

BUZZ TRADING HUNDRED AND FOUR  
Registration Number: 2007/131/460/23

Manual  
in terms of  
Section 51 of  
The Promotion of Access to Personal Information Act 2 of 2000  
(the “Act”)

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## 1. **BUZZ TRADING HUNDRED AND FOUR Introduction**

Buzz Trading is a well-respected market leader in the manufacturing of quality Plastic and Aluminium products, building quality brands in South Africa and internationally.

## 2. **Purpose of this Manual and the Act**

The purpose of PAIA is to promote the right of access to information, to foster a culture of transparency and accountability in South Africa, and to encourage an open democracy. where individuals from all walks of life are empowered to engage with government and participate in decisions which affect their lives.

This BUZZ TRADING HUNDRED AND FOUR Manual outlines the type of records and personal information that BUZZ TRADING HUNDRED AND FOUR holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Personal Information Act. It further explains how personal information in the possession of BUZZ TRADING HUNDRED AND FOUR and under its control is safeguarded and protected.

The PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act and in sections 14 and 15 of this Manual.

## 3. **Availability of this Manual**

Requesters are referred to the Guide in terms of Section 10 of the Act which has been compiled by the Information Regulator and will contain information for the purposes of exercising Constitutional Rights.

## 4. **Availability of Guides**

Guides to the PAIA and POPIA (Protection of Personal Information Act) may be obtained, and queries may be directed to:

<b>POPI Act</b>
Information Regulator (South Africa)
P.O Box 31533
Braamfontein
Johannesburg,
2017
JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001
Website: <a href="http://www.justice.gov.za/inforeg/index.html">www.justice.gov.za/inforeg/index.html</a>
Email: <a href="mailto:inforeg@justice.gov.za">inforeg@justice.gov.za</a> .

**5. Company Contact Details**Duly Authorised persons

Directors: N J Nel  
P Nel  
F Roos

Responsible Party (Head of the private body): Buzz Trading Hundred and Four (Pty) Ltd

Information Officer: Francois Roos  
 Contact Number: 011 873 8050  
 Email: francois@buzztrading104.co.za

Deputy Information Officer: Johann Van Der Merwe  
 Contact Number: 011 873 8050  
 Email: johann@buzztrading104.co.za

Postal Address P.O. Box 5479  
Meyersdal 1447

Physical Address 16 Moller Street  
Germiston

Telephone Number 011 873 8050  
 Email hr@buzztrading.co.za

**6. Applicable Legislation**

Administration Of Estates Act 66 Of 1965	
Administrative Adjudication of Road Traffic Offences Act 46 of 1998 as amended	
Arbitration Act 42 Of 1965	
Auditing Profession Act 26 Of 2005	
Basic Conditions of Employment Act 75.1997	
Broad-Based Black Economic Empowerment Act 75 of 1997	
Business Act 71 of 1991	
Close Corporations Act 69 Of 1984	
Collective Investment Schemes Control Act 45 Of 2002	
Companies Act 71 Of 2008	
Compensation Of Occupational Injuries & Diseases Act 130 of 1993	
Competition Act 71 of 2008	
Consumer Protection Act 68 of 2008	
Copyright Act 98 of 1978	
Customs and Excise Act 91 of 1964	
Electronic Communications Act 36 of 2005	
Electronic Communications and Transactions Act 25 of 2002	
Employment Equity Act, No. 55 Of 1998	
Films & Productions Act 65 of 1996	
Financial Advisory and Intermediary Services Act 37 of 2002	

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Financial Institutions (Protection of Funds) Act 28 of 2001	
Financial Intelligence Centre Act 38 of 2001	
Friendly Societies Act 25 of 1956	
Identification Act 68 of 1997	
Income Tax Act 58 of 1962	
Insolvency Act 24 of 1936	
Insurance Act 18 of 2017	
Intellectual Property Laws Amendment Act 38 of 1997	
Labour Relations Act 66 of 1995	
Long-term Insurance Act 52 of 1998	
Medical Schemes Act 131 of 1998	
National Credit Act 34 of 2005	
National Road Traffic Act 93 of 1996	
National Qualifications Framework Act 67 of 2008	
Occupational Health and Safety Act 85 of 1993	
Patents Act 57 of 1978	
Pension Funds Act 24 of 1956	
Prescription Act 68 of 1969	
Prevention of Organised Crime Act 121 of 1998	
Prevention and Combating of Corrupt Activities Act 12 of 2004	
Private Security Industry Regulation Act 54 of 2001	
Promotion of Access to Information Act 2 of 2000	
Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000	
Protection of Constitutional Democracy against Terrorist and related Activities Act 33 of 2004	
Protection of Personal Information Act 4 of 2013	
Qualifications Act 58 of 1995	
Regulation of Interception of Communications and Provision of Communication-related Information Act 122 of 2002	
Revenue Laws Second Amendment Act 61 of 2008	
Short-term Insurance Act 53 of 1998	
Skills Development Act 97 of 1998	
Tax Administration Act 28 of 2011	
Trademarks Act 194 of 1993	
Unemployment Insurance Contributions Act 63 of 2001	
Value-Added Tax Act 89 of 1991	

## 7. Schedule of Records and Availability

Category	Record	Availability	Applicable Legislation
Public Affairs	Public Product Information	Freely Available	N/A
	Launches and Events Records	PAIA Request	N/A
	Public Corporate Records	Freely Available	Companies Act 71 of 2008
	Media Releases	Freely Available	Electronic Communications Act 36 of 2005 Films & Productions Act 65 of 1996
	Social Media Posts	Freely Available	Electronic Communications Act 36 of 2005

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Regulatory & Administrative	Permits, Licenses or Authorities	Freely Available	National Road Traffic Act 93 of 1996 Administrative Adjudication of Road Traffic Offences Act 46 of 1998 as amended. Occupational Health & Safety Act 85 of 1993
	Conflict of Interest Management Policy	Freely Available	Financial Advisory & Intermediary Services Act 37 of 2002 – Part 2
	Complaints Policy	Freely Available	Financial Advisory & Intermediary Services Act 37 of 2002 – Part 11
	FICA Internal Rules	PAIA Request	Financial Intelligence Centre Act 38 of 2001
	Health & Safety Plan	PAIA Request	Occupational Health & Safety Act 85 of 1993
	Documents of Incorporation	PAIA Request	Companies Act 71 of 2008
	Memorandum of Incorporation	PAIA Request	Companies Act 71 of 2008 – Schedule 5, Section 4
	Minutes of Board, Directors Meetings, and Shareholder Meetings	PAIA Request	Companies Act 71 of 2008 – Part F, Section 39
	Register of Members	PAIA Request	Companies Act 71 of 2008 – Chapter 3
	Register of Board of Directors and Director's shareholdings	PAIA Request	Companies Act 71 of 2008 – Part F, Section 39
	Proxy Forms	PAIA Request	Companies Act 71 of 2008 – Part C, Section 51
	Internal correspondence (e-mails/memos)	PAIA Request	
	Insurance Policies held by organisation	PAIA Request	Insurance Act 18 of 2017 Short Term Insurance Act 53 of 1998
Human Resources	Employment Applications	PAIA Request	
	Recruitment Records	PAIA Request	
	Employment Contracts	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Personal Information of Employees	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Employment Equity Plan	PAIA Request	Employment Equity Act 55 of 1998
	Medical Aid Records	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Medical Records	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Pension Fund Records	PAIA Request	Pension Funds Act 24 of 1956
	Employee Disability Insurance Records	PAIA Request	Compensation of Occupational Injuries & Diseases Act 130 of 1993
	Disciplinary Records	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995

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Human Resources	Company Guidelines, Policies and Procedures	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Performance Management Records	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Salary & Payroll Records	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Employee Benefit Records	PAIA Request	Unemployment Insurance Contributions Act 63 of 2001
	Union Agreements and Records	PAIA Request	<i>Specific to SD</i>
	PAYE Records	PAIA Request	Income Tax Act 58 of 1962
	Seta Records	PAIA Request	Skills Development Act 97 of 1998 Qualifications Act 58 of 1995 National Qualifications Framework Act 67 of 2008
	Disciplinary Code	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Leave Records	PAIA Request	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995
	Training Records	PAIA Request	Skills Development Act 97 of 1998 Qualifications Act 58 of 1995 National Qualifications Framework Act 67 of 2008
	Training Manual	PAIA Request	Skills Development Act 97 of 1998 Qualifications Act 58 of 1995 National Qualifications Framework Act 67 of 2008
	Inpatriate and Expatriate Records	PAIA Request	Tax Administration Act 28 of 2011
Financial	Financial Statements	PAIA Request	Financial Advisory & Intermediary Services Act 37 of 2002 Companies Act 71 of 2008 – Part C, Section 125
	Financial and Tax Records	PAIA Request	Financial Advisory & Intermediary Services Act 37 of 2002 Tax Administration Act 28 of 2011 Income Tax Act 58 of 1962 Value Added Tax Act 89 of 1991
	Asset Register	PAIA Request	Companies Act 71 of 2008 – Part C, Section 25 Income Tax Act 58 of 1962
	Supplier Records	PAIA Request	Consumer Protection Act 68 of 2008 – Part C, Section 22 Competition Act 71 of 2008 – Part D, Section 40

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Financial	Management Accounts and Reports	PAIA Request	Financial Advisory & Intermediary Services Act 37 of 2002 National Credit Act 34 of 2005
	Vouchers, Cash Books and Ledgers	PAIA Request	Financial Advisory & Intermediary Services Act 37 of 2002 National Credit Act 34 of 2005
	Banking Records and Statements	PAIA Request	Banks Act 94 of 1994
	Electronic Banking Records	PAIA Request	Banks Act 94 of 1994 Electronic Communications and Transactions Act 25 of 2002
Legal Services and Compliance Division	General Contract Documentation	PAIA Request	N/A
	Intellectual Property Records	PAIA Request	Intellectual Property Laws Amendment Act 25 of 2013
	Immovable Property Records	PAIA Request	Immovable Property Act 94 of 1965
	Statutory Records	PAIA Request	Companies Act 71 of 2008 – Part C, Section 22
Marketing	Market Information	PAIA Request	Consumer Protection Act 68 of 2008
	Product Brochures	PAIA Request	
	Advertisements	PAIA Request	
	Field Records	PAIA Request	
	Performance Records	PAIA Request	
	Product / Service Sales Records	PAIA Request	Consumer Protection Act 68 of 2008 – Chapter 2 Protection of Personal Information Act 4 of 2013 – Chapter 8
	Marketing Strategies	PAIA Request	N/A
Production / Logistics Department	Production Records	PAIA Request	Companies Act 71 of 2008
	Engineering Records	PAIA Request	
	Quality Records	PAIA Request	
Aftersales Department	Warranties / Refunds / Recall	PAIA Request	Consumer Protection Act 68 of 2008 – Part H, Section 56 & 57
IT Department	Processing, Testing & Developmental Records	PAIA Request	N/A
Facilities Management Department (Security)	Physical Security Records (Visitors, Suppliers, Customers/Clients, Employees)	PAIA Request	Protection of Personal Information Act 4 of 2013 Occupational Health & Safety Act 85 of 1993 Private Security Industry Regulation Act 54 of 2001
	Electronic Access and Identity Management Records (Employees, Contractors, Vendors) Includes biometric information	PAIA Request	
	Time and Attendance Records	PAIA Request	
Client/Customer	Customer Records		Consumer Protection Act 68 of 2008 – Part C, Section 22 Competition Act 71 of 2008 – Part D, Section 40
	Credit Application Information		Protection of Personal Information Act 4 of 2013
	Customer / Client Database		Protection of Personal Information Act 4 of 2013
	Customer / Client Agreements		Protection of Personal Information Act 4 of 2013

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Client/Customer	Customer / Client Files		Protection of Personal Information Act 4 of 2013
	Customer / Client Instructions		Electronic Communications and Transactions Act 25 of 2002
	Customer / Client Correspondence		Electronic Communications Act 36 of 2005
Third Party	Rental agreements		Financial Intelligence Centre Act 38 of 2001
	Supplier Contracts		Consumer Protection Act 68 of 2008 – Part C, Section 22 Competition Act 71 of 2008 – Part D, Section 40
	Non-disclosure agreements		Protection of Personal Information Act 4 of 2013
	Letters of Intent		Protection of Personal Information Act 4 of 2013
Risk Control	Complaints and Investigation Records		N/A
Mail	Mail Register		N/A

Based on the Stylo Investments (Pty) Ltd model

## 8. Processing of Personal Information

- 8.1. BUZZ TRADING HUNDRED AND FOUR values and understands the importance of privacy and protection of personal information and will therefore only process personal information in accordance with POPIA. The relevant BUZZ TRADING HUNDRED AND FOUR privacy policies relating to the collection, processing, safeguarding, and sharing will be applied to any personal information processed by BUZZ TRADING HUNDRED AND FOUR.
- 8.2. BUZZ TRADING HUNDRED AND FOUR processes personal information for various specific purposes including, but not limited to, the following:
- 8.2.1. For employment purposes.
  - 8.2.2. For apprenticeship/internship purposes.
  - 8.2.3. For recruitment purposes.
  - 8.2.4. To provide products and/or services to data subjects.
  - 8.2.5. To obtain relevant and specific products and technology from suppliers and vendors to enable BUZZ TRADING HUNDRED AND FOUR to provide products and/or services to data subjects.
  - 8.2.6. To establish an improvement plan for the quality of products and/or services provided by BUZZ TRADING HUNDRED AND FOUR.
  - 8.2.7. To identify data subjects when they contact BUZZ TRADING HUNDRED AND FOUR.
  - 8.2.8. To implement and maintain customer/client records.
  - 8.2.9. To perform customer/client-related analysis to establish specific customer/client profiles.
  - 8.2.10. For administrative, financial, and contractual purposes – including tax purposes.
  - 8.2.11. For legal and legislative purposes.
  - 8.2.12. For health & safety purposes.
  - 8.2.13. To enable the proper facilitation and security of BUZZ TRADING HUNDRED AND FOUR by monitoring access to the premises and by securing the premises.
  - 8.2.14. To perform all business functions relating to suppliers and business partners.
  - 8.2.15. To establish a detection framework for preventing fraud and money laundering.
  - 8.2.16. To enable BUZZ TRADING HUNDRED AND FOUR to recover any debts.
  - 8.2.17. For travel purposes.
  - 8.2.18. To perform reasonable and specific market-related research to identify a specific need for products and/or services from our data subjects.

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## 9. Data Subject Categories

9.1. The following table indicates the specific categories of data subjects of which BUZZ TRADING HUNDRED AND FOUR processes personal information:

<b>Category</b>	<b>Personal Information processed</b>
Business Partner Information	Business partner personal information
	Business partner performance information
	Business partner financial status/record information
	Business partner employee information
Employees	Employee personal information
	Employment history information
	Employee health status – medical history
	Employee financial history and current financial status – Salary information
	Employee benefit information – Provident & Pension Fund information
	Payroll information – leave, bonus pay etc
	Employment contract information
	Employee performance/satisfaction reports and information
	Employee training and awareness sessions records
	Attendance registers records – including all clocking procedures
	Health & Safety records
	Remote Access records
	Physical Access records
	Surveillance records
Recruitment and Applications records	Curriculum Vitae and application forms
	Relevant background check reports
	Criminal history report
	Credit score and financial status reports (where applicable)
Customers/Client & Potential customers/clients	Customer personal information
	Customer Service Level Agreements
	Customer Warranties
	Customer-specific location information
	Customer financial records – account numbers for debit order purposes
	Customer personal information – customer data subject personal information for the purpose of processing as a third party
Suppliers/Vendors	Supplier personal information
	Supplier financial records – account numbers for payment purposes
	Supplier representative information
Visitors	Visitor personal information
	Security access information – physical
	Security access information – electronic access
	Surveillance records/footage

## 10. Recipient Categories

10.1. The following is a list of recipients that BUZZ TRADING HUNDRED AND FOUR shares personal information of data subjects with for any of the purposes outlined in Sections 7 and 8:

- 10.1.1. Any other BUZZ TRADING HUNDRED AND FOUR branches in South Africa and in other countries.
- 10.1.2. Carefully selected business partners associated with BUZZ TRADING HUNDRED AND FOUR.
- 10.1.3. Suppliers – where applicable to provide a service related to the personal information of BUZZ TRADING HUNDRED AND FOUR's data subjects.

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- 10.1.4. Service providers and representatives/agents that provide a service on BUZZ TRADING HUNDRED AND FOUR's behalf.
- 10.1.5. Any third party with who BUZZ TRADING HUNDRED AND FOUR has signed an agreement to process personal information on BUZZ TRADING HUNDRED AND FOUR's behalf.
- 10.2. BUZZ TRADING HUNDRED AND FOUR will not share the personal information of data subjects with any third party or unauthorised persons, except under the following conditions:
  - 10.2.1. Where BUZZ TRADING HUNDRED AND FOUR is legally obliged to provide such personal information.
  - 10.2.2. Where BUZZ TRADING HUNDRED AND FOUR is legally required to do so for existing or future legal proceedings.
  - 10.2.3. Where BUZZ TRADING HUNDRED AND FOUR is involved in the prevention of fraud, bribery, corruption, or money laundering.
  - 10.2.4. Where BUZZ TRADING HUNDRED AND FOUR is selling one or more of their businesses to a person to whom BUZZ TRADING HUNDRED AND FOUR may legally transfer BUZZ TRADING HUNDRED AND FOUR's rights under any customer agreement signed with customers.
  - 10.2.5. The sharing of such personal information is required to provide or maintain any information, products and/or service to data subjects.
  - 10.2.6. Where a third party provides a service in accordance with a signed agreement to process such personal information on BUZZ TRADING HUNDRED AND FOUR's behalf.
  - 10.2.7. Where the sharing of such personal information is required to assist BUZZ TRADING HUNDRED AND FOUR in improving the quality of its products and/or services.
- 10.3. BUZZ TRADING HUNDRED AND FOUR undertakes to send its data subjects proper notification in the event that it is obliged by law to share personal information pertaining to specific data subjects.
- 10.4. BUZZ TRADING HUNDRED AND FOUR further undertakes to only disclose personal information of data subject to the government when it is legally required by law to do so.
- 10.5. All BUZZ TRADING HUNDRED AND FOUR employees (including vendors and contractors with access to BUZZ TRADING HUNDRED AND FOUR information and systems) have the responsibility to adhere to all privacy and confidentiality policies published by BUZZ TRADING HUNDRED AND FOUR and to attend scheduled personal information privacy awareness sessions.

## **11. Security safeguarding measures to protect personal information**

- 11.1. BUZZ TRADING HUNDRED AND FOUR has implemented reasonable, appropriate technical and organisational measures to protect the personal information of its data subjects.
- 11.2. BUZZ TRADING HUNDRED AND FOUR has entered into the relevant agreements with third parties and has signed an Information Processing Agreement with all its third parties to ensure that all third parties processing personal information on behalf of BUZZ TRADING HUNDRED AND FOUR adheres to the reasonable, appropriate technical and organisational measures.
- 11.3. BUZZ TRADING HUNDRED AND FOUR regularly verifies the technical and organisational measures implemented and continually updates these measures to enable and enhance proper risk management of personal information in its possession and under its control.

## **12. Information transfer – Cross-border flow of personal information**

- 12.1. BUZZ TRADING HUNDRED AND FOUR undertakes to only transfer personal information across South African borders where relevant business transactions and/or situations require cross-border processing and/or where the relevant data subject has given its consent to the cross-border transfer of the personal information.
- 12.2. BUZZ TRADING HUNDRED AND FOUR further undertakes to ensure that the personal information is adequately protected when being transferred cross-border.

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- 12.3. BUZZ TRADING HUNDRED AND FOUR will ensure that it enters into a written, binding agreement with all third parties to ensure that an adequate and proper level of protection is provided and that the conditions for lawful processing of personal information, in terms of POPIA, is upheld.

### **13. Personal information received from a third party**

- 13.1. BUZZ TRADING HUNDRED AND FOUR requires written consent from all data subjects of which it receives personal information via a third party and confirmation that the data subjects do not object to BUZZ TRADING HUNDRED AND FOUR processing their personal information.
- 13.2. BUZZ TRADING HUNDRED AND FOUR requires that all data subjects of which it receives personal information via a third party to be aware of this BUZZ TRADING HUNDRED AND FOUR PAIA Manual and to take note of all the BUZZ TRADING HUNDRED AND FOUR policies relating to the processing of personal information.

### **14. Form of Request**

- 14.1. To facilitate the processing of your request, kindly:
- 14.1.1. Consult the BUZZ TRADING HUNDRED AND FOUR Data Request Procedure and complete the required form Annexed to the procedure.
- 14.1.2. Address your request to the BUZZ TRADING HUNDRED AND FOUR Information Officer.
- 14.1.3. Provide sufficient details to enable BUZZ TRADING HUNDRED AND FOUR to identify:
- a. The record(s) requested.
  - b. The requester (and if an agent is lodging the request, proof of capacity).
  - c. The form of access required.
  - d. The South African postal address or email address of the requester.
  - e. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
  - f. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

### **15. Access to prescribed fees**

- 15.1. The following applies to requests (Refer to the Prescribed Fee breakdown Annexed to the Data Request Procedure)
- 15.1.1. A requester is required to pay the prescribed fees (R140.00) before a request will be processed.
- 15.1.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one-third of the access fee which would be payable if the request were granted).
- 15.1.3. A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- 15.1.4. Records may be withheld until the fees have been paid.
- 15.1.5. The fee structure is also available on the website of the INFORMATION REGULATOR at <https://inforegulator.org.za/>.

### **16. Access to prescribed forms and fee schedule**

- 16.1. A hard copy of the prescribed forms and fee schedule may be requested from the BUZZ TRADING HUNDRED AND FOUR Information Officers or Deputy Information Officers. (See contact details in Section 5 of this Manual).

**17. Appeal Process**

- 17.1. BUZZ TRADING HUNDRED AND FOUR does not have a dedicated internal appeal procedure regarding any requests in terms of PAIA or POPIA.
- 17.2. Therefore, the decision regarding any requests in terms of this Manual, PAIA, and POPIA made by the BUZZ TRADING HUNDRED AND FOUR Information Officer or Deputy Information Officers, is final.
- 17.3. Any requester is entitled to apply to the Information Regulator for relief in the case of a request being denied by BUZZ TRADING HUNDRED AND FOUR.