

FARMTRACE PAPIA MANUAL



**Prepared in terms of section 51
of the Promotion of Access to
Information Act 2 of 2000 (as
amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

The acronyms and abbreviations within this document are defined below:

- | | | |
|------|--------------------|---|
| 1.1. | “CEO” | Chief Executive Officer |
| 1.2. | “DIO” | Deputy Information Officer |
| 1.3. | “IO” | Information Officer |
| 1.4. | “Minister” | Minister of Justice and Correctional Service |
| 1.5. | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended) |
| 1.6. | “POPIA” | Protection of Personal Information Act No.4 of 2013 |
| 1.7. | “Regulator” | Information Regulator |
| 1.8. | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF FARMTRACE (PTY) LTD

3.1 Chief Information Officer

Name: Jacques du Plessis
Tel: +27 15 004 1143
Email: info@farmtrace.co.za

3.2 Deputy Information Officer

Name: Werner Lategan
Tel: +27 15 004 1143
Email: info@farmtrace.co.za

3.3 Access to information general contacts

Email: info@farmtrace.co.za

3.4 National or Head Office

Postal Address: PO Box 344
TZANEEN
0850

Physical Address: Tzaneen Medical Park
Office E6, Ivory Tusk
75 Douglas Street
TZANEEN
0850

Telephone: +27 15 004 1143

Website: www.farmtrace.oc.za

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-

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1 the Information Officer of every public body, and

- 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3 the manner and form of a request for-
 - 4.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Regulator; and
 - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁵ Section 14(1) of PAIA- *The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

⁶ Section 51(1) of PAIA- *The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

⁷ Section 15(1) of PAIA- *The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

⁸ Section 52(1) of PAIA- *The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

⁹ Section 22(1) of PAIA- *The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

¹⁰ Section 54(1) of PAIA- *The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

- 4.3.10 the regulations made in terms of section 9211.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained-
- 4.5.1 upon request to the Information Officer;
- 4.5.2 from the website of the Regulator at: <https://inforegulator.org.za/> ¹²

PRESCRIBED FEES

Requesters are required to pay a fee for requesting access to records as well as for accessing records. The prescribed fees are as follows:

Item	Description	Amount ¹³
1	Request fee, payable by every requester	R140.00
2	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3	Printed copy of A4-size page	R2.00 per page or part of the page
4	For a copy in a computer-readable form on a flash drive (provided by the requester)	R40.00
5	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7	For a transcription of an audio record, per A4-size page	R24.00
8	For a copy of an audio record on a flash drive (provided by the requester)	R40.00
9	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure	R145.00
	The search and preparation fee cannot exceed	R435.00

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

¹² <https://inforegulator.org.za/> accessed 28 May 2024

¹³ These fees were obtained from: <https://www.michalsons.com/focus-areas/information-technology-law/access-to-information-paia/paia-manual-your-organisation/access-to-information-fees-for-private-bodies> , accessed on 18 June 2024.

Item	Description	Amount ¹³
10	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11	Postage, email or any other electronic transfer	Actual expense, if any.

5. DESCRIPTION OF THE RECORDS OF FARMTRACE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable, we retain records in terms of the following legislation:

- 5.1 Basic Conditions of Employment Act No. 75 of 1997;
- 5.2 Broad-Based Black Economic Empowerment Act No. 53 of 2003;
- 5.3 Companies Act No. 71 of 2008;
- 5.4 Competition Act. No. 71 of 2008;
- 5.5 Constitution of the Republic of South Africa 2008;
- 5.6 Copyright Act No. 98 of 1978;
- 5.7 Electronic Communications Act No. 36 of 2005;
- 5.8 Electronic Communications and Transaction Act No. 25 of 2002;
- 5.9 Employment Equity Act No. 55 of 1998;
- 5.10 Financial Advisory and Intermediary Services Act No. 37 of 2002;
- 5.11 Financial Intelligence Centre Act No 38 of 2001;
- 5.12 Identification Act No.68 of 1997;
- 5.13 Income Tax Act No. 58 of 1962;
- 5.14 Labour Relations Act No. 66 of 1995;
- 5.15 National Credit Act No. 34 of 2005;
- 5.16 Promotion of Access to Information Act No. 2 of 2000;
- 5.17 Protection of Personal Information Act No. 4 of 2013;
- 5.18 Value Added Tax Act 89 of 1991.
- 5.19 Access to records may be refused on the grounds as set out in this PAIA manual.

6. DESCRIPTION OF THE SUBJECTS ON WHICH FARMTRACE HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY FARMTRACE

The following records are held by us and available only on a request to access in terms of this PAIA manual. The information is classified and grouped according to records relating to the following subjects and categories:

- 6.1 Personnel records:
 - 6.1.1 information provided by personnel;
 - 6.1.2 information provided by third parties relating to personnel;
 - 6.1.3 conditions of employment;

- 6.1.4 internal evaluation records;
- 6.1.5 correspondence;
- 6.1.6 training schedules and material;
- 6.1.7 other personnel and consultant-related records.
- 6.2 Contractor / consultant records:
 - 6.2.1 information provided by contractors / consultants;
 - 6.2.2 information provided by third parties relating to contractors / consultants;
 - 6.2.3 conditions of service level agreements with contractors / consultants;
 - 6.2.4 internal evaluation records;
 - 6.2.5 correspondence;
 - 6.2.6 other contractor/consultant-related records.
- 6.3 Client records:
 - 6.3.1 records provided by a client;
 - 6.3.2 records provided by a third party related to a client;
 - 6.3.3 records generated within FarmTrace related to a client;
 - 6.3.4 records generated within FarmTrace in execution of FarmTrace's contract with their clients;
 - 6.3.5 correspondence;
 - 6.3.6 other client-related records.
- 6.4 Potential client records:
 - 6.4.1 records provided by potential clients;
 - 6.4.2 recordings;
 - 6.4.3 correspondence;
 - 6.4.4 other potential client-related records.
- 6.5 Company records:
 - 6.5.1 financial records;
 - 6.5.2 operational records;
 - 6.5.3 databases;
 - 6.5.4 information technology;
 - 6.5.5 statutory records;
 - 6.5.6 internal policies and procedures;
 - 6.5.7 correspondence;
 - 6.5.8 other company-related records.

7. PROCESSING OF PERSONAL INFORMATION

7.1 Purpose of Processing Personal Information

We process personal information for the following purposes:

- 7.1.1 Company secretarial purposes
- 7.1.2 General administration purposes
- 7.1.3 Recruitment purposes
- 7.1.4 Employment purposes
- 7.1.5 Apprenticeship purposes
- 7.1.6 In the execution of contracts
- 7.1.7 Provision or management any information, products, or services requested by customers

- 7.1.8 To establish a customer's needs, wants and preferences in relation to the products/services provided by FarmTrace
- 7.1.9 To enable FarmTrace identify customers when they contact us
- 7.1.10 To ensure the delivery of products/services to clients
- 7.1.11 Activation of new polices or products
- 7.1.12 Secure storage, retention and retraction of customer's personal information
- 7.1.13 Maintenance of third-party records
- 7.1.14 Health and safety
- 7.1.15 Identification of a client's risk profile and assessment of risk in determination of whether FarmTrace will offer to enter into a contractual relationship with the client
- 7.1.16 Monitoring access, security and management of facilities owned or operated by FarmTrace
- 7.1.17 Transacting with third parties
- 7.1.18 Improvement of FarmTrace's products and services
- 7.1.19 Detection and prevention of money laundering
- 7.1.20 Analysis of the personal information collected for research and statistical purposes
- 7.1.21 Recovery of bad debts
- 7.1.22 Transborder transfers of personal information to foreign countries
- 7.1.23 Analysis and client profiling
- 7.1.24 Identification of other products and services which might be of interest to our clients and customers in general
- 7.1.25 Acquiring and sharing information about a client's creditworthiness and risk profile with any credit bureau or credit provider's industry association or industry body, which includes information pertaining to a client's credit history, claims history, financial history, judgements, default history and sharing information for purposes of risk analysis, tracing and related purposes

7.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Categories of Information we Process
Prospective Employees	Name, gender, age, ID number, contact information, location information, education history and employment history
Employees	Name, gender, age, ID number, contact information, location information, education history and employment history
Clients / Potential Clients	Identification information and contact information
Suppliers	Identification information and contact information
Contractors / Consultants	Identification information and contact information
Owners	Name, gender, age, ID number, contact information

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

7.4 Planned transborder flows of personal information

NB: Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.

- 7.4.1 We will not transfer personal information about a data subject to a foreign country unless the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection similar to POPIA and includes provisions that similarly limit the further transborder transfers of personal, or the data subject consents to the transfer.
- 7.4.2 We transfer personal information to third parties in foreign countries as follows:
- 7.4.2.1 United States of America

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

- 7.5.1 We secure the integrity and confidentiality of personal information in our possession or under our control by taking appropriate, reasonable technical and organisational measures to prevent any loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information.
- 7.5.2 We have performed a risk assessment to identify internal and external risks to personal information in our possession or under our control and have implemented safeguards to mitigate the risks, such as internal policies, antivirus software, firewalls and access controls.
- 7.5.3 Our servers are geared for high performance and uptime. We utilise a fully redundant and load balanced setup ensuring high availability and data security.
- 7.5.4 We take steps to ensure that any third-party process operators who process personal information on behalf of FarmTrace apply adequate safeguards as outlined above.

8. AVAILABILITY OF THE MANUAL

- 8.1 A copy of the Manual is available-
 - 8.1.1 on (www.farmtrace.co.za);
 - 8.1.2 head office of the FarmTrace for public inspection during normal business hours;
 - 8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 8.1.4 to the Information Regulator upon request.
- 8.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

9. UPDATING OF THE MANUAL

The CEO or designated person of FarmTrace will on a regular basis update this manual.

Issued by:
Jacques du Plessis
Chief Executive Office

10. APPROVAL



**FARMTRACE MANAGING DIRECTOR/
CHIEF EXECUTIVE OFFICER/
INFORMATION OFFICER**

18 June 2024
DATE