



MAGNACORP 397 CC
t/a CONCEPT PACKAGING SOLUTIONS

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended) and to address
requirements of the Protection of
Personal Information Act, 2013
("POPIA").**

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1. INTRODUCTION

This PAIA Manual is useful for the public to:

- (a) Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- (b) Have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- (c) Know the description of the records of the body which are available in accordance with any other legislation;
- (d) Access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- (e) Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- (f) Know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- (g) Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- (h) Know the recipients or categories of recipients to whom the personal information may be supplied;
- (i) Know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- (j) Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

This manual may be amended from time to time and the latest version will be made available online.

2. NATURE OF THE BUSINESS

Concept Packaging Solutions is a private company carrying on business as a manufacturer and supplier of packing machinery and ancillary equipment.

3. COMPANY CONTACT INFORMATION FOR ACCESS TO INFORMATION

Managing Member	Neil Mark Etheridge
Information Officer	Neil Mark Etheridge
Physical Address	Unit 9 Halstead Park, 15 Halsted Road, Mkondeni, Pietermaritzburg, 3201
Telephone	(033) 347 0644
Information Officer email address	neil@conceptpack.net
Website	www.conceptpack.net

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of-
- the objects of PAIA and POPIA;
 - the postal and street address, phone number and, if available, electronic mail address of-
 - the Information Officer of every public body, and
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - the manner and form of a request for-
 - access to a record of a public body contemplated in section 11; and
 - access to a record of a private body contemplated in section 50;
 - the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - the assistance available from the Regulator in terms of PAIA and POPIA;
 - all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - an internal appeal;
 - a complaint to the Regulator; and
 - an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - the provisions of sections 14 and 51 requiring a public body and private 6 body, respectively, to compile a manual, and how to obtain access to a manual;
 - the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - the regulations made in terms of section 92.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained-
- upon request to the Information Officer;
 - from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5. APPLICABLE LEGISLATION

Concept Packaging Solutions keeps records/information in accordance with *inter alia* the following pieces of legislation:

LIST OF LEGISLATION	ACT NO.
Basic Conditions of Employment Act	75/1997
Labour Relations Act	66/1995
Occupational Health and Safety Act	85/1993
Pensions Fund Act	24/1956
Promotion of Access to Information Act	2/2000
Protection of Personal Information Act	4/2013

6. SCHEDULE OF RECORDS

RECORDS	SUBJECT
Company Records	• Documents of incorporation • Member/s • Auditors
Financial	• Financial/accounting records • Supplier records • Customer records • Auditor's reports • Bank statements and other banking records • Debtors/Creditors invoices and statements • Tax Returns • Policies and Procedures • Lease Agreements
Human Resources	• Personnel records and contracts • Pension/Provident Fund records • Safety, Health and Environment records • Remuneration records • Internal policies and procedures
Marketing	• Marketing information • Product information
Admin and General	• Lease agreements • Supplier records • Service provider records • Insurance records
Customer	• Secured customer database/ mailing list • Personal customer information

7. ACCESS TO RECORDS

7.1 To facilitate the processing of your request, the requester must:

- 7.1.1 Use the prescribed form to make the request for access to a record. The prescribed forms are available from the Information Officer, the SAHRC website (www.sahrc.org.za). The request must be forwarded to the Information Officer by way of post or email.
- 7.1.2 Provide sufficient details to enable Concept Packaging Solutions to identify:
 - 7.1.3.1 The record/s requested;
 - 7.1.3.2 The requester (and if an agent is lodging the request, proof of capacity);
 - 7.1.3.3 The form of access required;
 - 7.1.3.4 The postal address or email address of the requester (in the Republic) or if the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 7.1.3.5 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.

8. PRESCRIBED FEES

The following applies to requests (other than personal requests):

- 8.1 A requester is required to pay the prescribed fees before a request will be processed. The fees are available on request from the Information Officer, as well as from the SAHRC website at www.sahrc.org.za.
- 8.2 If the request is granted, the requester will be required to pay the prescribed access fee for the search, reproduction and preparation of the record and for any time which exceeds the prescribed hours to search and prepare the record for disclosure.

9. PROCESSING OF PERSONAL INFORMATION

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Concept Packaging Solutions will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Concept Packaging Solutions' Privacy Policy on our website for further information.

9.1 **Purpose of Processing:** Concept Packaging Solutions uses Personal Information under its care in the following ways:

- 9.1.1 Registering new customers.
- 9.1.2 Quoting, invoicing and delivery of orders.
- 9.1.3 Managing relationships with customers.
- 9.1.4 Improving our website, applications, products and services.
- 9.1.5 Recommending products or services which may be of interest to customers i.e., material suppliers, additional equipment not manufactured or sold by our company.
- 9.1.6 Staff administration;
- 9.1.7 Keeping of accounts and records.
- 9.1.8 Complying with legislation.

9.2 Categories of Data Subjects and their Personal Information:

The Company may possess records relating to suppliers, shareholders, contractors, service providers, staff and customers:

ENTITY TYPE	PERSONAL INFORMATION PROCESSED
Customers	• Name and Surname • Delivery Address • Email Address • Telephone Number • Mobile Number • Gender
Suppliers - Juristic Persons / Entities or Individuals	• Names of contact persons • Name of legal entities • Physical and Postal address and contact details • Financial information • Registration information • Founding documents • Tax related information • Authorised signatories
Contracted Service Providers	• Names of contact persons • Telephone number • Mobile number • Email address • Name of legal entity • Physical address
Employees / Member	• Gender • Marital Status • Age • Language • Education information • Employment history • ID number • Physical and postal addresses • Contact details

10. CATEGORIES OF RECIPIENTS WHO RECEIVE DATA FOR PROCESSING

Concept Packaging Solutions may share information with any third parties in the following circumstances:

- 10.1 Referral of material suppliers and/or companies who may supply products required by customers which Concept Packaging Solutions do not manufacture.
- 10.2 Working with third party service providers: We engage third parties to perform certain functions on our behalf. Examples include but are not limited to the suppliers of materials, independent contractors to attend to repairs and maintenance of equipment on our behalf, independent draftsmen, delivery of equipment and providing customer service.
- 10.3 When we share personal data with third parties, we:

- 10.3.1 require them to agree to use your data in accordance with the terms of this Privacy and Cookie Notice, our Privacy Policy and in accordance with the law; and
- 10.3.2 only permit them to process personal data for specified purposes and in accordance with our instructions. We do not allow our third-party service providers to use personal data for their own purposes.

11. TRANSBORDER FLOW OF PERSONAL INFORMATION

- 11.1 Concept Packaging Solutions may share some of their customer information with suppliers who are located internationally. This information will pertain to type of equipment for specific products, speed of equipment, etc.
- 11.2 When processing of personal information is carried out in other countries, all appropriate steps will be taken to ensure the provision of the same, or a better level of protection of your personal information as that which is required in terms of South African law.

12. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

Concept Packaging Solutions employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Virus protection software;
- Access control;
- Transmission control;
- Confidentiality enforcement;
- Recoverability support (e.g. backups);
- Training (e.g. privacy awareness training).

13. AVAILABILITY OF THIS MANUAL

- 13.1 This Manual is available for inspection at the offices of Concept Packaging Solutions.
- 13.2 Copies of this Manual may be obtained upon payment of the prescribed fees at the offices of the Concept Packaging Solutions.