Claim Form - Template		All Employees Relevant Payroll Consultant	
Human Resources	Special Record Type - Payroll records	Payroll Expense Claim Form - Completed		Relevant Employee Relevant Payroll Consultant	
Human Resources	Special Record Type - Payroll records	Payroll Deduction Form - Template		All Employees Relevant Payroll Consultant	
Human Resources	Special Record Type - Payroll records	Payroll Deduction Form - Completed		Relevant Employee Relevant Payroll Consultant	
Human Resources	Special Record Type - Leave and Medical records	Time and Attendance Register Schedules		Relevant Employee Relevant Payroll Consultant	
Human Resources	Special Record Type - Leave and Medical records	Overtime schedule		Relevant Employee Relevant Payroll Consultant	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Leave and Medical records	Employee Leave Forms - Template		All Employees Relevant Payroll Consultant Relevant HR Consultant	
Human Resources	Special Record Type - Leave and Medical records	Employee Leave Forms - Completed		Relevant Employees Relevant Payroll Consultant Relevant HR Consultant	
Human Resources	Special Record Type - Leave and Medical records	Employee Leave Schedules		Relevant Employees Relevant Payroll Consultant Relevant HR Consultant	
Human Resources	Special Record Type - Leave and Medical records	Employee Sick Notes		Relevant Employees Relevant Payroll Consultant Relevant HR Consultant	Medical Schemes Act, No. 131 of 1998
Human Resources	Special Record Type - Leave and Medical records	Employee Leave Provision		Relevant Payroll Consultant Relevant HR Consultant	
Human Resources	Special Record Type - Payroll Tax records	EMP201 – Monthly Employer Declaration		Relevant Payroll Consultant	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Payroll Tax records	EMP501 – Employer Reconciliation Declaration		Relevant Payroll Consultant	
Human Resources	Special Record Type - Payroll Tax records	EMP201/EMP501 Submission Confirmations		Relevant Payroll Consultant	
Human Resources	Special Record Type - Disciplinary records	Notice of Disciplinary Hearing		Relevant Employee Relevant HR Consultant	
Human Resources	Special Record Type - Disciplinary records	Disciplinary hearing Charge Sheet		Relevant Employee Relevant HR Consultant	
Human Resources	Special Record Type - Disciplinary records	Disciplinary Hearing Minutes		Relevant HR Consultant	
Human Resources	Special Record Type - Disciplinary records	Disciplinary Hearing Evidence		Relevant HR Consultant	
Human Resources	Special Record Type - Disciplinary records	Disciplinary Hearing Outcome Letter		Relevant Employee Relevant HR Consultant	
Human Resources	Special Record Type - Termination Records	BCEA Certificate of Service		Relevant Employee Relevant HR Consultant	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Human Resources	Special Record Type - Termination Records	Employee resignation letter		Relevant Employee Relevant Payroll Consultant Relevant HR Consultant	
Human Resources	Reports	Monthly UIF Submission		Relevant Payroll Consultant	Unemployment Insurance Act, No. 63 of 2001
Safety, Health, Environment, Risk and Quality (SHERQ)	Compliance certificates	Letter of Good Standing (COLD)		All	Occupational Health and Safety Act, No. 85 of 1993
Safety, Health, Environment, Risk and Quality (SHERQ)	Compliance certificates	Occupational Health & Safety Compliance Certificate		All	Occupational Health and Safety Act, No. 85 of 1993
Safety, Health, Environment, Risk and Quality (SHERQ)	Forms and Transaction records	Emergency Contact Information Form - Template		All Employees Relevant HR Consultant	Occupational Health and Safety Act, No. 85 of 1993
Safety, Health, Environment, Risk and Quality (SHERQ)	Forms and Transaction records	Emergency Contact Information Form - Completed		Relevant Employee Relevant HR Consultant	Occupational Health and Safety Act, No. 85 of 1993
Tax	Compliance certificates	Tax Compliance Status Letter		All	Tax Administration Act, No. 28 of 2011
Tax	Compliance certificates	VAT Registration Certificate		All	Value Added Tax Act, No. 89 of 1991

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Tax	Compliance certificates	Income Tax Registration Confirmation		All	Income Tax Act, No. 58 of 1962
Tax	Forms and Transaction records	Income Tax Calculation		SARS Relevant Tax Consultant Relevant External Accountants	
Tax	Forms and Transaction records	Deferred Tax Calculation		SARS Relevant Tax Consultant Relevant External Accountant	
Tax	Forms and Transaction records	Employee Tax reconciliation.		SARS Relevant Tax Consultant Relevant Payroll Consultant Relevant External Accountant	
Tax	Forms and Transaction records	VAT reconciliation.		SARS Relevant Tax Consultant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Tax	Special Record Type - Tax Administration records	Tax Statement of Account		SARS Relevant Tax Consultant Relevant External Accountant	
Tax	Special Record Type - Returns and assessments	ITR14 – Company Income Tax Return		SARS Relevant Tax Consultant Relevant External Accountant	
Tax	Special Record Type - Returns and assessments	VAT201 – VAT Return		SARS Relevant Tax Consultant Relevant External Bookkeeper	
Tax	Special Record Type - Reports and Assessments	Tax Assessments		SARS Relevant Tax Consultant Relevant External Accountant	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Tax	Special Record Type - Reports and Assessments	Tax correspondence		SARS Relevant Tax Consultant Relevant External Accountant	
Finance and Accounting	Compliance certificates	Regulatory Compliance Certificates		All	
Finance and Accounting	Agreements	Banking Facility Letter		Relevant Banker Relevant External Accountant	
Finance and Accounting	Agreements	Audit Engagement Letter		Relevant External Accountant All Shareholders All Directors	
Finance and Accounting	Agreements	Insurance Broker Service Level Agreement		Relevant Director Relevant Insurance Broker Relevant Insurance Company	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Finance and Accounting	Forms and Transaction records	Fixed Asset Register		Banker Financier Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Forms and Transaction records	Debtors Age Analysis		Banker Financier Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Forms and Transaction records	Creditors Age Analysis		Banker Financier Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Finance and Accounting	Forms and Transaction records	Bank reconciliations		Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Forms and Transaction records	Monthly Management Accounts		All Shareholders All Directors Relevant Banker Relevant Financier Relevant External Accountant Relevant External Bookkeeper Relevant External Tax Consultant Relevant BEE Consultant	
Finance and Accounting	Forms and Transaction records	Petty Cash reconciliation		Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Finance and Accounting	Forms and Transaction records	Chart of Accounts		Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Forms and Transaction records	Trial Balance		Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Forms and Transaction records	General Ledger		Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Forms and Transaction records	STATSA Return		Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Finance and Accounting	Special Record Type - Banking records	Confirmation of Banking Details		Relevant Customer Relevant Supplier Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Special Record Type - Banking records	Proof of payments		Relevant Customer Relevant Supplier Relevant External Accountant Relevant External Bookkeeper	
Finance and Accounting	Special Record Type - Insurance	Policy Schedule		Relevant External Accountant	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Finance and Accounting	Special Record Type - Annual financial statements	Annual Financial Statements		All Shareholders All Directors Relevant Banker Relevant Financier Relevant External Accountant Relevant External Bookkeeper Relevant External Tax Consultant Relevant BEE Consultant	
Legal and Compliance	Compliance certificates	Operating Licenses and Permits		All	
Legal and Compliance	Special Record Type - Information Regulator records	Information Office Appointment form		All Employees	
Legal and Compliance	Special Record Type - Information Regulator records	Information Officer Registration Confirmation		All	
Legal and Compliance	Special Record Type - Information Regulator records	Complaint Form (POPIA) - Template		All	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Legal and Compliance	Special Record Type - Information Regulator records	Complaint Form (POPIA) - Completed			
Legal and Compliance	Special Record Type - Information Regulator records	Consent to Process Personal Information - Template		All	
Legal and Compliance	Special Record Type - Information Regulator records	Consent to Process Personal Information - Completed		Relevant Third party	
Legal and Compliance	Special Record Type - Information Regulator records	PAIA Manual		All	
Legal and Compliance	Special Record Type - Information Regulator records	PAIA Manual Upload Acknowledgment		All	
Legal and Compliance	Returns	Information Regulator Annual Return		Relevant External Accountant Relevant External Bookkeeper	
Legal and Compliance	Reports	Information Regulator Assessment		Relevant External Accountant Relevant External Bookkeeper	
Legal and Compliance	Correspondence	Correspondence			

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Information Technology	Compliance certificates	Software Licenses		Relevant IT Suppliers	
Information Technology	Agreements	Service Level Agreements		Relevant IT Suppliers	
Marketing and Communications	Special Record Type - Direct Marketing	Direct Marketing Emails		All	
Procurement	Agreements	Supplier Agreement		Relevant Suppliers	
Procurement	Agreements	Vendor Credit Agreement		Relevant Suppliers	
Procurement	Agreements	Supplier Service Level Agreement		Relevant Suppliers	
Procurement	Agreements	Supplier Non-Disclosure Agreements		Relevant Suppliers	
Procurement	Forms and Transaction records	Purchase Requisition (PR)		Relevant Suppliers	
Procurement	Forms and Transaction records	Purchase Order (PO)		Relevant Suppliers	
Procurement	Forms and Transaction records	Vendor Credit Application From		Relevant Suppliers Relevant Credit Bureau	
Procurement	Forms and Transaction records	Supplier banking details		Relevant Suppliers Relevant Credit Bureau	
Procurement	Reports	Supplier Price Lists		Relevant Suppliers	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Operations and Logistics	Meeting records	Staff Meeting notices			
Operations and Logistics	Meeting records	Staff Meeting presentations			
Customer and Sales records	Policies and procedures	Sales Terms and Conditions		All	
Customer and Sales records	Meeting records	Customer Meeting notices		Relevant Customer	
Customer and Sales records	Meeting records	Customer Meeting attendance registers		Relevant Customer	
Customer and Sales records	Meeting records	Customer Meeting presentations		Relevant Customer	
Customer and Sales records	Agreements	Customer Credit Application Agreement		Relevant Customer	
Customer and Sales records	Agreements	Sales Agreements		Relevant Customer	
Customer and Sales records	Forms and Transaction records	Client Remittance Advice		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Forms and Transaction records	Client Bank Confirmation Details		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Client Proof of Payments		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Customer Request for Quote (RFQ)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Forms and Transaction records	Sales Quote (SQ)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Customer Order Form - Template		All	
Customer and Sales records	Forms and Transaction records	Customer Order Form - Completed		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Customer Purchase Order (PO)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Forms and Transaction records	Sales Order (SO)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Sales Invoice (SI)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Proforma Sales Invoice (PSI)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Forms and Transaction records	Delivery Note (DN)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Credit Note (CN)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Sales Receipt (SR)		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Forms and Transaction records	Sales Tender Documents		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Forms and Transaction records	Sales Price Lists			
Customer and Sales records	Forms and Transaction records	Debtors Statement		Relevant Customer Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Reports	Sales Reports - Monthly Sales against Target		All Directors Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Reports	Sales Reports - Monthly Sales against Budget		All Directors Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Reports	Sales Reports - Sales by Sales Rep		All Directors Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Reports	Sales Reports - Sales by Products and Services		All Directors Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Reports	Sales Reports - Sales by Customers		All Directors Relevant External Accountant Relevant External Bookkeeper	

Record Subject	Record Category	Record Type	Available on Website	Automatically Available to	Law applicable
Customer and Sales records	Reports	Sales Reports - Sales by Branch		All Directors Relevant External Accountant Relevant External Bookkeeper	
Customer and Sales records	Reports	Sales Reports - Sales by Region		All Directors Relevant External Accountant Relevant External Bookkeeper	
Security and Buildings	Compliance certificates	Utilities Registration Certificate			
Security and Buildings	Forms and Transaction records	Utility Account Records		Relevant External Accountant Relevant External Bookkeeper	
Security and Buildings	Forms and Transaction records	Utility Correspondence		Relevant External Accountant Relevant External Bookkeeper	

7. PERSONAL INFORMATION PROCESSING

7.1 Purpose of information collection

7.1.1 The organisation collects information to:

- 7.1.1.1 comply with legislative, regulatory, and contractual obligations applicable to the organisation,
- 7.1.1.2 facilitate the effective administration, management, and operation of the organisation's activities,
- 7.1.1.3 enable the provision of services and products to clients, customers, or stakeholders,
- 7.1.1.4 maintain accurate records for operational, financial, and legal purposes,
- 7.1.1.5 support communication with employees, clients, suppliers, and other stakeholders,
- 7.1.1.6 safeguard the legitimate interests of the organisation and its stakeholders,
- 7.1.1.7 respond to lawful requests for information and to exercise or defend legal rights,
- 7.1.1.8 improve organisational processes, systems, and service delivery, and
- 7.1.1.9 ensure the security and integrity of organisational information and assets.

8. DATA SUBJECTS, DATA CATEGORIES AND DATA

Type	Data Subject Categories	Data Subjects	Personal Information Data Points
Natural	All	All	1. First Name, Middle Name, Surname, Known as Name, ID number, Telephone number, Cell phone number, Physical address, Postal address, Email address, survey information, Web and App User Data, correspondence
Natural	Customer	Customers	5. Social medial URL's, Income Tax Compliance Status, Trade References, Nationality, Delivery Address, Banking details, credit checks, criminal checks, preferences and opinions
Natural	Employee	Employees, Casual workers and Job Applicants	4. Income Tax Number, Tax Directive Information, Candidate Reference Checks, Net of Kind Contact details, Employee Benefits Beneficiary details, Vehicle ownership information, Passport information, Driver's License information, gender, marital status, Age, Race, Language proficiencies, religion, Employment

Type	Data Subject Categories	Data Subjects	Personal Information Data Points
			History, Employment References contact details, Qualification Certificates, Credit checks, Criminal checks, Education checks, Banking details, Leave records, Pregnancy, Medical and Disability records as provided by the Employee, Disciplinary records, Performance records, Conflict of interest declarations, opinions, preferences and trade union membership
Natural	Labour Representatives	Shop Stewards	Same as Employee.
Natural	Management	Directors	ID Number, Demographics, Income Tax Number, Physical Address, Criminal Check, Banking details, conflict of interest declarations, Credit worthiness check, If the Director is an Employee, same details as an employee
Natural	Owners	Shareholders	Beneficial Ownership Information and Banking details
Legal	All	All	2. Enterprise Name, Trading Name, Registration Number, Enterprise Type, Vat Number, Physical Address, Postal Address, Telephone number, Cell phone number, banking details, website, survey information, Web and App User Data, Regulatory letters of good standing and certificates of registration, Contact person contact details, preferences, opinions and correspondence
Legal	Customer	Customers	Country of Registration, Social medial URL's, Delivery Address, Trade References including contact information, Financial and Credit Information, Regulatory Registration Information, Income Tax Compliance Status, Director Information, beneficial ownership information, in some instances Banking Details
Legal	Owners	Shareholders	Beneficial Ownership Information and Banking details
Legal	Employee Benefits Service Provider	Labour Benefits Brokers	Regulator Registration Number; Trade Reference Contact details, Banking Details, BEE Certificate

Type	Data Subject Categories	Data Subjects	Personal Information Data Points
Legal	Employee Benefits Service Provider	Medical Aid and Retirement Fund Administrators	Regulator Registration Number, Banking Details
Legal	Labour Representatives	Trade Unions	Regulator Registration Number; Banking Details
Legal	Financial Service Provider	Banks, Financiers and Credit Bureaus	Regulator Registration Number
Legal	IT Service Provider	IT Services Supplier	Regulator Registration Number; Trade Reference Contact details, Banking Details, BEE Certificate
Legal	Business Process Outsourcing Service Provider	Subcontractors	Proof of Insurance; Regulator Registration Number; Trade Reference Contact details, Banking Details, BEE Certificate
Legal	Professional Advisors	HR Consultants and Payroll Consultants	Trade Reference Contact details, Banking Details, BEE Certificate
Legal	Auditor	Financial, BEE and ISO Auditors	Regulator Registration Number, Banking Details, BEE Certificate
Legal	Professional Advisors	External Accountants and Bookkeepers; BEE, ISO and Tax Consultants; Insurance Brokers, Insurer; Lawyers and Advocates; Property Agents and Utilities Consultants	Regulator Registration Number; Trade Reference Contact details, Banking Details, BEE Certificate
Legal	Professional Advisors	Marketing and sales consultants	Trade Reference Contact details, Banking Details, BEE Certificate
Legal	Professional Advisors	Recruitment Agent	Trade Reference Contact details, Banking Details, BEE Certificate, Job Applicant Information as listed under (Employees, Casual workers and Job Applicants)
Legal	Landlord	Landlords	Banking Details, BEE certificate

Type	Data Subject Categories	Data Subjects	Personal Information Data Points
Legal	Association	Industry Associations	Delivery Address, Regulator Registration Number, Banking Details
Legal	Local Authorities	City Councils and Municipality's	Banking Details
Legal	Regulator	CCMA, Department of Labour, Department of Trade and Industries, Information Regulators, Health Inspectors, Department of Safety, Health and Environments	Regulator Registration Number, Banking Details
Legal	Supplier	Suppliers	Country of Registration, Social medial URL's, Collection Address, Trade References including contact information, Financial and Credit Information, Regulatory Registration Information, Income Tax Compliance Status, Director Information, beneficial ownership information, Banking Details
Legal	Tax Authority	SARS	Regulator Registration Number, Banking Details

9. DATA RECIPIENT CATEGORIES, DATA RECIPIENTS AND DATA DISSEMINATED

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Beneficiary	Beneficiaries
Natural	Employee	Employees	Names, Contact Details, Correspondence	First Names, Known as Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Qualifications, Employment History, Social media URL's, Correspondence	Labour matters	Labour Representatives	Trade Unions

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Personal identification records, Personal classification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Medical records, Employee Payroll records, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery Addresses, Driver's License, Passport information, ID numbers, Age, Gender, Race, Religion, Nationality, Demographics, Marital status, Income Tax Numbers, Conflict of interest declarations, Leave records, Performance records, Employee Benefits Beneficiary details, Next of Kin contact details, Trade union membership, Disciplinary records, Qualifications, Criminal checks, Education checks, Credit worthiness checks, Candidate Reference Checks, Employment History, Employment References contact details, Language proficiencies, Medical records, Disability records, Pregnancy status, Salary information Tax Directives, Director status, Share Ownership Information, Vehicle	Labour disputes, Disciplinary records, Shop Steward Voting	Labour Representatives and Labour Regulators	Shop Stewards, CCMA

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
				ownership information, Preferences, Opinions, Survey information, Web and App User Data, Social media URL's, Correspondence			

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Management	Directors	Names, Contact Details, Employee Onboarding records, Employee Payroll records, Ownership information	First Names, Known as Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Criminal Checks, Credit worthiness checks, Director status, Share Ownership Information, Social media URL's	Registration of Directors, Beneficial Ownership Declarations	Regulators	Companies and Intellectual Property Commission and Department of Trade and Industry
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Management	Trust Trustees
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Association	Body Corporate Trustees

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Association	Homeowners Association Trustees
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Association	Industry Associations
Natural	Employee	Employees	Names, Contact details, Personal identification records, Employee Onboarding records, Employee medical records, Employee Payroll records, Ownership Information	First Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Age, Gender, Race, Nationality, Demographics, Qualifications, Education checks, Disability records, Pregnancy status, Salary information, Director status, Share Ownership Information	BEE Audits, BEE Consultations	consultants and Auditors	BEE Consultants and BEE Auditors

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Supplier	Suppliers	Names, Contact Details, Tax records, Trading status records, Financial Information, Ownership Information, Correspondence	Enterprise Name, Trading Name, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Websites, BEE Certificate, Financial Information, Beneficial Ownership Information, Social media URL's, Correspondence	BEE Audits, BEE Consultations	consultants and Auditors	BEE Consultants and BEE Auditors
Natural	Employee	Employees	Names, Contact details, Personal identification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Employee Payroll	First Names, Known as Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery addresses, Banking details, Driver's License, Passport information, ID numbers, Education checks, Income Tax numbers, Conflict of interest declarations, Leave records, Performance records, Employee Benefits Beneficiary details, Trade union membership, Qualifications, Criminal checks, Education checks, Credit worthiness checks, Employment History, Salary information, Tax	Bookkeeping services, Accounting services, Audit services	Consultants and Auditors	External Bookkeepers, External Accountants, Financial Auditors

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
			records, Ownership Information, Correspondence	Directives, Director status, Share Ownership Information, Correspondence			

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Legal	Suppliers and Customers	Customers and Suppliers	Names, Contact Details, Identification records, Tax records, Trading status records, Financial Information, Ownership Information, Correspondence	Enterprise Name, Trading Name, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Websites, Certificates of Incorporation, Registration Numbers, Regulatory Registration Information, Enterprise Type, Country of Registration, Vat Numbers, Income Tax Numbers, Banking details, Proof of Insurance, Director Information, Regulatory letters of good standing, Financial Information, Beneficial Ownership Information, Correspondence	Bookkeeping services, Accounting services, Audit services	Consultants and Auditors	External Bookkeepers, External Accountants, Financial Auditors

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Personal identification records, Employee Onboarding records, Employee medical records, Employee Payroll records, Ownership Information	First Names, Known as Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Driver's License, Passport information, ID numbers, Education checks, Income Tax numbers, Conflict of interest declarations, Performance records, Qualifications, Criminal checks, Education checks, Credit worthiness checks, Director status, Share Ownership Information, Survey information, Correspondence	Employee vetting, ISO consulting, ISO Audit	Consultants and Auditors	ISO Consultants and ISO Auditors

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Legal	Suppliers and Customers	Customers and Suppliers	Names, Contact Details, Tax records, Trading status records, Financial Information, Ownership Information, Correspondence	Enterprise Name, Trading Name, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Websites, Certificates of Incorporation, Registration Numbers, Regulatory Registration Information, Enterprise Type, Country of Registration, Vat Numbers, Income Tax Numbers, Income Tax Compliance Status, Credit Information, Proof of Insurance, Trade reference Contact Details, Director Information, Regulatory letters of good standing, Financial Information, Beneficial Ownership Information, Survey Information, Correspondence	Supplier vetting, ISO consulting, ISO Audit	Consultants and Auditors	ISO Consultants and ISO Auditors
Natural	Employee	Employees	Names, Contact Details, Correspondence	First Names, Known as Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Qualifications, Employment History, Social media URL's, Correspondence	Sales, procurement and manufacturing	Customer	Customers

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Legal	Supplier	Suppliers	Names, Contact Details, Correspondence	Enterprise Name, Trading Name, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Websites, Social media URL's, Correspondence	Sales, procurement and manufacturing	Customer	Customers
Natural	Employee	Employees	Names, Contact details, Personal identification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Employee Payroll records, Ownership Information,	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery addresses, Banking details, Driver's License, Passport information, ID numbers, Age, Marital status, Income Tax Number, Employee Benefits Beneficiary details, Next of Kin Contact details, Medical records, Disability Records, Pregnancy status, Salary information, Tax Directives, Preferences, Survey information, Web and App User Data, Correspondence	Administering Employee Benefits	Employee Benefits Service Provider	Labour Benefits Brokers

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
			Correspondence				
Natural	Employee	Employees	Names, Contact details, Personal identification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery addresses, Banking details, Driver's License, Passport information, ID numbers, Age, Marital status, Income Tax Number, Employee Benefits Beneficiary details, Next of Kin Contact details, Medical records, Disability Records, Pregnancy status, Salary information, Tax	Administering Employee Benefits	Employee Benefits Service Provider	Medical Aids, Gap Cover provider and Group Risk Policy Administrators

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
			records, Employee Payroll records, Ownership Information, Correspondence	Directives, Preferences, Survey information, Web and App User Data, Correspondence			
Natural	Employee	Employees	Names, Contact details, Personal identification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee Payroll	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery addresses, Banking details, Driver's License, Passport information, ID numbers, Age, Marital status, Income Tax Number, Employee Benefits Beneficiary details, Next of Kin Contact details, Salary information, Tax Directives, Preferences, Survey	Administering Employee Benefits	Employee Benefits Service Provider	Retirement Funds

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
			records, Ownership Information, Correspondence	information, Web and App User Data, Correspondence			
Natural	Employee	Employees	Names, Banking details	Name, Middle Names, Surnames, Banking details, Employee number	Loading Payroll batch files.	Financial Service Provider	Banks and Financiers
Legal	Supplier	Suppliers	Names, Banking details	Enterprise Names, Trading Names, Banking details, Supplier reference number, Supplier invoices containing respective information	Loading payments	Financial Service Provider	Banks and Financiers

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Legal	Customer	Customers	Names, Banking details	Enterprise Names, Trading Names, Banking details, Supplier reference number, Supplier invoices containing respective information	Loading payments	Financial Service Provider	Banks and Financiers
Natural	Employee	Employees, Casual workers and Job Applicants	Names, Contact details, Banking details, Personal identification records, Personal classification records, Employee Tax records, Employee HR records, Employee Onboarding records, Medical records, Employee Payroll records, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Banking details, Driver's License, Passport information, ID numbers, Age, Gender, Race, Nationality, Demographics, Income Tax Compliance Status, Income Tax Numbers, Conflict of interest declarations, Leave records, Performance records, Disciplinary records, Qualifications, Criminal checks, Education checks, Credit worthiness checks, Candidate Reference Checks, Employment History, Employment References contact details, Language proficiencies, Disability records, Salary information, Director status,	Conducting background checks during the hiring process	Financial Service Provider	Credit Bureaus

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
				Web and App User Data, Social medial URL's			

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees, Casual workers and Job Applicants	Names, Contact details, Banking details, Personal identification records, Personal classification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Medical records, Employee Payroll records, Ownership Information, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery Addresses, Banking details, Driver's License, Passport information, ID numbers, Age, Gender, Race, Religion, Nationality, Demographics, Marital status, Income Tax Compliance Status, Income Tax Numbers, Conflict of interest declarations, Leave records, Performance records, Employee Benefits Beneficiary details, Next of Kin Contact details, Trade union membership, Disciplinary records, Qualifications, Criminal checks, Education checks, Credit worthiness checks, Candidate Reference Checks, Employment History, Employment References contact details, Language proficiencies, Medical records, Disability records, Pregnancy status, Salary information, Tax Directives, Director status,	Data Capture, storage, retrieval, processing, analysing and reporting across all business processes	IT Service Provider	IT Service Providers

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
				Share Ownership Information, Vehicle ownership information, Preferences, Opinions, Survey information, Web and App User Data, Social media URL's, Correspondence			

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Legal	Supplier	Suppliers	Names, Contact details, Identification records, Tax records, Banking details, Trading status records, Financial Information, Ownership Information, Correspondence	Enterprise Names, Trading Names, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Websites, Certificate of Incorporation, Registration Numbers, Regulatory Registration Information, Enterprise Type, Country of Registration, Tax Directives, Vat Numbers, Income Tax Numbers, Income Tax Compliance Status, Banking details, Credit Information, Proof of Insurance, BEE Certificate, Trade Reference Contact details, Director Information, Regulatory letters of good standing, Financial Information, Beneficial Ownership Information, Preferences, Opinions, Survey information, Web and App User Data, Social medial URL's, Correspondence		IT Service Provider	IT Service Providers

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees, Casual workers and Job Applicants	Names, Contact details, Banking details, Personal identification records, Personal classification records	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Driver's License, Passport information, ID numbers	Controlling access to the premises	Landlord	Landlords
Legal	Suppliers and Customers	Customers and Suppliers	Names, Contact details, Identification records, Tax records, Banking details, Trading status records, Financial Information, Ownership Information, Correspondence	Enterprise Names, Trading Names, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Registration Numbers, Web and App User Data	Controlling access to the premises	Landlord	Landlords

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Local Authorities	City Councils
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Local Authorities	Municipality's
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Owners	Shareholders
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Professional Advisors	Insurance Brokers
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Professional Advisors	Insurance Companies

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	All	All	All	Depends on the legal dispute.	Process legal disputes	Professional Advisors	Lawyers and Advocates
Legal	All	All	All	Depends on the legal dispute.	Process legal disputes	Professional Advisors	Lawyers and Advocates
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Professional Advisors	Property Agents
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Professional Advisors	Utilities Consultants
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Business Transactions	Professional Advisors	Recruitment Agent

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees, Casual workers and Job Applicants	Names, Contact details, Banking details, Personal identification records, Personal classification records, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Passport information, ID numbers, Age, Preferences, Opinions, Survey information, Web and App User Data, Social media URL's, Correspondence	Marketing activities of the organisation's products and services	Professional Advisors	Marketing and sales consultants
Legal	Customer	Customers	Names, Contact details, Identification records, Tax records, Banking details, Trading status records, Financial Information, Ownership Information, Correspondence	Enterprise Names, Trading Names, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Registration Numbers, Preferences, Opinions, Survey information, Web and App User Data, Social media URL's, Correspondence	Marketing activities of the organisation's products and services	Professional Advisors	Marketing and sales consultants

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Personal identification records, Personal classification records, Employee Tax records, Employee medical records, Employee Payroll records, Ownership Information	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery Addresses, Passport information, ID numbers, Age, Marital status, Income Tax Numbers, Leave records, Salary information, Tax Directives, Director status, Share Ownership Information, Vehicle ownership information	Tax compliance	Professional Advisors and Tax Authorities	Tax Consultants and SARS
Legal	Supplier	Suppliers	Names, Contact details, Identification records, Tax records, Financial Information	Enterprise Names, Trading Names, Telephone numbers, Cell phone numbers, Email addresses, Physical Addresses, Postal Addresses, Delivery Addresses, Collection Addresses, Contact person contact details, Registration Numbers, Vat Numbers, Financial information	Tax compliance	Professional Advisors and Tax Authorities	Tax Consultants and SARS

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Personal identification records, Personal classification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Employee Payroll records, Ownership Information, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery Addresses, Driver's License, Passport information, ID numbers, Age, Gender, Race, Religion, Nationality, Demographics, Marital status, Income Tax Compliance Status, Income Tax Numbers, Conflict of interest declarations, Leave records, Performance records, Employee Benefits Beneficiary details, Next of Kin Contact details, Trade union membership, Disciplinary records, Qualifications, Criminal checks, Education checks, Credit worthiness checks, Candidate Reference Checks, Employment History, Employment References contact details, Language proficiencies, Medical records, Disability records, Pregnancy status, Salary information, Tax Directives, Director status, Share	Submission of the Stats SA returns Submission of Employment Equity Reports Submission of skills reports Submission of injuries on duty Submission of workmen's compensation annual returns	Professional Advisors	HR Consultants

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
				Ownership Information, Vehicle ownership information, Preferences, Opinions, Survey information, Web and App User Data, Social media URL's, Correspondence			

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Banking details, Personal identification records, Personal classification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Employee Payroll records, Ownership Information, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery Addresses, Banking details, Passport information, ID numbers, Age, Marital status, Income Tax Numbers, Leave records, Employee Benefits Beneficiary details, Next of Kin Contact details, Trade union membership, Medical records, Disability records, Pregnancy status, Salary information, Tax Directives, Director status, Share Ownership Information, Vehicle ownership information, Correspondence	Submission of UIF returns Submission of Payroll Tax returns	Professional Advisors	Payroll Consultants

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Banking details, Personal identification records, Personal classification records, Employee Tax records, Employee HR records, Employee Onboarding records, Employee medical records, Employee Payroll records, Ownership Information, Correspondence	First Names, Known as Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, Physical addresses, Postal addresses, Delivery Addresses, Banking details, Driver's License, Passport information, ID numbers, Age, Gender, Race, Religion, Nationality, Demographics, Marital status, Income Tax Compliance Status, Income Tax Numbers, Leave records, Employee Benefits Beneficiary details, Next of Kin Contact details, Medical records, Disability records, Pregnancy status, Salary information, Tax Directives, Director status, Share Ownership Information, Vehicle ownership information, Preferences	Submission of the Stats SA returnsSubmission of Employment Equity ReportsSubmission of skills reportsSubmission of injuries on dutySubmission of workmen's compensation annual returnsSubmission of UIF returnsSubmission of Vacancy declarations	Regulator	Department of Employment and Labour

Type	Data Subject Category	Data Subject	Data Category	Data	Purpose	Recipient Category	Recipient
Natural	Employee	Employees	Names, Contact details, Employee Onboarding records	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses, Criminal checks	Registration of the Compliance Officer	Regulator	FICA Regulators
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Registration of the Information Officer	Regulator	Information Regulators
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Compliance	Regulator	Health Inspectors
Natural	Employee	Employees	Names, Contact details	First Names, Middle Names, Surnames, Telephone numbers, Cell phone numbers, Email addresses, ID numbers, Physical addresses, Postal addresses	Compliance	Regulator	Department of Safety, Health and Environment s

10. FOREIGN JURISDICTIONS

- 10.1 The company prefers to retain personal information within the borders of South Africa. However, this Manual does not prohibit the organisation to transmit, process or store data in a foreign country.
- 10.2 The organisation shall make a reasonable effort to monitor digital applications and Operators to ensure that this Manual is updated and the data subjects are informed timely of any personal information that may flow across the border.
- 10.3 At present the organisation is not aware of any personal information that has been transferred beyond the borders of South Africa.
- 10.4 The PAIA Guides purpose is to Inform persons with regards to their rights in terms of PAIA and POPIA.

11. BASIC OVERVIEW OF INFORMATION PROTECTION PRACTICES BY THE RESPONSIBLE PARTY TO SAFEGUARD CONFIDENTIALITY, INTEGRITY, AND AVAILABILITY OF INFORMATION

- 11.1 Confidentiality (Protecting sensitive data from unauthorized access):
 - 11.1.1 Using strong passwords, which are changed regularly.
 - 11.1.2 Locking physical files in a secure cabinet or drawer.
 - 11.1.3 Avoiding sharing sensitive information via unsecured email.
 - 11.1.4 Limiting access to data, by authorising only certain individuals to access records.
- 11.2 Integrity (Ensuring data is accurate and unaltered):
 - 11.2.1 Keeping regular backups of important documents.
 - 11.2.2 Using version control for key documents, such as naming files with dates.
 - 11.2.3 Installing antivirus software to prevent tampering.
- 11.3 Availability (Ensuring data is accessible when needed):
 - 11.3.1 Use cloud storage for important files.
 - 11.3.2 Outsourced IT Vendors perform regular maintenance checks on the organisation's devices.

12. PAIA INFORMATION REQUEST PROCEDURE

- 12.1 A requestor or the requestors representative shall:
 - 12.1.1 Complete Form 2 contained in the Annexure to this Manual.
- 12.2 In terms of section 23 of POPIA, the Organisations IO shall, if the request is granted in full or in part, provide:
 - 12.2.1 an estimate of the fees payable,
 - 12.2.2 the estimated timeline and indicate the data processing services to be undertaken to fulfil the request on Form 2,
 - 12.2.3 Should any data processing services be required to be outsourced to an operator, that fact should be disclosed and the Operators fee quoted,
 - 12.2.4 Processing by the Operator is subject to all the personal information legal processing requirements, prior to processing.
- 12.3 The requestor must:
 - 12.3.1 settle the estimated fee in full prior to the Organisation conducting the search for and further personal data processing services.
- 12.4 The IO must:
 - 12.4.1 provide a revised estimate periodically, which must be settled by the requestor, until completion of the services, prior to providing the personal information requested.
 - 12.4.2 The IO may:
 - 12.4.2.1 release personal information requested in stages, provided the fees related to making the information available have been settled.
- 12.5 Where a company has cross-border operations the following process shall be followed:
 - 12.5.1 the local IO, DIO or equivalent, shall:
 - 12.5.1.1 notify the parent company IO, DIO or equivalent of information request;
 - 12.5.2 the Parent company IO, DIO or equivalent shall:
 - 12.5.2.1 process the request in terms of the parent companies PAIA Manual or equivalent as far as practical or direct the local IO, DIO with the assistance of the local IO, DIO or equivalent, where required;
 - 12.5.2.2 submit the draft response to the local IO, DIO or equivalent to review and / or amend the draft response to align it to local legislation requirements;
 - 12.5.3 the local IO, DIO or equivalent, shall:
 - 12.5.3.1 submit the final response to the requester in the format and on the forms required by local legislation.

13.ACCESSIBILITY OF THE MANUAL

13.1 This manual can be accessed through the following channels:

13.1.1 Via the organisation's website (insert URL), if available.

13.1.2 At the main office of (insert name of the organisation), where it may be viewed during standard operating hours.

13.1.3 By any individual who submits a request and pays the applicable fee.

13.1.4 By the Information Regulator upon formal request.

13.2 A fee will be charged for each A4-sized copy made, in accordance with the rates outlined in Annexure B of the PAIA Regulations.

13.3 Review and Maintenance of the Manual

13.3.1 The designated head of (insert name of the organisation) will periodically review and revise this manual to ensure its accuracy and relevance.

This PAIA Manual has been issued by:

Information Officer Signature	
Information Officer Name	Kai Kölmel
Information Officer Title	CEO

14.FORM 2

FORM 2			
REQUEST FOR ACCESS TO RECORD			
[Regulation 7]			
NOTE:			
1. Proof of identity must be attached by the requester.			
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this			
TO:			
Information Officer Name:			
Physical Address:			
E-mail address:			
Fax number:			
Mark with an "X"			
Request is made in my own name.	☐	Request is made on behalf of another person.	☐
PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (<i>when made on behalf of another person</i>).			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers Tel.(B):			
Contact Numbers Cellular:			
Facsimile:			
This below section is only applicable if a request is made on behalf of another person			
Full names of person on whose behalf request is made (<i>if applicable</i>):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers Tel.(B):			

Contact Numbers		
Cellular:		
Facsimile:		
PARTICULARS OF RECORD REQUESTED		
<i>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.)</i>		
Description of record or part of the record	Other Particulars: I.E. Date or Preparer Name	Reference
TYPE OF RECORD		
<i>(Mark the applicable box with an "X")</i>		
Record is in written or printed form		
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		
FORM OF ACCESS		
<i>(Mark the applicable box with an "X")</i>		
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on 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 record on flash drive <i>(including virtual images and soundtracks)</i>		
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>		
Copy of record saved on cloud storage server		
MANNER OF ACCESS		
<i>(Mark the applicable box with an "X")</i>		
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>		
Postal services to postal address		
Postal services to 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>)		
SERVICEES <i>(Mark the applicable box with an "X")</i>		
The IO may prescribe and / or the requestor may elect the following data processing services to be conducted, in order to process the request		Requestor
Searching	Searching for Personal Information	
Normalizing	Adjusted to a standard format or scale.	
Encoding	Converted into a specific format.	
Parsing	Analyzed and broken down into components.	
Formatting	Structured in a specific layout or style.	
Aggregating	Combined from multiple sources or entries.	
Mapping	Transformed from one set of values to another.	
De-Identification	Personally identifiable information (PII) removed irreversibly.	
Encryption	Secured using cryptographic methods.	
Password protection	Protect a file with a password.	
Sanitizing	Cleaned of sensitive or unwanted content.	
Validating	Checked for correctness or compliance.	
Cleaning	Errors, duplicates, or inconsistencies removed.	
Imputing	Missing values filled in using statistical methods.	
Filtering	Unwanted data removed based on criteria.	
Deduplication	Duplicate entries removed.	
Extraction	Pulled from a source (e.g., database, document).	
Scraping	Collected from websites or documents.	
Labelling	Tagged with metadata or categories.	
Annotating	Supplemented with explanatory notes or tags.	
Enriching	Enhanced with additional data from external sources.	
Tagging	Marked with identifiers or descriptors.	
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>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.</i>		
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					
The above fees are denominated in ZAR and apply for the 2025 calendar year. The fees shall increase by 8% annually on 1 January.					
Printed copy per black and white A4 page					10.00
Printed copy per colour A4 page					20.00
Digital files per page emailed or shared via cloud services					2.00
Audio files per minute emailed or shared via cloud services					2.00
Video files per minute emailed or shared via cloud services					3.00
Data processing hourly fee					250.00
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 of the payment of any fee, please state the reason for 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 request is made					
FOR OFFICIAL USE					
Reference number:					
Request received by: Name and Surname					
Request received by: Title					
Date received:					
Fees:					
Deposit: (Yes / No / Not Applicable):					
Signature of the Information Officer					

15. FORM 3

FORM 3	
OUTCOME OF REQUEST AND OF FEES PAYABLE	
[Regulation 8]	
Note: 1. If your request is granted the— (a) amount of the deposit, (if any), is payable before your request is processed; and (b) requested record/portion of the record will only be released once proof of full payment is received. 2. Please use the reference number hereunder in all future correspondence.	
Reference number:	
TO (Requestor Details):	
Name and Surname:	
Physical Address:	
E-mail address:	
Fax number:	
We refer to your request dated:	
1. Yours request	
Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on 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 Annexure B.	
2. You requested:	
Printed copies of the information (including copies of any virtual images, transcriptions and information held on 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 information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
3. To be submitted:	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

		Approved	Denied
Kindly note that your request has been:			
Reasons for request declined			
SERVICES (Mark the applicable box with an "X")			
The IO may prescribe and / or the requestor may elect the following data processing services to be conducted, in order to process the request			Hours
Searching	Searching for Personal Information		
Normalizing	Adjusted to a standard format or scale.		
Encoding	Converted into a specific format.		
Parsing	Analyzed and broken down into components.		
Formatting	Structured in a specific layout or style.		
Aggregating	Combined from multiple sources or entries.		
Mapping	Transformed from one set of values to another.		
De-Identification	Personally identifiable information (PII) removed irreversibly.		
Encryption	Secured using cryptographic methods.		
Password protection	Protect a file with a password.		
Sanitizing	Cleaned of sensitive or unwanted content.		
Validating	Checked for correctness or compliance.		
Cleaning	Errors, duplicates, or inconsistencies removed.		
Imputing	Missing values filled in using statistical methods.		
Filtering	Unwanted data removed based on criteria.		
Deduplication	Duplicate entries removed.		
Extraction	Pulled from a source (e.g., database, document).		
Scraping	Collected from websites or documents.		
Labelling	Tagged with metadata or categories.		
Annotating	Supplemented with explanatory notes or tags.		
Enriching	Enhanced with additional data from external sources.		
Tagging	Marked with identifiers or descriptors.		
Total Hours			
4. Fees payable with regards to your request:			
Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Printed copy per black and white A4 page			
Printed copy per colour A4 page			
Digital files per page emailed or shared via cloud services			
Audio files per minute emailed or shared via cloud services			
Video files per minute emailed or shared via cloud services			
Data processing fees			
Total Cost			

5. Deposits									
								Yes	No
Deposit payable (if search exceeds six hours):									
Amount of Deposit									
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 Nr:									
Submit proof of payment to:									
Signed at			this		Day of		20		
Signature of Information Officer									

16. DOCUMENT CONTROL SHEET

Doc Title	PAIA Manual				
Doc Reference		Doc Owner Name	Kai Kömel	Next Review Date	2027/10/01
Doc Version	1	Doc Owner Title	CEO	Retention Period	5 Years
Doc status	Distributed	Doc Owner Dept.	N.A.	Disposal Method	Delete
Confidentiality Restriction	Public	Doc Author	Arno Tillwick	Creation Date	2025/10/01

<u>Revision History</u>								
Doc Version	Doc status	Change Description	Change affected by:			Date of change	Effective Date	Signature
			Name	Job Title	Dept.			
Nr	Status					Date	Date	
Nr	Status					Date	Date	
Nr	Status					Date	Date	

<u>Distribution History</u>								
Doc Version	Distributed by:			Received by:			Distrb. Date	Signature
	Name	Job Title	Dept.	Name	Job Title	Dept.		
Nr							Date	
Nr							Date	
Nr							Date	