

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

OF

Buckman Laboratories (Pty) Ltd

Prepared in accordance with Section 51 of The Promotion
of Access to information Act 2/2000 (the "Act").

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1. INTRODUCTION

The Promotion of Access Information Act, No. 2 of 2000 (the “Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 (‘the Constitution’) of access to any information held by the State and any information that is held by another person that is required for the exercise of protection.

In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”). This PAIA manual provides an outline of the type of records it holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000.

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and/or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a public or private body.

Buckman Laboratories (Pty) Ltd and its affiliates (hereinafter referred to as “Buckman”) are fully committed to the implementation of a PAIA Policy in a positive and proactive manner in order to ensure that information under its control is available and accessible, and thus to give effect to the letter and spirit of the fundamental right of access to information and of the constitutional principles.

Buckman Laboratories (Pty) Ltd is a subsidiary of Bulab Holdings Inc. which is a Memphis based privately-owned, speciality chemical manufacturer. The company specialises in providing chemicals to the pulp and paper, leather, and water treatment markets.

The scope of this manual is limited to records held by the local operating company, Buckman Laboratories (Pty) Ltd.

2. CONTACT DETAILS OF THE GENERAL MANAGER (SECTION 51(1)(A))

General Managers:	Rolf Breidenbach (General Manager)
Registered address:	1 Buckman Boulevard, Hammarsdale, Kwa-Zulu Natal, 3700
Postal address:	Postal Address: PO Box 591, Hammarsdale, 3700
Telephone number:	+27 (0) 31 736 8800
Website:	https://www.buckman.com

3. THE INFORMATION OFFICER (SECTION 51(1)(B)).

THE INFORMATION OFFICER IS RESPONSIBLE TO, INTER ALIA, ASSESS REQUESTS FOR ACCESS TO INFORMATION.

- 3.1.** The head of a private body fulfils such function in terms of Section 51 of the Act. Buckman has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.
- 3.2.** The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013 (“POPI Act”). The Information Officer oversees the functions and responsibilities as required in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of the POPI Act after registering with the Information Regulator.
- 3.3.** The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of Section 17 of the Act as well as in Section 56 of the POPI Act.
- 3.4.** All requests for information in terms of the Act must be addressed to the Information Officer.

Contact details of the Information	
Information Officer:	Sharryn Usher
Physical Address:	1 Buckman Boulevard, Hammarsdale, Kwa-Zulu Natal, 3700
E-mail:	InformationOfficerSA@buckman.com
Deputy Information Officer:	Rolf Breidenbach
Physical Address:	1 Buckman Boulevard, Hammarsdale, Kwa-Zulu Natal, 3700
E-mail:	InformationOfficerSA@Buckman.com
Deputy Information Officer:	Mtuku Goba
Physical Address:	1 Buckman Boulevard, Hammarsdale, Kwa-Zulu Natal, 3700
E-mail:	InformationOfficerSA@Buckman.com
Deputy Information Officer:	Stephanie Palacio Reyes
Physical Address:	1 Buckman Boulevard, Hammarsdale, Kwa-Zulu Natal, 3700
E-mail:	InformationOfficerSA@Buckman.com

4. GUIDE OF ALL MANUALS IN THE REPUBLIC OF SOUTH AFRICA (SECTION 10)

- 4.1. The South African Human Rights Commission (HRC) has published the Guide as is prescribed by Section 10 of the Promotion of Access to Information Act. The Guide is available at the offices of the South Africa Human Rights Commission.
- 4.2. Any enquiries regarding this Guide should be directed to:

The South Africa Human Rights Commission at: PAIA Unit (The Research and Documentation Department) -

Physical Address:	27 Stiemens Street, Braamfontein
Postal address:	Private Bag X2700, Houghton, 2041.
Telephone:	+27 11 877 3803
Facsimile:	+27 11 403 0625
Website:	www.sahrc.org.za
E-mail:	section51.paia@sahrc.org.za

5. THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY).

- 5.1. At the time of publication of this PAIA Manual no notice has been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

6. APPLICABLE LEGISLATION.

- 6.1. Where applicable to its operations, Buckman also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act. A request to access information must be done in accordance with the prescriptions of the Act.

No	Act
1.	Basic Conditions of Employment Act No. 75 of 1997
2.	Broad-Based Black Economic Empowerment Act, 2003
3.	Business Act No. 71 of 1991
4.	Companies Act no. 71 of 2008
5.	Compensation of Occupational Injuries and Diseases Act No. 130 of 1993
6.	Competition Act No.98 of 1978
7.	Constitution of the Republic of South Africa 2008
8.	Conservation of Agricultural Resources, 1983
9.	Copyright Act No. 98 of 1978 Counterfeit Goods Act No. 37 of 1997
10.	Currency and Exchanges Act No. 9 of 1933 Customs and Excise Act No. 91 of 1964
11.	Deeds Registries Act No. 47 of 1937
12.	Electronic Communications Act No.36 of 2005
13.	Electronic Communications and Transaction Act No. 25 of 2002
14.	Employment Equity Act No. 55 of 1998
15.	Environment Conservation Act No.73 of 1989 Environmental Laws Rationalization Act No. 51 of 1997
16.	Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act No. 36 of 1947
17.	Financial Advisory and Intermediary Service Act of 2002
18.	Financial Intelligence Centre Act No. 38 of 2001
19.	Financial Markets Act No. 19 of 2012
20.	Foodstuffs, Cosmetics and Disinfectants Act No. 54 of 1972
21.	Foreign Corrupt Practices Act of 1977 (US Statute)
22.	Formalities in respect of Leases of Land Act No. 18 of 1969
23.	Hazardous Substances Act No. 15 of 1973
24.	Immovable Property (Removal or Modification of Restrictions) Act No. 94 of 1965
25.	Income Tax Act No. 58 of 1962
26.	Intellectual Property Laws Amendments Act 38 of 1997
27.	International Health Regulations Act No. 28 of 1974
28.	Labour Relations Act no.66 of 1995
29.	Leases of Land Act No. 18 of 1969
30.	Long-Term Insurance Act No. 52 of 1998
31.	Medical Schemes Act No. 131 of 1998
32.	Mine Health and Safety Act No. 29 of 1996
33.	National Building Regulations and Buildings Standards Act No. 103 of 1977
34.	National Credit Act No. 34 of 2005
35.	National Environmental Management: Air Quality Act No. 39 of 2004
36.	National Environmental Management: Biodiversity Act No. 10 of 2004
37.	National Environmental Management: Protected Areas Act No. 57 of 2003
38.	National Environmental Management: Waste Act No. 59 of 2008
39.	National Heritage Resources Act No. 25 of 1999 National Ports Act No. 12 of 2005
40.	National Road Traffic Act No. 93 of 1996
41.	National Water Act No. 36 of 1998
42.	Non-proliferation of Weapons of Mass Destruction Act No. 87 of 1993
43.	Nursing Act No. 33 of 2005
44.	Occupational Diseases in Mines and Works Act No. 78 of 1973
45.	Occupational Health and Safety Act No.85 of 1993
46.	Patents Act No. 57 of 1978
47.	Prevention and Combating of Corrupt Activities Act No. 12 of 2004

48.	Promotion of Access to Information Act No. 2 of 2000
49.	Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
50.	Protected Disclosures Act No. 26 of 2000
51.	Protected Disclosures Amendment Act No 5 of 2017
52.	Protection of Constitutional Democracy against Terrorist and related Activities Act No. 33 of 2004
53.	Protection of Personal Information Act No. 4 of 2013
54.	Regulation of Interception of Communications and Provisions of Communication Related Information Act No. 70 of 2002
55.	Road Transportation Act No. 74 of 1977
56.	Sea Transport Documents Act No. 65 of 2000
57.	Short-Term Insurance Act No. 53 of 1998
58.	Skills Development Levies Act No. 9 of 1999
59.	Skills Development Act No. 97 of 1998
60.	South African Reserve Bank Act No. 90 of 1989 Standards Act No. 8 of 2008
61.	Tax Administration Act No. 28 of 2011
62.	Tobacco Products Control Act No. 83 of 1993
63.	Trademarks Act No. 194 of 1993
64.	Trade Metrology Act No. 77 of 1973
65.	Transfer Duty Act No. 40 of 1949
66.	Trust Property Control Act No. 57 of 1988
67.	Road Transportation Act No. 74 of 1977
68.	Unemployment Contributions Act 63 of 2001
69.	Unemployment Insurance Act No. 30 of 1996
70.	Unemployment Insurance Contributions Act No. 4 of 2002
71.	Value Added Tax Act 89 of 1991
72.	Water Services Act No. 108 of 1997

7. AUTOMATICALLY AVAILABLE INFORMATION

- 7.1. Information of a public nature, typically those disclosed on the Buckman website may be accessed without the need to submit a formal application.
- 7.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such information will still have to be made with the Information Officer.

8. SCHEDULE OF RECORDS (SECTION 51(1)(D)).

- 8.1. Buckman holds and maintains records on the following categories of information. Please note that recording a category or subject matter in this manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a “case by case” basis in accordance with the provisions of the Act.

SUBJECT	DESCRIPTION OF CATEGORIES OF RECORDS
Company Secretarial records	<ul style="list-style-type: none"> • Memorandum of Incorporation * (automatically available from CIPC) • Directors' names *(automatically available from CIPC) • Memorandum and Articles of Association* (automatically available from CIPC) • Company Register • Shareholders Agreements • Share Certificates • Board Meetings: <ul style="list-style-type: none"> ○ Attendance Register ○ Resolutions ○ Minute Books • Delegation of Authorities • General Correspondence • Other Statutory Information
Finance	<ul style="list-style-type: none"> • Financial Statements • Corporate tax records/returns • Other documents related to taxation of the company • Accounting records • Banking records • Banking statements • Asset register • Invoices • Debtors and Creditors • Credit/Debit Notes • Salary information <ul style="list-style-type: none"> ○ PAYE records ○ IRP5 records • UIF payments • Skills levies • Insurance policies • Auditors reports • BBBEE certificates and audit reports • General correspondence
Human Resources	<ul style="list-style-type: none"> • Employee's personal information • Employee contracts • Human Resource policies and procedures • Remuneration Information and Employee Benefits • Employees' Travel Records • Leave records • Disciplinary and grievance records • Performance evaluations • Training records • Employment Equity Plan and reports • Job profiles • Remuneration and benefits • Medical Aid • Job competency profiles

	<ul style="list-style-type: none"> • General correspondence • Medical records / Certificates of Fitness
Customer (Customer refers to any natural or juristic entity that receives services from Buckman)	<ul style="list-style-type: none"> • Customer details (Identity, addresses, contact, banking, debit orders etc.) • Contact details of individuals representing a corporate customer/s) • Communications with customers • Transactional information such as customer orders, invoices, delivery notes • Market intelligence information • Debt and debtor information • Payment history, credit history, and credit score • Call Centre information • Customer liaison, complaints, and queries • General correspondence
Marketing	<ul style="list-style-type: none"> • New product development information • Advertising • General Correspondence
Operations	<ul style="list-style-type: none"> • Service orders • Installation and maintenance of products and services- <ul style="list-style-type: none"> ○ Job cards ○ Proof of delivery ○ Proof of installation • Stock management information <ul style="list-style-type: none"> ○ Purchase ○ Recoveries • Production related transactions
Information Technology	<ul style="list-style-type: none"> • Network architecture Information • IT Policies and Procedures • Network Diagrams • User Manuals • Network Quality information • Data Management System information • System security
Legal and regulatory	<ul style="list-style-type: none"> • Contracts/Agreements <ul style="list-style-type: none"> ○ Customer agreements ○ Non-Disclosure agreements ○ Letters of Intent and Memoranda of Understanding ○ Supplier/service provider contracts ○ Independent contractors/agent agreements ○ Lease agreements • Litigation Records • Regulatory <ul style="list-style-type: none"> ○ Electronic Communications Licence ○ Submissions to the Independent Communications Authority of South Africa ○ Administration of Legislation

	<ul style="list-style-type: none"> ○ Annual report and licence fees • General correspondence
Corporate Social Responsibility (CSR)	<ul style="list-style-type: none"> • CSR schedule of projects/record of organisations that receive funding; Reports, books, publications and general information related to CSR spend; • Records and contracts of agreement with funded organisations.
R&D	<ul style="list-style-type: none"> • Information relating to Buckman's own commercial activities; and • Research carried out on behalf of a client by Buckman or commissioned from a third party for a Client; • Research information belonging to Buckman, whether carried out itself or commissioned from a third party.
Supplier (Supplier refers to any natural or juristic entity that provides goods and services to Buckman)	<ul style="list-style-type: none"> • Supplier details (Identity, addresses, contact, banking, etc.) • Contact details of individuals representing a corporate supplier/s) • Communications with supplier • Transactional information such as supplier purchase orders, invoices, delivery notes • Supplier liaison, complaints, and queries • General correspondence • BBBEE score and certificate • Ownership and director details • Contract commitment

9. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY BUCKMAN

9.1. Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information (8 Pillars of POPI) by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

9.2. Buckman needs Personal Information relating to both individual and juristic persons in order to carry out its business and organizational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by Buckman. Buckman is accordingly a Responsible Party for the purposes of POPIA. Buckman complies with the Conditions of Lawful Processing, otherwise known as the **8 Pillars of POPI**. Buckman will ensure that the Personal Information of a data subject:

9.2.1. will be processed responsibly in line with the requirements of POPI (**Accountability**);

9.2.2. is processed lawfully, fairly and transparently. This includes the provision of appropriate information to data subjects when their data is collected by Buckman, in the form of privacy or data collection notices. Buckman must also have a legal basis (for example, consent or legitimate business interest) to process Personal Information (**Process Limitation**);

9.2.3. is collected for a specific and explicitly defined and lawful purpose, is adequate, relevant and not excessive, will not be retained longer than necessary and is processed only for the purposes for which it was collected (**Purpose Specification**);

- 9.2.4. will not be processed for a secondary purpose unless that processing is compatible with the original purpose **(Further Process Limitation)**;
- 9.2.5. is covered by notification to the data subject in that Buckman is open about the collection of Personal Information. Buckman will take reasonably practical steps to ensure that the data subject has been made aware that their personal information has or is going to be collected **(Openness)**;
- 9.2.6. is accurate, not misleading and kept up to date **(Information Quality)**;
- 9.2.7. is processed in accordance with integrity and confidentiality principles; this includes physical and organizational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by Buckman, in order to protect against access and acquisition by unauthorized persons and accidental loss, destruction or damage **(Security Safeguards)**;
- 9.2.8. is processed in accordance with the rights of Data Subjects, where applicable **(Data Subject Participation)**. Data Subjects have the right to:
- a) be notified that their Personal Information is being collected by Buckman. The Data Subject also has the right to be notified in the event of a data breach;
 - b) know whether Buckman holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
 - c) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
 - d) object to Buckman's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to Buckman's record keeping requirements);
 - e) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications.

10. THIRD PARTY DISCLOSURES

- 10.1.** Buckman might, in the ordinary course of business, have to disclose personal information of customers, suppliers, service providers and employees to third parties, such as other contractors, service providers and software developers, agents, and other licensed electronic communications operators (who are also responsible parties or operators as defined in legislation), etc.
- 10.2.** Buckman commits to only disclose personal information to third parties where it is necessary to ensure continued quality provisioning of its products and services to its customers.
- 10.3.** Buckman shall also ensure, as far as practically feasible, that such third parties undertake to deploy and manage adequate safeguards pertinent to the lawful processing and protection of such personal information.

11. CROSS-BORDER TRANSFERS.

- 11.1.** In the event that cross border transfer of personal information is necessary and/or unavoidable, Buckman shall ensure that the data protection and privacy laws of such countries to which personal information is transferred, are similar to the legislation in South Africa and that the recipients of the personal information commit to the same standard of data protection as that to which Buckman has committed to.

12. SAFEGUARDING.

- 12.1.** Personal information of data subjects in Buckman's possession is safeguarded against unauthorised access and use, disclosure, alteration, damage and/or loss, by the deployment of reasonably practicable organisational and technological safeguards. Buckman also take reasonable steps to ensure the integrity, accuracy and updating of personal information held by it. Buckman has implemented ISO/IEC 27001/2 and other best practices to protect personal data.

13. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION. (SECTION 51(1)(E)).

- 13.1.** In terms of POPIA, a data subject may make a request to Buckman for access to or updating of personal information that Buckman holds.
- 13.2.** The right to access personal information also includes the right to object to or request the limitation of the processing of personal information on specific grounds.
- 13.3.** Requests for access to records held by the Buckman must be made on the prescribed form that is attached as Annexure A hereto.
- 13.3.1. Note that requests will only be processed upon payment of the prescribed fees in full.
 - 13.3.2. The standard form must be used for the making of requests. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.
- 13.4.** Requests for access to records must be made to our Information Officer at InformationOfficerSA@buckman.com .
- 13.5.** Provide sufficient details to enable Buckman to identify:
- 13.5.1. The record(s) requested;
 - 13.5.2. The requester (and if an agent is lodging the request, proof of capacity);
 - 13.5.3. The form of access required;
 - 13.5.3.1. The postal address or electronic email of the requester in the Republic of South Africa;
 - 13.5.4. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 13.5.5. The requester must specify the right which he/she is seeking to exercise or protect. The requester must provide a reason for the requested record in order to exercise or protect the right.
- 13.6.** Kindly note that all requests to Buckman will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Buckman does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.
- 13.7.** The refusal of a request for information is due to the following:
- 13.7.1.1. Mandatory protection of the privacy of a third party who is a natural person, which
 - 13.7.1.2. would involve the unreasonable disclosure of personal information of that natural person.
 - 13.7.1.3. Mandatory protection of the commercial information of a third party, if the record contains:
 - 13.7.1.3.1. Trade secrets of that party;
 - 13.7.1.3.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
 - 13.7.1.3.3. Information disclosed in confidence by a third party to Buckman if the disclosure

- could put that third party to a disadvantage in negotiations or commercial competition;
- 13.7.1.3.4. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 13.7.1.3.5. Mandatory protection of the safety of individuals and the protection of property;
- 13.7.1.3.6. Mandatory protection of records which could be regarded as privileged in legal proceedings;
- 13.7.1.4. The Commercial Activities of Buckman which may include:
 - 13.7.1.4.1. Trade secrets of Buckman;
 - 13.7.1.4.2. Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of Buckman.

14. TURN AROUND TIMES FOR ATTENDING TO REQUESTS

- 14.1.** Buckman will within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 14.2.** The 30 (thirty) days' period within which Buckman has to decide whether to grant or refuse the request for a further period of not more than 30 (thirty) days if the request is for a large quantity of information, or the request requires a search for information and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- 14.3.** Buckman will notify the requester in writing should an extension be sought.

15. PRESCRIBED FEES (SECTION 51(1)(F)).

- 15.1.** There are two types of fees to be paid in terms of the Act, namely;
 - 15.1.1. The request fee, and
 - 15.1.2. The access fee.
- 15.2.** Refer to Annexure B attached hereto for the prescribed fee schedule.
- 15.3.** A requester who seeks access to a record containing own personal information (a "personal requester") is not required to pay the request fee.
- 15.4.** A requester is required to pay the prescribed access fees before a request will be processed;
- 15.5.** A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 15.6.** Records may be withheld until the fees have been paid;
- 15.7.** The fee structure approved by the Act is available on the website of the South Africa Human Rights Commission at www.sahrc.org.za. However, the fees in Annexure B are in line with these.

16. PAYMENT OF FEES

- 16.1.** The initial request fee must be deposited into the bank account below and a copy of the deposit slip or proof of electronic funds transfer, application form and other correspondence/documents must be forwarded to the Information Officer via e-mail;
- 16.2.** All fees must be deposited into the following bank account:

Standard Bank of South Africa
 Currency: ZAR

Beneficiary:	Buckman Laboratories Pty Ltd
Branch:	Pinetown (045626)
Branch Code for EFT's:	051001
Account Number:	051857448

- 16.3.** All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

17. AVAILABILITY AND UPDATING OF PAIA MANUAL

- 18. BUCKMAN WILL UPDATE THIS MANUAL AT SUCH INTERVALS AS MAY BE DEEMED NECESSARY. THE MANUAL CAN BE VIEWED ON OUR WEBSITE: WWW.BUCKMAN.COM**

APPROVAL OF THIS PAIA MANUAL
This Manual is approved and signed by the General Manager of Buckman, on this 24th June 2021.

Approved by
General Manager

Date

ANNEXURE A: REQUEST RECORDS FORM**FORM A****REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to
Information Act, 2000(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

Information Officer:

Physical Address: 1 Buckman Boulevard, Hammarsdale, Kwa-Zulu Natal, 3700

Postal address: PO Box 591, Hammarsdale, 3700

Telephone: +27 (0) 31 736 8800

E-mail: InformationOfficerSA@buckman.com

Website: <https://www.buckman.com>

B. Particulars of person requesting access to the record

- (a) The particulars of the person who lodges the internal appeal must be given below.

(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.

(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail address: _____

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____
Identity number: _____
Postal address: _____
Telephone number: _____
E-mail address: _____

Capacity in which request is made, when made on behalf of another person (i.e parent, legal guardian, attorney): _____

D. Particulars of record and reason for request

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, and/or the Department/person where it is held, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

2. Reference number, if available: _____

Any further particulars of record:

3. Reason for requesting above information:

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee of R35.00 has been paid.
- (b) 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. For an indication of the fees payable, consult Annexure "C".
- (c) If you qualify for exemption of the payment of any fee, state the reason for exemption.

E. Fees

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:

Alternative form in which record is required:

PLEASE NOTE:

Compliance with your request in the specified form may depend on the form in which the record is available.

Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

Mark the appropriate box with an X.

1. If the record is in written or printed form:

☐ copy of record* ☐ inspection of record

2. If record consists of visual images

this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

☐ view the images ☐ copy of the images" ☐ transcription of the images*

3. If record consists of recorded words or information which can be reproduced insound:

☐ listen to the soundtrackaudio cassette ☐ transcription of soundtrack*written or printed document

4. If record is held on computer or in an electronic or machine-readable form:

☐ printed copy of record ☐ printed copy of informationderived from the record" ☐ copy in computer readable form

If you requested a copy or transcription of a record (above), do you wish thecopy or transcription to be posted to you?

YES NO

Please note: Postage is payable.

☐ ☐

Note that access will be granted in the language in which the record is available.

G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at.....this..... day of 20.....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE B: FEES**FORM B**

Schedule of Fees	
Description:	Fee
The fee for a copy of the manual as contemplated in regulation 5(c) is R0, 60 for every photocopy of an A4-size page or part thereof.	R0.60
Reproduction Fees: Regulation 7(1):	
For every photocopy of an A4-size page or part thereof	R0.60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable format	R0.40
For a copy in a computer- readable format on: (i) Compact disc	R40.00
For a transcription of visual images: (i)for A4-size page or part thereof	R22.00
(ii) copy of visual images	R60.00
(iii)transcription of an audio record, A4 size page or part thereof	R12.00
(iv)copy of an audio record	R17.00
Request fee payable by a requester, other than a personal requester	R35.00
Search Fees- to search and prepare a record for disclosure. The fee is charged per hour (or part of the hour); however, the first hour is free.	R15.00
The actual postage is payable when a copy of a record must be posted to a requester.	

Please note: All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed by any changes in the fees prior to making a payment.

ANNEXURE C: Objection Form

Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act, 2013

Regulations Relating to The Protection of Personal Information, 2018

- 1 Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- 2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- 3 Complete as is applicable

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of 20...

.....
Signature of data subject/designated person

ANNEXURE D: Correction of Deletion Form

Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information in terms of Section 24(1) of the Protection of Personal Information Act, 2013

Regulations Relating to the Protection of Personal Information, 2018 [Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x". Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information

A	Details of Data Subject
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	

Fax number / E-mail address:	
C	Reasons for Objection in Terms of Section 11(1)(D) to (F) (Please Provide Detailed Reasons for The Objection)
D	Reasons for *Correction or Deletion of the Personal Information about the Data Subject in Terms of Section 24(1)(a) which is in Possession or Under the Control of the Responsible Party; and or Reasons for *Destruction or Deletion of a Record of Personal Information about the Data Subject in Terms of Section 24(1)(b) which the Responsible Party is no longer Authorised to Retain. (Please Provide Detailed Reasons for the Request)