



Noodle Africa (Pty) Ltd

PAIA 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

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|-----|--------------------|---|
| 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 Services; |
| 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; and |
| 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 NOODLE AFRICA (PTY) LTD

3.1. Chief Information Officer

Name: Ian Alan Saunder
Tel: (021) 276 0300
Email: isaunder@noodle.com
Fax number: N/A

3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: N/A

Tel: N/A
Email: N/A
Fax Number: N/A

3.3 Access to information general contacts

Email: cesterhuizen@noodle.com

3.4 **National or Head Office**

Postal Address: 1st Floor, 1 Waterford Place, Century Boulevard, Century City, Cape Town 7441

Physical Address: 1st Floor, 1 Waterford Place, Century Boulevard, Century City, Cape Town 7441

Telephone: (021) 276 0300

Email: cesterhuizen@noodle.com

Website: www.noodle.com

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;

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.*

- 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
 - 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.

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.

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.”

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 (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

5. CATEGORIES OF RECORDS OF NOODLE AFRICA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Company information	PAIA manual		X
Company information	Terms of business	X	X
Publications	Press releases	X	X

6. DESCRIPTION OF THE RECORDS OF NOODLE AFRICA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment information	Basic Conditions of Employment Act 75 of 1997

	Compensation for Occupational Injuries and Diseases Act 130 of 1993 Employment Equity Act 55 of 1998 Labour Relations Act 66 of 1995 Skills Development Act 97 of 1998 Unemployment Insurance Act 63 of 2001
Insurance Information	Insurance Act 18 of 2017
Tax Information	Income Tax Act 58 of 1962 Skills Development Levies Act 9 of 1999 Tax Administration Act 28 of 2011 Value Added Tax Act 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY NOODLE AFRICA (PTY) LTD

Subjects on which the body holds records	Categories of records
Company records	<ul style="list-style-type: none"> - Incorporation documents - Memorandum of incorporation - Minutes of meetings - Director and shareholder resolutions - Registers of directors - Share registers Policies and procedures
Accounting and finance records	<ul style="list-style-type: none"> - Annual financial statements - Asset registers - Independent review reports - Banking - Budgets - Invoices and credit notes - Lease and rental agreements - Supporting documents to books of account
Tax records	<ul style="list-style-type: none"> - Dividends withholding tax - Income Tax

Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> - Pay As You Earn (PAYE) - Skills Development Levies (SDL) - Unemployment Insurance Fund (UIF) levies - Workmen's compensation - Value Added Tax (VAT)
Legal records	<ul style="list-style-type: none"> - Licences, permits and authorisations - General agreements and contracts
Insurance records	<ul style="list-style-type: none"> - Claims - Insurance policies - Details of insurance cover, limits and insurance
Employee records	<ul style="list-style-type: none"> - Tax submissions for employees - Confidentiality agreements - Disciplinary proceedings and internal evaluations - Employee personal details - Employment conditions and policies - Employment contracts - Employment equity plan - Internal correspondence - Internal policies and procedures - Leave records - Medical aid records - Remuneration and benefits - Restraint of trade agreements - Share option schemes registers and rules - Share purchase scheme registers and rules - Training schedules and material
Client records	<ul style="list-style-type: none"> - Client agreements and contracts - Complaints and queries - Proposals - Transactions and supporting information
Supplier and third party records	<ul style="list-style-type: none"> - Requests for information - Agreements and contracts - Tenders - Terms and conditions for dealing with suppliers

Subjects on which the body holds records	Categories of records
	- Transactions and supporting information
Information technology	<ul style="list-style-type: none"> - Asset issuing and custodian information - Backups - Incidents and service requests - Operations reports - Service level agreements

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The Company processes the personal information of data subjects in the following ways:

- 8.1.1 Executing and/or fulfilling its statutory obligations in terms of the PAIA and/or the POPIA
- 8.1.2 Executing and/or fulfilling its statutory obligations in terms of other applicable legislation
- 8.1.3 Executing and/or fulfilling its contractual obligations
- 8.1.4 Administering employees and potential employees
- 8.1.5 Keeping accounts, and records
- 8.1.6 Procurement processes
- 8.1.7 Visitors to the Company's business premises

8.2 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
Customers / Clients	Full and/or registered name, postal and physical address, registration numbers or identity numbers,

Categories of Data Subjects	Personal Information that may be processed
	bank details, contact numbers, tax related information, confidential correspondence
Service Providers	Full and/or registered names, registration numbers or identity numbers, vat numbers, address, trade secrets and bank details
Employees	Full name, postal and physical address, qualifications, gender, race, age, language, identity and passport numbers, contact numbers, emergency contact details, references and resumes

8.3 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 and passport numbers, dates of birth and full names	South African Police Services, Department of Home Affairs, medical aid provider, Companies and Intellectual Property Commission
Qualifications, for qualification verifications	South African Qualifications Authority and verification providers
Credit and payment history, for credit information	Credit Bureaus and verification providers
Tax information	South African Revenue Service

8.4 Planned transborder flows of personal information

8.4.1 The Company has not planned transborder flows of personal information.

8.4.2 If it becomes necessary to transfer personal information to another country for a lawful purpose, the Company will ensure that the person (both legal and natural) to whom the personal information will be transferred is subject to a law, binding company rules, and/or binding agreements, which provide a suitable level of protection, and the third party agrees to treat the personal information with the same level of protection as the Company is required to provide, in terms of the POPIA.
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8.4.3 The cross border transfer of personal information will be done with the data subject's consent. However, if it is not reasonably practicable to obtain the data subject's consent, the Company will transfer the personal information if it will be for the data subject's benefit, and the data subject would have provided consent, if it had been reasonably practicable to obtain the consent.

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

8.5.1 The Company has established, and maintains, suitable technical, and operational, measures to prevent loss of, damage to, or unauthorised destruction of, personal information, and unlawful access to, or processing of, personal information.

8.5.2 The suitable measures that the Company has taken includes, but is not limited to:

8.5.2.1 Access control

8.5.2.2 Agreements with operators, to ensure that they implement, and maintain suitable security controls

8.5.2.3 Anti-virus software

8.5.2.4 Anti-malware software

8.5.2.5 Awareness and vigilance of users

8.5.2.6 Data back-ups

8.5.2.7 Data encryption

8.5.2.8 Defensive measures

8.5.3 The suitable measures are in place to ensure that the Company:

8.5.3.1 Identifies the risks (both internal and external) to the personal information that is in its possession and/or under its control

8.5.3.2 Establishes, and maintains, suitable safeguards against the risks identified

8.5.3.3 Regularly verifies that the safeguards are effectively implemented

8.5.3.4 Updates the safeguards when new risks are identified, and when existing safeguards are found to be deficient

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 At the head office of Noodle Africa (Pty) Ltd for public inspection during normal business hours;

9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and


9.1.3 to the Information Regulator upon request.

9.2 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.

10. UPDATING OF THE MANUAL

The head of Noodle Africa (Pty) Ltd will on a regular basis update this manual.

Issued by

DocuSigned by:

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Ian Alan Saunder

Senior Director, Engineering