



DIEMERSDAL

**PROMOTION OF
ACCESS TO
INFORMATION ACT
SECTION 51 MANUAL**

(PAIA MANUAL)

NOVEMBER 1, 2021
DIEMERSDAL (PTY) LTD
Adderley Street, Durbanville, 7550

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1. Introduction

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”), and all amendments thereto. The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right. The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

2. DIEMERSDAL (PTY) LTD overview

DIEMERSDAL (PTY) LTD provides products and services to clients pertaining to: the production and selling of wine. DIEMERSDAL (PTY) LTD supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

3. Availability of this manual

A copy of this Manual is available by sending a request for a copy to the Information Officer by email. The Manual may also be requested from the Information Regulator of South African (who has taken over the function of the Promotion of Access to Information Act (PAIA) from the South African Human Rights Commission (SAHRC)) at the addresses set out below. This Manual will be updated from time to time, as and when required.

4. How to request access to records held by DIEMERSDAL (PTY) LTD

Requests for access to records held by DIEMERSDAL (PTY) LTD must be made on the request forms that are available from our website and office, or from the website of the Information Regulator of South Africa (www.justice.gov.za/inforeg/index.html) (under “documents”).

A reasonable request fee may be payable (a reasonable fee will be charged with reference to the time spent and the amount of copies that were necessary) for any such request. You can submit a request without paying the request fee, but please note that payment of the prescribed fees must be made before the request will be processed.

Requests for access to records must be made to our Information Officer at the address, telephone number or electronic mail address provided for below.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed. The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of DIEMERSDAL (PTY) LTD.

The standard form that must be used for the making of requests is attached below. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Kindly note that all requests to DIEMERSDAL (PTY) LTD 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 DIEMERSDAL (PTY) LTD does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

5. Contact details

Name of Private Body	Diemersdal (PTY) LTD
Designated Information Officer	Stephanie van der Spuy
Email address of Information Officer	stephanie@diemersdal.co.za
Postal address	P O Box 27, Durbanville, 7550
Street address	Adderley Road, Durbanville, 7550
Phone number	021 976 3361

6. Voluntary disclosure

DIEMERSDAL (PTY) LTD has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to DIEMERSDAL (PTY) LTD and its services is freely available by lodging a request via e-mail to the address mentioned above. Certain other information relating to DIEMERSDAL (PTY) LTD is also made available by telephonic request.

Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

7. Records available in terms of any other legislation

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Labor Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 30 of 1966
- Electronic Communications and Transactions Act 25 of 2002
- Telecommunications Act 103 of 1996
- Electronic Communications Act 36 of 2005
- ICASA Act 13 of 2000
- Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
- Protection of Personal Information Act 4 of 2013

8. Records held by DIEMERSDAL (PTY) LTD

DIEMERSDAL(PTY) LTD maintains records on the following categories and subject matters.

However, 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 honored.

All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

8.1 Internal records

The following are records pertaining to DIEMERSDAL (PTY) LTD's own affairs and those of its divisions, subsidiary and associated companies:

- CIPC registration documentation
- Financial records
- Operational records
- Licenses
- Intellectual property
- Marketing records;

- Internal correspondence;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of DIEMERSDAL (PTY) LTD.

8.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of DIEMERSDAL (PTY) LTD and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting on behalf of DIEMERSDAL (PTY) LTD. This includes, without limitation, members, executive and non-executive members, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to DIEMERSDAL (PTY) LTD by their personnel;
- Any records a third party has provided to DIEMERSDAL (PTY) LTD about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

8.3 Customer records

Please be aware that DIEMERSDAL(PTY) LTD is very concerned about protecting the confidential information of its customers.

Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to DIEMERSDAL (PTY) LTD or a third party acting for or on behalf of DIEMERSDAL (PTY) LTD;
- Contractual information;
- Customer needs assessments;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to DIEMERSDAL(PTY) LTD about customers; Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Customer profiling;

- Performance research conducted on behalf of customers or about customers;
- Any records a third party has provided to DIEMERSDAL (PTY) LTD either directly or indirectly; and
- Records generated by or within DIEMERSDAL (PTY) LTD pertaining to customers, including transactional records.

8.4 Technical records

The reasons for such request must be duly explained in such application.

8.5 Other Parties

Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to RANTON MARKETING CC T/A DIEMERSDAL(PTY) LTD. The following records fall under this category:

- Personnel, customer or DIEMERSDAL (PTY) LTD records which are held by another party as opposed to being held by DIEMERSDAL (PTY) LTD; and
- Records held by DIEMERSDAL (PTY) LTD pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

8.6 Other Records

Further records are held including:

- Information relating to DIEMERSDAL (PTY) LTD's own commercial activities; and
- Research carried out on behalf of a client by DIEMERSDAL (PTY) LTD or commissioned from a third party for a customer;
- Research information belonging to DIEMERSDAL (PTY) LTD, whether carried out itself or commissioned from a third party.

9. Form C (Request for Access to Record of Private Body)

To print a copy of this document, click on the link below and search under documents:

https://hellopaisa.co.za/policies/J752_PAIA_Form_C.pdf