



## **POPI & PAIA MANUAL**

# **IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 AND THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013**

AGRISA Commodities (Pty) Ltd (Reg. No. 2015/205797/07) / (VAT no: 4400237014)  
Address: Office 101, 1<sup>st</sup> Floor, Twin Oak Towers, 140 Main Road, Somerset West, 7130  
PO Box 2920, Somerset West, 7129 Tel. 021 852 8406 Fax: 021 850 0267  
Directors: TM Kompela, EG Haasbroek (B.Comm, MBA, SAIPA 5354)

## 1. **INTRODUCTION**

Agrisa Commodities (Pty) Ltd, Registration Number 2015/205797/07, (“AGRISA”) is a private company duly incorporated in terms of the laws of South Africa, with its main office in Somerset West, and satellite offices in Paarl, Malmesbury, Centurion, Wesselsbron, Hoopstad and Bloemfontein. AGRISA provides various goods and services over a range of sectors where it conducts the business of bulk physical commodity trading, including but not limited, to agricultural, mineral, and industrial goods across both national and international markets, as well as transport broking services. AGRISA also manufactures various maize products, including Maize Meal, Instant Porridge and Samp for the wholesale market. AGRISA further provides credit terms to qualifying clients and as such conducts various checks and investigations to verify personal information.

## 2. **AGRISA 'S INFORMATION**

### 2.1 **INFORMATION OFFICER:**

Eugene Haasbroek, (021) 852 8406, [eugene@agrisacommodities.co.za](mailto:eugene@agrisacommodities.co.za)

### 2.2 **DEPUTY INFORMATION OFFICER DETAILS**

Jose Ferreira, (021) 852 8406, [jose@agrisacommodities.co.za](mailto:jose@agrisacommodities.co.za)

### 2.3 **HEAD OFFICE DETAILS**

TELEPHONE NUMBER: (021) 852 8406

POSTAL ADDRESS: PO Box 2920, Somerset West, 7129

PHYSICAL ADDRESS: Unit 101, Twin Oak Towers, 140 Main Road, Somerset West, 7130.

E-MAIL ADDRESS: [info@agrisacommodities.co.za](mailto:info@agrisacommodities.co.za)

WEBSITE: <https://www.agrisacommodities.co.za>

## 3. **PROCESSING OF PERSONAL INFORMATION**

- 3.1 Reasons for processing personal information includes, but is not limited to, making credit decisions (which includes verifying creditworthiness, ability to pay, security provided, setting credit limits, credit reference searches or verification), operating and managing accounts and applications or agreements, correspondence via email, SMS, letter, telephone, confirming, carrying out market research, business and statistical analysis, performing administrative and operational purposes, recovering debt, complying with regulatory obligations, verifying and updating information and performing checks, any purposes relating to agreements or business relationships or possible agreements or business relationships, payment of invoices, any other reasonably required purpose

relating to the business. Information provided is collected not only to conduct business, but also to obtain financing, obtain insurance, for underwriting purposes, assessing and processing claims, the detection and prevention of fraud, crime, money laundering, audit and record keeping, legal proceedings, and all such other factors as may be necessary to protect AGRISA'S legitimate business interest.

- 3.2 Examples of personal information we process include, but is not limited to:
  - 3.2.1 The Client's Identity/Registration number, names, surname, registered names, addresses, bank details, Tax and V.A.T details, telephone numbers, fax numbers, email addresses, assets and financial information, including annual financial statements, management accounts, balance sheets, inventories, bank statements, full details of directors, members, trustees, partners, shareholders, beneficiaries, investors, trade/service references, loan accounts, debts, mortgage and notarial bonds, cessions, securities etc.
  - 3.2.2 Any other information required by AGRISA, its suppliers, insurers, investors, banks and legal department or necessary for the performance in terms of any contract or legitimate business interests.
  - 3.2.3 Documents supporting the information requested, including but not limited to, Identity Documents, Municipal Accounts, all FICA documents, CIPC documents, share certificates, Trust Deeds, Letters of Authority, Company Resolutions or such other documents as may be necessary to support or verify the information provided.
- 3.3 AGRISA will aim to have agreements in place with all product suppliers, insurers and third-party service providers to ensure a mutual understanding with regard to the protection of the client's personal information.
- 3.4 AGRISA may also supplement the information provided with information AGRISA receives from other providers, including but not limited to, CIPC, SARS, Credit Bureaus, the Master's Office, third-party information providers to verify the accuracy of all information provided.
- 3.5 Please note that the examples given above are not exhaustive and each transaction or possible transaction will dictate the personal information required and as circumstances or requirements change or might dictate. AGRISA will however only process personal information in pursuing its legitimate business interests, in terms of a contract or

negotiations, or with consent.

- 3.6 For purposes of this manual, clients include potential and existing clients and both individual and juristic clients.

#### 4. **DISCLOSURE OF PERSONAL INFORMATION**

- 4.1 AGRISA may disclose a client's personal information to any of our companies or subsidiaries, joint venture companies and or approved product or service providers or such other entities or persons as may be necessary to enable us to deliver services or products, and to protect legitimate business interests.

- 4.2 AGRISA may also share client personal information with and obtain information about clients from third parties for the reasons already discussed above.

#### 5. **SAFEGUARDING CLIENT INFORMATION**

The following procedures are in place in order to protect personal information:

- 5.1 This manual applies the whole of AGRISA, and continuous training will be conducted to ensure compliance.
- 5.2 New employees will be required to sign employment contracts containing clauses to regulate the use and storage of employee information, or any other action so required, in terms of POPI.
- 5.3 Current employees will be required to sign an addendum to employment contract containing relevant consent clauses regulating the use and storage of employee information, or any other action so required, in terms of POPI;
- 5.4 Archived client-information is stored on site which is also governed by POPI, access is limited to these areas to authorized personnel.
- 5.5 All electronic files or data are backed up by the IT Division which is also responsible for system security that protects third party access and physical threats.
- 5.6 Consent to process client information is obtained only in case necessary as all information are processed in line with contracts and the legitimate business interest of either AGRISA, its clients, its service and goods providers and such other third parties as may be necessary in order to effect the abovesaid.

## 6. **ACCESS AND CORRECTION OF PERSONAL INFORMATION**

Clients have the right to access personal information held by AGRISA and to request that AGRISA update, correct or delete their personal. Once a client objects to the processing of their personal information, AGRISA may no longer process said personal information. AGRISA will take all reasonable steps to confirm its clients' identity before providing details of their personal information or making changes to their personal information.

## 7. **ACCESS TO THE MANUAL**

7.1 This manual is available on the AGRISA website <https://www.agrisacommodities.co.za> or at our main office, by way of prior written request to the Deputy Information Officer.

7.2 The South African Human Rights Commission (SAHRC) has, in terms of section 10 of PAIA, issued a guide on how to use the Act which is available on the SAHRC website [www.sahrc.org.za](http://www.sahrc.org.za)

7.3 The following records are automatically available and need not be requested in accordance with the procedure outlined in this Manual, namely, the information available on the AGRISA website, the AGRISA company profile document.

7.4 Records held by AGRISA in accordance with legislation, includes, but not limited to:

7.4.1 Basic Conditions of Employment Act No 75 of 1997.

7.4.2 Companies Act No 71 of 2008.

7.4.3 Compensation for Occupational Injuries and Diseases Act No 130 of 1993.

7.4.4 Consumer Protection Act No 68 of 2008.

7.4.5 Electronic Communications and Transactions Act No 25 of 2002.

7.4.6 Employment Equity Act No 55 of 1998.

7.4.7 Financial Intelligence Centre Act No 38 of 2001.

7.4.8 Income Tax Act No 58 of 1962.

7.4.9 Labour Relations Act No 66 of 1995.

7.4.10 National Credit Act No 34 of 2005.

7.4.11 Occupational Health and Safety Act No 85 of 1993.

7.4.12 Protection of Personal Information Act No 4 of 2013.

7.4.13 Skills Development Act No 97 of 1998.

7.4.14 Unemployment Insurance Act No 63 of 2001.

7.4.15 B-BBEE Act No 53 of 2003.

7.4.16 Value Added Tax Act No 89 of 1991.

7.5 The records held by AGRISA includes, but are not limited to:

7.5.1 Employee information.

7.5.2 Company policies and procedures.

7.5.3 Correspondence.

7.5.4 Title Deeds, lease agreements.

7.5.5 Insurance records, policies, and agreements.

7.5.6 Suppliers lists and agreements.

7.5.7 Client lists and agreements.

7.5.8 Company information, including Incorporation documents, including Memorandum and Articles of Association, Share Registers.

7.5.9 Accounting records, including annual financial statements, tax returns, creditors and debtors, invoices, salary information, bank record, assets registers, audit reports.

7.6 Please note that this manual may be updated from time to time as required and you need to ensure that have the latest version of the manual as published on our website as indicated.

## 8. **THE PRESCRIBED FORMS AND FEES**

Requests for access is to be made on the prescribed forms and fees, available on the website of the Department of Justice and Constitutional Development at [www.doj.gov.za](http://www.doj.gov.za).

---