



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

CONTENTS

1. Introduction to entity
2. Contact details
3. Section 10 Guide on how to use the Act
4. Types of records
 - 4.1 *Records available in terms of other legislation*
 - 4.2 *Records available without requesting access in terms of the Act*
 - 4.3 *Records available on request*
5. Services available to the Public
6. Requesting procedure
7. Prescribed fees
8. Availability of manual



MANUAL FOR THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

1. INTRODUCTION TO ENTITY

The PPECB is a Section 3A national public entity in terms of the PFMA Act 1 of 1999 and specialises in providing inspection, food safety and cold chain statutory services to the perishable products industry and is constituted in terms of the Perishable Products Exports Control Act 9 of 1983 and performs functions in terms of the Agricultural Products Standards Act 119 of 1990.

The power for purposes of the Act is delegated to the Chief Executive Officer, who has in turn appointed Deputy Information Officers to manage compliance with the Protection of Personal Information Act 4 of 2013 (POPIA) and the Promotion of Access to Information Act 2 of 2000 (PAIA) as well as all requests for information.

This manual must be read together with the Promotion of Administrative Justice Act No. 3 of 2000 and with POPIA.

2. CONTACT DETAILS

Postal address:

The Chief Information Officer
PPECB
P.O. Box. 15289
Panorama
7500

Tel +27(21)9301134

Fax +27(21)9306194

Physical address:

45 Silwerboom Avenue
Platteklouf
7500

Website:

<http://www.ppecb.com>

3. INFORMATION OFFICERS

CEO of the PPECB:	Lucien Jansen	
Deputy Information Officer:	Yanesh Ramiah	yaneshr@ppecb.com
Deputy Information Officer:	Nina Pretorius	ninap@ppecb.com
Persons designated to deal with requests:	Michelle Adams	michellea@ppecb.com
	Jana van Buren – Schele	janavbs@ppecb.com



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

4. SECTION 10 GUIDE ON HOW TO USE THE ACT

Should you require any clarity about or assistance with the Act, you are referred to the Guide that must be published by the Human Rights Commission in terms of section 10 of the Act. This Guide will inter alia include the process that needs to be followed in order to request access to records as well as details of prescribed fees payable in respect of requests for records. Any queries in this regard can be directed to:

The South African Human Rights Commission PAIA Unit

Private Bag 2700 Houghton
2041

Telephone 011 8773600
E-mail PAIA@sahrc.org.za

5. TYPES OF RECORDS

5.1 Records available in terms of other legislation

All records kept in terms of legislation applicable to PPECB are available in accordance with the said legislation. This includes:

- Agricultural Products Standards Act 119 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Co-operatives Act 14 of 2005
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- National Credit Act 34 of 2005
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Regional Services Councils Act 109 of 1985
- Short Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- VAT Act 89 of 1991
- Competition Act 89 of 1998
- Copyright Act 98 of 1978;
- Promotion of Access to Information Act 2 of 2000



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

- Prevention and Combating of Corrupt Activities Act 12 of 2004
- PFMA
- PPEC Act

5.2 Records available without requesting access in terms of the act

PPECB has not, in terms of Section 15(1) of the Promotion of Access to Information Act 2 of 2000, submitted categories of records which are automatically available without a request for access. Certain information is, however, freely available on the website at <http://www.ppecb.com>.

5.3 Records available on request

A requester may request access to the following information subject to the access being denied in terms of the PAIA and POPIA:

i. Human Resources:

"Employee" includes, without limitation, directors, managers, all permanent, temporary and part-time staff as well as all contractors.

- Personal information provided by employees;
- Information provided by a third party relating to employees;
- Conditions of employment and other personnel-related contracts;
- Internal evaluation records and other internal records;
- Correspondence relating to employees;
- Training schedules and material;
- Disciplinary records;
- Payroll records;
- Various leave records.

ii. Stakeholder-related records and information:

"Stakeholder" includes any natural or juristic entity who receives services from the PPECB.

- Any information a stakeholder has provided to PPECB;
- Any information the stakeholder has provided to a third party acting on behalf of PPECB;
- Records generated by or within PPECB pertaining to the stakeholder, including transactional records.

iii. Records pertaining to PPECB

This includes, but is not limited to:

- Financial records;
- Operating records;
- Databases and information technology;



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

- Communication records;
- Internal correspondence;
- Records relating to services;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of PPECB.

iv. Records related to other parties

PPECB may possess records pertaining to other parties, including (but not limited to) contractors, suppliers and service providers. Alternatively, such other parties may possess records which can be said to belong to PPECB. The following records fall in this category:

- Employee, client or PPECB records which are held by another party as opposed to being held by PPECB;
- Records held by PPECB pertaining to other parties, including (but not limited to) financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about contractors and or suppliers.

6. SERVICES AVAILABLE TO THE PUBLIC

The Perishable Products Export Control Board (PPECB) is an independent service provider of quality certification and cold chain management services for producers and exporters of perishable food products. As a national public entity, the PPECB is constituted and mandated in terms of the Perishable Products Export Control Act (PPEC Act), No 9, of 1983 to perform cold chain services. The PPECB also delivers inspection and food safety services assigned by the Department of Agriculture, Land Reform and Rural Development (DALRRD) under the APS Act, No.119 of 1990. These services can be accessed through our website: <http://www.ppecb.com>.

7. REQUESTING PROCEDURE

A person wishing to access the records of PPECB must complete the necessary request form. This request form is available from the Information Officer or at <http://www.ppecb.com/> or <http://www.doj.gov.za/>. The form requires the requester to provide inter alia the following information:

- Sufficient information to enable the Information Officer to identify the requester;
- Sufficient information to enable the Information Officer to identify the records requested;
- The form of access required;
- The requestor's postal address and fax number;
- Identification of the right sought to be exercised or protected;
- An explanation why the specific record is required to exercise or protect the right;
- The manner in which the requester wishes to be informed of the decision on the request;



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

- If the request is made on behalf of a person, the submission of proof of the capacity in which the requester makes the request, to the satisfaction of the Information Officer.

Requesters must note that all of the information on the request form should be provided to the satisfaction of the Information Officer, failing which the process will be delayed until such time that the information is complete.

The time periods prescribed by the Act will not commence until such time as the Information Officer is satisfied that all pertinent information has been furnished to PPECB by the requester.

The Chief Information Officer will consider the application and determine whether PPECB has specific written consent to provide the information requested.

If there is no specific written consent on record, the PPECB will correspond with the party whose information has been requested and advise them of the application that has been received and enquire as to whether there are any reasons as to why the PPECB should not provide the information that has been requested.

It is important to note that access to certain records may or must be denied on the grounds set out in the Act. Mandatory grounds for refusal include, but are not limited to:

- Information for the protection of the privacy of a person;
- Information for the protection of the commercial and/or confidential information of third parties;
- Information privileged from production in legal proceedings;
- Commercial information of PPECB;
- Research information;
- Information which can endanger the safety of an individual.

The PPECB will consider the reasons for refusal of the information requested, provided by the customer and/or third party in terms of PAIA and consider whether there are any grounds as stipulated above and as set out in the Act which preclude it from releasing the requested information.

The PPECB will then advise the requester and the customer and/or third party accordingly.

8. PRESCRIBED FEES

Access Fees will be charged in accordance with the prescribed fees associated with PAIA requests as determined by regulations.



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

Item	Description	Amount (R)
1	The fee for a copy of the manual as contemplated in 5(c) is for every photocopy of an A4-size page or part thereof.	R0,60
2	The fees for reproduction referred to in regulation 7(1) are as follows:	
(a)	For every photocopy of an A4-size page or part thereof	R0,60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0,40
(c)	For a copy in a computer-readable form on – (i) Stiffy disc (ii) compact disc	R5,00 R40,00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R22,00 R60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	R12,00 R17,00
3	The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2).	R35,00



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

4	The access fees payable by a requester referred to in regulation 7(3) are as follows:	R0,60
(1)(a)	For every photocopy of an A4-size page or part thereof	R0,40
(1)(b)	For every printed copy of an A4-size page	

9. WHAT PERSONAL INFORMATION DO WE COLLECT AND HOW IS IT COLLECTED?

We collect Personal Information, which information may include basic contact information, such as name, company name, title, address, phone number, fax number, account numbers and email address;

- In the course of executing our statutory functions;
- Via our websites;
- Via employment applications;
- Attendance at PPECB events, which include but are not limited to stakeholder engagement sessions, pre-season meetings, industry meetings,
- Via our user applications, i.e. TITAN 2.0@;
- in connection with business transactions and services you initiate with us, such as through services requests, credit verification or other processes related to the transaction;
- When you submit a bid in relation to a tender published by us;
- any employment relationship we may have;
- When requesting access to information on our record; and/or
- Where we are legally obliged to as part of a contractual agreement, statutory measure or as otherwise required by law.

10. HOW PERSONAL INFORMATION IS USED

Personal Information will only be processed for the purpose for which it was collected and where we have consent. If further processing is required, we will obtain consent for such further processing. We will not require consent if we are obliged to process information in order to comply with any legislative requirements, as well as any relevant laws and regulations relating to the services that we provide.

We may process your information in the following ways;

- To identify data subjects;
- To provide data subjects with services requested by them;
- To meet our obligations under an agreement with a data subject;
- To process data subjects' business transactions with us;



**MANUAL FOR THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000**

Revision: 03

Date: 14 January 2021

Process Owner: Chief Executive Officer

Process Approver: EXCO

- For statistical purposes;
- To establish and maintain stakeholder accounts;
- To register data subjects as a user of these services so that data subject may access them through our websites (includes any web portals), operational site(s), applications or otherwise;
- To communicate with data subjects about updates, maintenance, outages or other technical matters concerning these services;
- To provide data subjects with training regarding usage of these services;
- To respond to questions or inquiries that data subject may have about our services;
- For sending data subjects electronic messages (i.e sms; email); newsletters, press releases, levy updates, event invitations and other similar communications regarding the services that we offer;
- To provide export information to industry bodies to collect levies due to them in terms of statutory measures or regulations;
- Solicit input from data subjects regarding improvement of our services; and
- Other purposes that we disclose to data subjects at the time we obtain data subject's consent.

As required by South African law, we will process Special Personal Information as defined by the Protection of Personal Information Act, with special care.

11. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

The PPECB has implemented various security measures to ensure that personal information kept on its records is protected and processed in a secure manner, this includes both physical - and cyber security measures, as well as training, awareness, policies, and audits on information security.

12. AVAILABILITY OF MANUAL

The manual is available for inspection at the offices of the Information Officer or on PPECB website <http://www.ppecb.com>.