

PIMMS GROUP (PTY) LIMITED
(Registration Number: 2005/009971/07)

THE PROMOTION OF ACCESS TO INFORMATION ACT
MANUAL

(“PAIA MANUAL”)

Prepared and published in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000

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PIMMS Group (Pty) Ltd, Reg 2005/009971/07

T +27 (0)11 708 4755 1050 Liner Ave, Corner Zeiss Road,
F +27 (0)11 708 4754 Laser Park, Honeydew, Johannesburg, South Africa
E info@pimms.co.za

VAT 4330192768

pimms.group



1. INTRODUCTION

PIMMS Group (Pty) Limited (the “Company”) conducts business as a manufacturer of injection moulded products, including both customer-owned moulded products and PIMMS-branded products supplied to distributors and customers.

This Promotion of Access to Information Manual (“Manual”) provides an outline of the type of records and the personal information it holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“PAIA”).

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such a private body and stipulates the minimum requirements that the manual has to comply with.

In addition, this Manual explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPIA”).

This Manual has been compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (“**POPIA**”), which gives effect to everyone’s Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. 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.

This 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. AVAILABILITY OF THIS PAIA MANUAL

This Manual is published on the Company website at www.pimms.group as well as any brand websites alternatively a copy can be requested from our offices (see contact details below).

3. AVAILABILITY OF GUIDES TO PAIA AND POPIA

The Guides on how to use the Promotion of Access to Information Act and matters relating to the Protection of Personal Information Act is available from the Information Regulator:

Information Regulator (South Africa)
JD House
27 Stiemens Street



Braamfontein
Johannesburg
2001

Telephone: 010 023 5200

Email: enquiries@infoeregulator.org.za

Website: www.justice.gov.za/infoeregulator

4. COMPANY CONTACT DETAILS

Company contact details in terms of PAIA section 51:

PIMMS Group (Pty) Limited
Postnet Suite 257,
Private Bag X18,
Northriding,
2162

1050 Liner Avenue
Laser Park,
Honeydew,
Gauteng
South Africa

Telephone number 011 708 4755

Website www.pimms.group

Duly authorised Persons:

The Chief Executive Officer of PIMMS Group (Pty) Ltd is the designated Information Officer in terms of section 56 of POPIA and section 51 of PAIA. The Information Officer has duly authorised the below individual to act on their behalf in the administration of PAIA and POPIA requests.

On behalf of the Information Officer
Veronique O.C Stanley E-mail: veronique@pimms.co.za

5. COMPANY RECORDS

Company Records availability:



Departmental Records	Subject
<p>Human Resources</p>	<p>Employee personal records provided to us by our personnel</p> <p>Any records a third party has provided to us about any of their personnel</p> <p>Employment Contracts</p> <p>Employment Policies, procedures and guidelines</p> <p>Internal evaluation, performance management and disciplinary records</p> <p>Employee Provident Fund Records</p> <p>Training records</p> <p>Employment Equity Committee meeting records</p> <p>Payroll Records</p>
<p>SHEQ</p>	<p>Health and Safety Records (Employees, Contractors)</p> <p>Quality Management System (QMS) Documents</p> <p>Quality Control & Product Compliance Records</p> <p>Non-Conformance and Corrective Action</p> <p>Product inspection, testing and release records</p> <p>Calibration and equipment monitoring records</p> <p>Internal Audit & Management Review</p> <p>Training & Competence Records</p> <p>Supplier Quality Records</p> <p>Safety, Health and Environmental Records</p> <p>Customer Quality Records</p> <p>Equipment & Maintenance Records</p>



<p>Finance Division</p>	<p>Accounting Records and general ledger information</p> <p>Financial Statements and Reports</p> <p>Tax records (Company and Employees) and statutory submissions</p> <p>Banking and Treasury</p> <p>Accounts payable</p> <p>Accounts receivable</p> <p>Payroll and compensation records</p> <p>Asset Registers and Capital Expenditure</p> <p>Supplier Records</p> <p>Management Accounts</p> <p>Fleet Insurance Records</p> <p>Budgets, forecasts and financial performance reports</p> <p>Audit Records</p>
<p>Legal Services and Compliance Division</p>	<p>General Contract Documentation</p> <p>Manufacturing, Supply and Distribution Agreements</p> <p>NDA's</p> <p>Product warranties</p> <p>Company Guidelines, Policies and Procedures</p> <p>Terms and Conditions, Privacy Policies and Legal Notices</p> <p>Intellectual Property Records</p> <p>Legal Risk Records and Legal Dispute information</p> <p>Employee, customer and supplier information</p> <p>Movable Property Records</p>



<p>Sales and Marketing Division</p>	<p>Product Brochures</p> <p>Product Sales Records</p> <p>SWOT Analysis</p> <p>Marketing and Future Product Strategies</p> <p>Minutes of Meetings</p> <p>Customer Information and Database</p> <p>Brand Records</p> <p>Marketing research information belonging to PIMMS Group or carried out by a third party</p>
<p>Engineering and Laboratory</p>	<p>Engineering drawings, technical specifications and product documentation received from customers or design partners</p> <p>Manufacturing and process engineering documentation</p> <p>Tooling and mould engineering records</p> <p>New product introduction and production readiness documentation</p> <p>Product and material testing records maintained by the laboratory</p> <p>Laboratory equipment calibration and testing method documentation</p> <p>Engineering project and technical feasibility records</p>
<p>Production/Manufacturing Division</p>	<p>Production planning and scheduling records</p> <p>Manufacturing records</p> <p>Work instructions, assembly procedures and production process documentation</p> <p>Machine and equipment registers and operating documentation</p> <p>Preventative maintenance schedules, repair and service records</p> <p>Tooling and mould registers and maintenance records</p>



	<p>Production monitoring, efficiency and downtime reports</p> <p>Assembly and packaging records</p> <p>Raw material usage and production inventory records</p>
Moulding Division	<p>Tooling and mould asset registers</p> <p>Mould design documentation, CAD files and tooling specifications</p> <p>New tooling and mould development records</p> <p>Mould sampling, qualification and approval documentation</p> <p>Tool maintenance, repair and refurbishment records</p> <p>Tool performance, modification and service history records</p> <p>Tool components and spare parts records</p>
General – own affairs	<p>Company documentation in terms of CIPC</p> <p>Operational records</p> <p>Statutory Records</p> <p>Minutes of Meetings</p>

6. PROCESSING OF PERSONAL INFORMATION

PIMMS Group processes personal information in a lawful and reasonable manner, only to the extent necessary to conduct its business operations, comply with legal and contractual obligations, and manage relationships with employees, customers, suppliers, distributors and other business partners.



6.1 The purpose of processing of personal information by PIMMS Group

Personal information is processed for purposes which include, but are not limited to:

- providing, administering and managing products and services requested by data subjects;
- communicating with data subjects and responding to enquiries or requests;
- verifying identity and conducting due diligence where required;
- recruitment, employment administration, payroll, training, performance management, and compliance with labour and employment legislation;
- managing customer, supplier and distributor relationships and related contractual obligations;
- financial administration, invoicing, payments, credit control and debt recovery;
- health, safety and security management, including access control and compliance with occupational health and safety requirements;
- improving products, services and operational efficiency through internal analysis and aggregated reporting;
- conducting surveys and market research on an aggregated and non-intrusive basis;
- complying with applicable legal, regulatory and governance requirements; and
- protecting PIMMS Group's rights, property, employees and business interests.

6.2 Categories of data subjects and personal information processed by PIMMS Group

PIMMS Group only processes special personal information where such processing is strictly necessary, lawful, and permitted under sections 26 to 33 of POPIA, and primarily in the context of employment, health and safety, security, or statutory compliance obligations.



<p>Employees:</p> <ul style="list-style-type: none"> • Name and contact details • Identity number and identity documents including passports • Employment history and references • Employee number • Banking and financial details • Details of payments to third parties (deductions from salary) • Employment contracts • Employment equity plans • Pension fund records • Remuneration/salary records • Performance appraisals • Disciplinary records • Leave records • Training records • Qualifications • Parental status • Biometrics • Medical records • Marital status • Disability status • Criminal records 	<p>Customers, Distributors, and business partners:</p> <ul style="list-style-type: none"> • Name and contact details • Identity and Company information and/or directors information • Postal and/or street address • Individual title and name • Contact numbers and/or e-mail addresses • Employment history • Language • Financial information • Identity or passport number • Banking and financial information • Browsing habits • Click patterns on PIMMS Group websites <p>Special personal information is not routinely collected from customers or business partners unless required by law or explicitly consented to for a specific purpose.</p>
<p>Vendors/suppliers/other businesses:</p> <ul style="list-style-type: none"> • Name and contact details • Identity and/or company information and directors' information • Banking and financial information • Information about products or services • Other information not specified, reasonably required to be processed for business operations. 	

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6.3 Recipients or categories of recipients with whom personal information is shared

We may share the personal information of our data subjects for any of the purposes outlined in Section 6.1, with: the following:

- our other PIMMS Group companies in South Africa or other countries;
- our carefully selected business partners who provide products and services under one of our brands; and
- our service providers and agents who perform services on our behalf.
any firm, organisation or person that the PIMMS Group uses to collect payments and recover debts or to provide a service on its behalf;
- any firm, organisation or person that/who provides the PIMMS Group with products or services;
- Any person who the PIMMS Group has reason to believe to be a data subject's/consumer's parent, carer or helper where he/she is unable to handle his/her own affairs because of mental incapacity or other similar issues;
- Any payment system the PIMMS Group uses;
- Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where the PIMMS Group has a duty to share information;
- Credit bureaux;
- Third parties to whom payments are made on behalf of employees;
- Financial institutions from whom payments are received on behalf of data subjects;
- Other operators or service providers engaged by PIMMS Group, subject to appropriate confidentiality and data protection obligations;
- Employees, contractors and temporary staff; and
- Agents.

We do not share the personal information of our data subjects with any third parties, except if:

- we are obliged to provide such information for legal or regulatory purposes;
- we are required to do so for purposes of existing or future legal proceedings,
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
- we are involved in the prevention of fraud, loss, bribery or corruption;
- they perform services and process personal information on our behalf;
- this is required to provide or manage any information, products and/or services to data subjects; or
- needed to help us improve the quality of our products and services.

We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees, our agencies and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

PIMMS Group does not sell personal information and does not permit third parties to use personal information for their own independent marketing purposes.

6.4 Information security measures to protect personal information

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by PIMMS Group and its operators. In terms of POPIA, operators are third parties that process personal information on behalf of PIMMS Group.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction. We will take steps to ensure that operators that process personal information on behalf of PIMMS Group apply adequate safeguards as outlined above.

6.5 Trans-border flows of personal information

Personal information may be stored or processed outside South Africa where required for legitimate business operations, including the use of third-party service providers.

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing, and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

Any cross-border transfer of personal information will be carried out strictly in accordance with section 72 of POPIA, and only where the recipient is subject to a law, binding corporate rules, or binding agreement which provides an adequate level of protection, or where the data subject has consented to such transfer.

6.6 Personal information received from third parties

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this Manual and the PIMMS Group Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

7 REQUEST PROCEDURE

7.1 Form of Request

To facilitate the processing of your request, kindly:

- Address your Information Officer or duly authorised Deputy Information Officer.
- Provide sufficient detail to enable the Company to identify:
 - a. The record(s) requested.

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- b. The requestor (and, if an agent is lodging the request, proof of capacity).
- c. The South African postal address, email address or fax number of the requestor.
- d. The form of access required.
- e. If the requestor wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
- f. The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7.2 Prescribed Fees

Request fees are not payable in respect of requests for access to a data subject's own personal information. The following applies to requests (other than personal requests):

- A requestor is required to pay the prescribed fees (R140.00) before a request will be processed.
The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.
- Section 54 of PAIA entitles PIMMS Group to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.
- When a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.
- The detailed Fee Structure can be made available.

7.3 Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

7.4 Access to prescribed forms and fees

Prescribed forms and fees can be requested from the Head of Legal (see contact details above).

7.5 Timelines for consideration of a request for access

- Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
- The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to

Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

- Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

7.6 Grounds for refusal of access and protection of information

7.6.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put PIMMS Group at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by PIMMS Group.

7.6.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

7.6.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

8 REMEDIES

PIMMS Group does not provide for an internal appeal process in respect of PAIA or POPIA requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator (once established), for relief.

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9 INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Administration of Estates Act 66 of 1965
Basic Conditions of Employment Act 75 of 1997
Broad-Based Black Economic Empowerment Act 53 of 2003
Close Corporations Act 69 of 1984
Companies Act 71 of 2008
Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
Competition Act 89 of 1998
Consumer Protection Act 68 of 2008
Copyright Act 98 of 1978
Customs and Excise Act 91 of 1964
Customs Duty Act 30 of 2014
Debt Collectors Act 114 of 1998
Electronic Communications and Transactions Act 25 of 2002
Electronic Communications Act, 36 of 2005
Employment Equity Act 55 of 1998
Financial Advisory and Intermediary Services Act 37 of 2002
Financial Intelligence Centre Act 38 of 2001
Income Tax Act 58 of 1962
Insolvency Act No. 24 of 1936
Labour Relations Act 66 of 1995
Merchandise Marks Act 17 of 1941
National Credit Act 34 of 2005
Occupational Health & Safety Act 85 of 1993
Pension Funds Act 24 of 1956
Prevention of Organised Crime Act 121 of 1998
Prevention and Combating of Corrupt Activities Act 12 of 2004
Protection of Personal Information Act 4 of 2013
Promotion of Access to Information Act 2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 Protected Disclosures Act 26 of 2000
Skills Development Act 97 of 1998
Skills Development Levies Act 9 of 1999
Stamp Duties Act 77 of 1968
Stock Exchanges Control Act 1 of 1985 (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
Unemployment Contributions Act 4 of 2002
Unemployment Insurance Act 30 of 1966
Value Added Tax Act 89 of 1991
Such other legislation as may from time to time be applicable.

