



## PAIA MANUAL

**Prepared in terms of section 14 of the Promotion of Access  
to Information Act 2 of 2000 (as amended)**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	<b>“APS Act”</b>	Agricultural Products Standards Act 119 of 1990;
1.2	<b>“CEO”</b>	Chief Executive Officer
1.3	<b>“DIO”</b>	Deputy Information Officer;
1.4	<b>“IO“</b>	Information Officer;
1.5	<b>“Minister”</b>	Minister of Justice and Correctional Services;
1.6	<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000( as Amended);
1.7	<b>“PFMA”</b>	Public Finance Management Act No.1 of 1999 as Amended;
1.8	<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;
1.9	<b>“PPEC Act”</b>	Perishable Products Export Control Act No.9 of 1983;
1.10	<b>“PPEC Bill”</b>	Perishable Products Export Control Bill, 2021;
1.11	<b>“PPECB”</b>	Perishable Products Export Control Board;
1.12	<b>“Regulator”</b>	Information Regulator.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at the PPECB, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the PPECB;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the PPECB regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from the PPECB and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 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;
- 2.8 know if the PPECB 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
- 2.9 know whether the PPECB has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 3. ESTABLISHMENT OF THE PPECB

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 PPEC Act and performs functions in terms of the APS Act.

The power, for purposes of and in terms of the Acts (defined below), is assigned to the Chief Executive Officer, who has in turn delegated certain responsibilities to 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) (POPIA and PAIA are together the "Acts") as well as all requests for information.

The PPECB processes Personal Information in accordance with the External Data Privacy Policy, which can be found at <https://ppecb.com/>. This Policy sets out what Personal Information is collected and processed by the PPECB; how this information is collected, processed, retained and destroyed; and how it is used.

This manual must be read together with the PPECB's External Data Privacy Policy; the Promotion of Administrative Justice Act No. 3 of 2000; and with POPIA.

## Objectives/Mandate

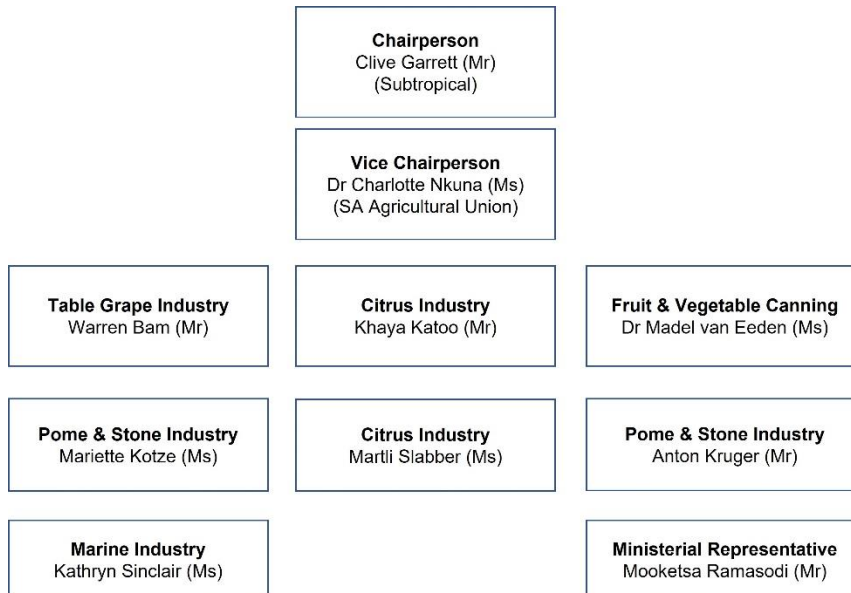
In terms of Section 3 of the PPEC Act, the object of the PPECB shall be to bring about the orderly and efficient export of perishable products from the Republic. The PPEC Act is currently under review.

In terms of Section 2(3) of the APS Act, the PPECB was appointed as an assignee by the Department of Agriculture, Land Reform and Rural Development in 1991 to deliver inspection and food safety services.

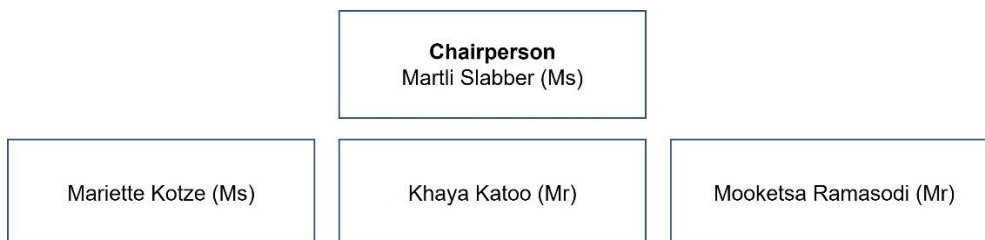
## 4. STRUCTURE OF THE PPECB AND FUNCTIONS

### 4.1 PPECB Board and Other Committees

#### PPECB BOARD MEMBERS



#### AUDIT COMMITTEE



## HUMAN RESOURCES COMMITTEE



## EXECUTIVE COMMITTEE (EXCO)



## RISK MANAGEMENT COMMITTEE (RISCO)



### 4.2 Functions

4.2.1 **The PPECB is required to perform the functions as set out in Section 10 the PPEC Act. However, the role of the Perishable Products Export Control Board (“the PPECB”) materially changed in 1997 after the introduction of the Marketing of Agricultural Products Act, 1996 (Act No. 47 of 1996), and the abolition of the Marketing Boards (a regulated marketing environment) and the move to deregulated marketing. With these changes, the PPECB moved from being a regulator and service provider to control Boards, often with a single exporter, to performing regulatory functions to multi exporters and service providers. The PPEC Act is outdated and is currently under review as the PPECB no longer performs many of the functions listed below.**

1. Control the export shipment of perishable products from the Republic and the order of shipment thereof to all ports;
2. Determine which ships are suitable for conveyance of perishable products and the class of accommodation to which the perishable products shall be assigned;
3. Call for and receive from intending exporters of perishable products estimates and other particulars of their intended exports;
4. Call for and receive from shipowners or their representatives information respecting the amount of space suitable for the conveyance of perishable products available on any ship to call at any port in the Republic;
5. Make enquiries, negotiate and contract or otherwise arrange for the provision of such port facilities and shipping space for the handling and conveyance of perishable products as may be deemed necessary by the board;
6. Cause to be diverted, when the board deems it necessary, perishable products to such ports of shipment as in the opinion of the board are the most suitable;
7. Make investigations regarding conveyance and cold storage requirements for perishable products and make recommendations thereon to any department of State or any interested person;
8. Make recommendations regarding the way of handling perishable products when moved from and to railway trucks, other vehicles and cold stores;
9. Promote uniform freight rates in respect of the export of perishable products with due allowance for particular perishable products, ports of export and means of conveyance;
10. Perform such other functions in relation to the export of perishable products from the Republic as may be prescribed by Regulation.

#### 4.2.2 In terms of the APS Act the PPECB is required to perform the following functions;

- 4.2.2.1 To inspect perishable products to determine that it is sold according to the prescribed grade;
- 4.2.2.2 That perishable products comply with the prescribed requirements regarding the quality, class or grade;
- 4.2.2.3 Compliance with the prescribed requirements in connection with the management control system, packing, marking and labelling of that perishable product are complied with;

## 5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE PPECB

### Chief Information Officer

Name: Lucien Jansen  
Tel: 021 934 1134  
Email: [LucienJ@ppecb.com](mailto:LucienJ@ppecb.com)

### Deputy Information Officers

Name: Yanesh Ramiah (CIO)  
Tel: 021 930 1134  
Email: [YaneshR@ppecb.com](mailto:YaneshR@ppecb.com)

Name: Nina Pretorius (Business Intelligence Manager)  
Tel: 021 930 1134  
Email: [NinaP@ppecb.com](mailto:NinaP@ppecb.com)

## 5.1 Access to information general contacts

Email: The Legal & Corporate Governance Unit at [MichelleA@ppecb.com](mailto:MichelleA@ppecb.com) or [JanaVbs@ppecb.com](mailto:JanaVbs@ppecb.com)

## 5.2 National / Head Office

Postal Address: P O Box 15289, Panorama, 7506  
Physical Address: 45 Silwerboom Avenue, Platteklouf, Cape Town, 7500  
Telephone: 021 930 1134  
Email: Utilise the Get in Touch form on [www.ppecb.com](http://www.ppecb.com)  
Website: [www.ppecb.com](http://www.ppecb.com)

## 6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE PPECB

- 6.1 Internal appeal to be lodged on the prescribed form within 60 days, or 30 days after notice has been given to the appellant, of the decision appealed against, if notice to a third party is required by Section 49(1)(b) of PAIA,
- 6.2 A requester may lodge a complaint with the Information Regulator in the prescribed manner and form within 180 days of the decision, only once the internal appeal procedure has been exhausted,
- 6.3 Apply to court for appropriate relief by way of application within 180 days.

## 7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 7.1 The Regulator has, in terms of section 10(1) of PAIA, 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.
- 7.2 The Guide is available in each of the official languages.
- 7.3 The aforesaid Guide contains the description of-
- i. the objects of PAIA and POPIA;
  - ii. the postal and street address, phone and fax number and, if available, electronic mail address of-
    1. the Information Officer of every public body, and
    2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

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<sup>1</sup> 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.*

<sup>2</sup> 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.*



- iii. the manner and form of a request for-
  - 1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- iv. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- v. the assistance available from the Regulator in terms of PAIA and POPIA;
- vi. 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-
  - 1. an internal appeal;
  - 2. a complaint to the Regulator; and
  - 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;
- vii. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- viii. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- ix. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- x. the regulations made in terms of section 92<sup>11</sup>.

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<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

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

7.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

- i. upon request to the Information Officer;
- ii from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

## 8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE PPECB

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures;</li> <li>- Advertised posts;</li> <li>- Employees records;</li> <li>- Learning and development e.g. skills development and training plans</li> <li>- Employment equity plan and statistics</li> <li>- Personal information provided by employees;</li> <li>- Information provided by a third party relating to employees;</li> <li>- Conditions of employment and other personnel-related contracts;</li> <li>- Internal evaluation records and other internal records;</li> <li>- Correspondence relating to employees;</li> <li>- Training schedules and material;</li> <li>- Disciplinary records;</li> <li>- Payroll records;</li> <li>- Various leave records.</li> </ul>
Stakeholder Information "Stakeholder" includes any natural or juristic entity who receives services from the PPECB.	<ul style="list-style-type: none"> <li>- Any information a stakeholder has provided to PPECB;</li> <li>- Any information the stakeholder has provided to a third party acting on behalf of PPECB;</li> <li>- Records generated by or within PPECB pertaining to the stakeholder, including transactional records.</li> </ul>
PPECB Records	<ul style="list-style-type: none"> <li>- Financial records;</li> <li>- Operating records;</li> <li>- Databases and information technology;</li> <li>- Communication records;</li> <li>- Internal correspondence;</li> <li>- Records relating to services;</li> <li>- Statutory records;</li> <li>- Internal policies and procedures;</li> </ul>

- (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."

Subjects on which the body holds records	Categories of records held on each subject
	- Records held by officials of PPECB.
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.	- 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) personal information, financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about contractors and or suppliers.

**9. CATEGORIES OF RECORDS OF THE PPECB WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category	Document Type	Available on Website	Available upon request
Tender document	<ul style="list-style-type: none"> <li>- Awarded Tenders</li> <li>- Active Tenders</li> <li>- Received Tenders</li> <li>- Procurement Plan</li> </ul>	X	
Legislation /Regulations	<ul style="list-style-type: none"> <li>- Correspondence in respect of AgriBEE Enforcement Guidelines</li> <li>- Levies 2021</li> <li>- External Data Privacy Policy</li> <li>- Website Data Privacy Policy</li> <li>- Website Terms of Use</li> <li>- Objection to the Processing of Personal Information</li> <li>- Request for Correction or Deletion of Personal Information</li> <li>- PAIA Manual</li> <li>- Request for Access to Records of Public Body</li> <li>- Agricultural Products Standards Act (APS Act)</li> <li>- Perishable Products Export Control Bill 2016</li> <li>- PPEC Bill Public Consultations Presentation 30 May- 2 June 2016</li> <li>- King IV annual report compliance</li> <li>- Code of Conduct</li> <li>- BBB-EE Certificate</li> <li>- Ethics Hotline Information- How to report unethical conduct</li> </ul>	X	
Strategic Documents (Plans and Report)	<ul style="list-style-type: none"> <li>- Organisational profile (Overview, Objectives, Functions)</li> <li>- Annual Reports;</li> <li>- Strategic Plan;</li> </ul>	X	

Category	Document Type	Available on Website	Available upon request
	- Organisational Performance Report;		
Financial Documents	- Customer Registration Form - Terms and Conditions of Trade	X	
Coronavirus Information	- Communication - Videos - Information & Guidelines	X	
Operations	<ul style="list-style-type: none"> <li>- Cold Treatment Shipments</li> <li>- General Information</li> <li>- Intransit Handling Protocols for Africa, Asia, China, East Asia, Middle East, North America, South Asia, USA</li> </ul> <p>False Codling Moth Management System- Frequently asked questions</p> <p>Normal Shipments</p> <ul style="list-style-type: none"> <li>- Handling procedures</li> <li>- Recommended Handling procedures</li> </ul> <p>Preseason Presentations</p> <ul style="list-style-type: none"> <li>- Durban</li> <li>- Cape Town</li> <li>- Port Elizabeth</li> </ul> <p>System Integration Terms</p> <p>TITAN 2.0®</p> <ul style="list-style-type: none"> <li>- Documents</li> <li>- Statistics</li> <li>- Training Manuals</li> </ul> <p>SAMSA Accredited Services</p> <ul style="list-style-type: none"> <li>- Frequently Asked Questions</li> <li>- VGM Assessment Application Procedure, Cost and Payment Options, Checklist</li> <li>- Client Contact Sheet</li> <li>- Fruit Export Industry Guidelines</li> <li>- South Africa Maritime Safety Authority Maritime Notice 19 of 2016</li> <li>- South Africa Maritime Safety Authority Maritime Notice 18 of 2016</li> </ul> <p>Manual Inspection Solution (MIS)</p>	X	

Category	Document Type	Available on Website	Available upon request
	<ul style="list-style-type: none"> <li>- MIS Information and Result</li> <li>- MIS External Registration Manual</li> </ul>		
General Information	<ul style="list-style-type: none"> <li>- History of the PPECB</li> <li>- Videos</li> </ul>		
Quality Management	<ul style="list-style-type: none"> <li>- ISO 9001:2015 Certificate</li> <li>- PPECB Quality Policy</li> <li>- PPECB Quality Management Scope</li> </ul>		

## 10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE PPECB AND HOW TO GAIN ACCESS TO THOSE SERVICES

### 10.1 Powers, duties and function

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>.

## 11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE PPECB

In respect of the day to day activities of the PPECB, public involvement primarily needs to include those involved in the production and packing of perishable products and/or by-products for export, logistical service providers (including cold stores) and exporters. Those in production and export have industry stakeholder bodies and these nominate PPECB Board members to be appointed by the Minister to the Board. This representation of industry (public) nominated members to the PPECB Board permits direct public involvement of relevant and knowledgeable stakeholders. In addition to this the PPECB has technical committees or forums that engage with stakeholders on technical aspects and the setting of specifications. The PPECB has an active website that is updated on an ongoing basis that permits transparent insight into the exercise of powers and the performance of activities by the PPECB so as to enable public engagement. The Chief Executive Officer also attends meetings with industry stakeholders directly or through associations. The Board in the context of a new Bill being promulgated has engaged in direct general public consultation by advertisement and public meetings in four relevant provinces / centres. Both written and oral submissions from the general public and which has included direct industry stakeholders has been received and taken into consideration.

Public involvement in the formulation of policy or the exercise off powers or performance of duties is also facilitated by;

1. Participating in the annual PPECB Stakeholder survey;
2. Completing and submitting Form Q 67 in which stakeholders evaluate the performance of the PPECB;
3. The PPECB attends Parliamentary Portfolio Committee meetings in which feedback is provided to the PPECB in respect of the formulation of policy or the exercise of powers or the performance of duties by the PPECB.

## 12. PROCESSING OF PERSONAL INFORMATION

### 12.1 Purpose of Processing

1. To evaluate applications for employment and to manage all aspects of the employment relationship;
2. To facilitate all aspects of the appointment of PPECB Board members;
3. To prevent and detect crime;
4. To protect the health and safety of clients, service providers, suppliers, staff and their property;
5. To provide access to PPECB premises and monitoring of premises;
6. To validate the identity and appointment of service providers, suppliers, and clients and manage conflicts of interests;
7. To meet our obligations under an agreement with you;
8. To provide or receive services;
9. To send notices and information regarding the contract and or legal proceedings;
10. To send direct marketing where agreed to;
11. To provide services to you or your company;
12. To comply with applicable laws;
13. And as further discussed in the External Data Privacy Policy, which can be found at <https://ppecb.com/>.

### 12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives ( family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

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

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services Department of Agriculture, Land Reform and Rural Development
Identity number of Directors/Board members/ Company registration information, contact information	B-BBEE Verification Agency
Qualifications, for qualification verifications	South African Qualifications Authority BBB-EE Verification Agency Department of Agriculture, Land Reform and Rural Development
Identity numbers of Suppliers/Service Providers/employees.	Credit Bureaus B-BBEE Verification Agency
Natural & Juristic Persons (Client) personal information	Department of Agriculture, Land Reform and Rural Development Industry Associations

#### 12.4 Planned transborder flows of personal information

Personal information may be stored on either a;

12.4.1 Private Cloud hosted in South Africa/USA and/or

12.4.2 Public Cloud hosted in South Africa/West Europe/European Union/ Virginia, USA.

#### 12.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information

1. Monthly patch management for Windows, servers, and desktops,
2. Anti-virus,
3. Firewalls,
4. Password management,
5. Monthly vulnerability scanning.

### 13. 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;
- 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;
- Information which is likely to jeopardise the economic interests and financial welfare of Republic and commercial activities of public bodies;
- Information about the operations of public bodies.

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.



## 14. PRESCRIBED FEES

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

Item	Description	Amount (R)
1	The request fee payable by every requester	R100.00
	Photocopy of a A4-size page	R1.50 per page or part thereof
	Printed copy of a A4-size page	R1.50 per page or part thereof
	For a copy in a computer-readable form on – (i) Flash drive (to be provided by the requester) (ii) Compact disc: <ul style="list-style-type: none"> <li>• If provided by the requester</li> <li>• If provided to the requester</li> </ul>	R40  R40 R60
	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	Service to be outsourced, will depend on the quotation from the Service provider
	For a transcription of an audio record, for an A4-size page or part thereof	R24
	For a copy of an audio record on – (i) Flash Drive (to be provided by requester) (iii) Compact disc: <ul style="list-style-type: none"> <li>• If provided by the requester</li> <li>• If provided to the requester</li> </ul>	R40  R40 R60
	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation  To not exceed a total cost of	R100  R300
	Deposit: if search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8
	Postage, e-mail or any other electronic transfer	Actual expense, if any

## 15. AVAILABILITY OF THE MANUAL

15.1 This Manual is made available in the following three official languages-

- 15.1.1 English;
- 15.1.2 Afrikaans;
- 15.1.3 IsiXhosa

15.2 A copy of this Manual or the updated version thereof, is also available as follows-

- 15.2.1 On the PPECB website at <https://ppecb.com/>.
  - 15.2.2 at the head office of the public body for public inspection during normal business hours;
  - 15.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
  - 15.2.4 to the Information Regulator upon request.
- 15.3 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.

## 16. UPDATING OF THE MANUAL

The PPECB will, if necessary, update and publish this Manual annually.

### Issued by

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**Lucien Jansen**  
**Chief Executive Officer**