

CROWN FOOD GROUP PTY LTD (CROWN)

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

DOC. NO.	VERSION	POLICY OWNER	DATE
PAIA-MANUAL-01	1	CROWN FOOD GROUP	30 APRIL 2021

Please note, this part of the PAIA manual references the main PAIA Manual maintained by CROWN FOOD GROUP'S holding Company.

1. PREAMBLE

- 1.1 The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001.
- 1.2 PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by CROWN FOOD GROUP where such information is required for the exercise or protection of any right by a natural or juristic person.
- 1.3 This part of the manual cross references the main procedure that sets out procedures to deal with requests made in this regard.
- 1.4 The Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"). POPIA promotes the protection of personal information processed by Private Bodies such as CROWN FOOD GROUP.
- 1.5 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.6 This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

2. ABOUT CROWN FOOD GROUP

CROWN FOOD GROUP is a subsidiary of Bid Corporation Limited (Bidcorp), Registration Number: 1995/008615/06. Bidcorp is an international food services and distribution company, listed on the Johannesburg Stock Exchange (JSE, South Africa) and operating on five continents. The business has been in existence since 1989. Bidcorp is listed in the 'Consumer–Food&Bev-Food Producers-Food' sector of the JSE, South Africa.

The Group operates an entrepreneurially decentralised business model. It is a leading multi range manufacturer of food products and ingredients. The businesses operate through strategically located independent business units, aimed at servicing the catering, hospitality, leisure, bakery, poultry, meat and food processing industries. Bidcorp has a global reach and the broad appeal of our unique product and service offering. Bidcorp operates through a number of legal entities, CROWN FOOD GROUP being one of these.

Crown Food Group (CFG), Registration Number 1963/001736/07 operates under Divisions namely, Crown National and Crown Ingredients Solutions. CFG has a proud heritage that dates back to 1912. It is one of the leading suppliers of spices, herbs, seasonings, sauces, condiments, equipment, packaging as well as natural and artificial casings to the meat industry.

With a history dating back over a century, Crown National is one of the leading food ingredient suppliers in South Africa, specialising in spices, seasonings and a wide variety of food ingredients. We take great pride in our heritage, combining our solid roots with the very best present day technologies to offer a unique solution to our markets. You can visit our website at <https://www.crownnational.co.za/>. We have branches nationally and you can contact us at <https://www.crownnational.co.za/contact-us/branches-3/>.

3. ORGANOGRAM/STRUCTURE

Mr J Morris is the Managing Director (MD) of CFG and Divisions. The Directors and Executives of CFG report directly to the MD.

4. CONTACT DETAILS

Information Officer

Direct Tel: 021 527 5000

Email: John.Morris@crowfood.co.za

Fax: 021 527 5023

Physical address: 4 Pepper Place, Rainbow Park II, Montague Gardens, Cape Town

Postal address: P.O. Box 37200, Chempet, 7442

Deputy Information Officer

Direct Tel: 021 527 5000

Email: Reuben.Govender@crowfood.co.za

Fax: 021 527 5023

Physical address: 4 Pepper Place, Rainbow Park II, Montague Gardens, Cape Town

Postal address: P.O. Box 37200, Chempet, 7442

5. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator in the manner prescribed.

Any enquiries regarding the Guide should be directed to:

Postal Address: 33 Hoofd Street
Forum III, 3rd Floor Braampark
Braamfontein, Johannesburg

Telephone Number: +27 (0) 10 023 5207

E-mail Address: inforeg@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/>

6. CONTACTING THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission (SAHRC) is responsible for compiling a guide that will facilitate ease of use of the Act for requesters. This Guide is available, in all 11 official languages, from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit
The Research and Documentation Department
Postal address: Private Bag 2700
Houghton, 2041
Phone: +27 (11) 484-8300
Fax: +27 (11) 484-0582
Email: PAIA@sahrc.org.za
Website: www.sahrc.org.za

7. OBJECTIVES OF THE PAIA MANUAL

The objectives of the PAIA Manual are:

- to provide a list of all records held by the legal entity;
- to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- to define the manner and form in which a request for information must be submitted; and
- to comply with the additional requirements imposed by POPIA.

8. ENTRY POINT FOR REQUESTS

You are referred to CROWN FOOD GROUP'S External Privacy Statement POPIA-POL-02 on our website. You have the following ways of accessing or having your information processed as per your request:

- 8.1. You may complete our Online Application form for request for your information available on the CROWN FOOD GROUP website;
- 8.2. You may complete a manual application form available on the Bidcorp Website as follows: <https://www.bidcorpgroup.com/paia.php>
- 8.3. You may want us to correct or delete any personal information that is incomplete, misleading, inaccurate, excessive or out of date, by completing and forwarding us **FORM 2**;
- 8.4. If you have any objections to CROWN FOOD GROUP (further) processing your personal information, complete **FORM 1**. This is completed if you wish to have your information kept by Crown but do not wish to have it processed.

The rest of the PAIA manual may be found on the Bidcorp Website as follows:

<https://www.bidcorpgroup.com/paia.php>

This manual provides details on:

- AUTOMATICALLY AVAILABLE INFORMATION
- RECORDS HELD BY CROWN FOOD GROUP
- INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION
- DISCLOSURES ON REQUEST INFORMATION AVAILABLE IN TERMS OF POPIA
 - Categories of personal information collected by CROWN FOOD GROUP
 - The purpose of processing personal information
 - A description of the categories of data subjects
 - The recipients or categories of recipients to whom the personal information may be supplied

- Planned transborder flows of personal information
- A general description of information security measures to be implemented by
- CATEGORIES OF RECORDS AVAILABLE UPON REQUEST
- REQUEST PROCEDURE
 - Completion of the prescribed form
 - Proof of identity
 - Payment of the prescribed fees
 - Timelines for consideration of a request for access
 - Grounds for refusal of access and protection of information
- REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS
- AVAILABILITY OF THIS MANUAL