



DELTAMUNE (PTY) LTD

REGISTRATION NO: 1994/005981/07

PROMOTION OF ACCESS TO INFORMATION MANUAL

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Prepared in accordance with Section 51 of the Promotion of Access to Information Act. No. 2 of 2000

INTRODUCTION

On the 9th of March 2001, the Promotion of Access to Information Act, No 2 of 2000 ("the Act") became operative, giving effect to the section 32(2) Constitutional right of access to information.

One of the main requirements specified in the Act, is the compilation of an information manual that provides information on both the types and categories of records held by a private body.

This document serves as the company's information manual and provides references to the records held by the company and the process to request access to such records.

SCOPE OF THE MANUAL

Nature of Business: Deltamune (Pty) Limited was incorporated in South Africa as a company engaged in the production of animal health products and.

The scope of the manual is limited to the records held by DELTAMUNE (PTY) LTD

AVAILABILITY OF THE MANUAL

A copy of this manual is available to the public on the company's website, www.deltamune.co.za, at or on request form the designated contact person referred to in this manual.

CONTACT DETAILS

Head of the Business:	Managing Director
Information Officer:	Stefan Swanepoel
Contact No:	(012) 664 5730
Email:	dataprotectionofficer@deltamune.co.za

The responsibility for administration of, and compliance with the Act has been delegated to the Deputy Information Officer. Requests pursuant to the provision of the Act should be directed as follows:

Contact person:	Herman Basson
Postal address:	PO Box 14167, Lyttleton, 0140
Physical address:	Unit 34, Oxford Office Park Bauhinia Street Highveld, Centurion 0167
Phone number:	(012) 664 5730
Email address:	dataprotectionofficer@deltamune.co.za

HRC GUIDE

A guide has been compiled in terms of Section 10 of the Act by the Human Rights Commission. It contains information to assist a person wishing to exercise a right, in terms of the Act. The Guide is available for inspection inter alia as follows:

The South African Human Rights Commission
Access to Information Unit
Braampark Forum 3, 33 Hoofd Street
Braamfontein

Website: www.sahrc.org.za

Kindly direct enquiries to:

Postal address: Private Bag 2700
Houghton 2041
Phone number: (011) 877 3600
Fax number: (011) 403 0625
Email: lidlamini@sahrc.org.za

AUTOMATIC DISCLOSURE

Brochures, pamphlets, price lists

LEGISLATIVE RECORDS

Records are held in accordance with the following legislation:

Adult Basic Education and Training Act, 2000
Animal Health Act, 2002
Basic Conditions of Employment Act, 1997
Broad Base Black Economic Empowerment Act, 2003
Businesses Act, 1991 (Act No. 71 of 1991)
Companies Act 1973
Companies Act 2008 (Act No. 71 of 2008)
Compensation for Occupational Injuries and Diseases Act, 1993
Competition Act, 1998
Constitution of the Republic of South Africa, 1996
Consumer Affairs (Unfair Business Practices) Act, 1988
Consumer Protection Act, 2008

Copyright Act, 1978
Council for Medical Schemes Levies Act, 2000
Criminal Procedure Act, 1977
Customs and Excise Act, 1964 (Act No. 91 of 1964)
Disaster Management Act, 2002
Electronic Communications Act, 2005
Electronic Communications and Transactions Act, 2002
Employment Equity Act, 1998
Employment of Educators Act, 1998 (Act No. 76 of 1998)
Financial Intelligence Centre Act, 2001
Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act No. 54 of 1972)
Genetically Modified Organisms Act, 1997
Hazardous Substances Act, 1973
Health Professions Act, 1974 (Act No. 56 of 1974)
Income Tax Act, 1962
Insolvency Act, No. 24 of 1936
International Health Regulations Act, 197 (Act No. 28 of 1974)
Labour Relations Act, 1995
Marketing of Agricultural Products Act, 19
Meat Safety Act, 2000 Medical Schemes Act, 1998
National Credit Act, 2005
National Environmental Management Act, 1998
National Health Act, 2003
National Qualifications Framework Act, 2008
National Water Act, 1998
Natural Scientific Professions Act, 2003
Occupational Health and Safety Act, 1993
Pension Funds Act, 1956 (Act No. 24 of 1956)
Pharmacy Act, 1974 (Act No. 53 of 1974)
Prevention and Combating of Corrupt Activities Act, 2004
Prevention of Organised Crime Act, 1998
Private Security Industry Regulatory Authority Act, 2001
Promotion of Access to Information Act, 2000
Promotion of Equality and Prevention of Unfair Discrimination Act, 2000
Public Holidays Act, 1994 (Act No. 36 of 1994)
Skills Development Act, 1998
Skills Development Levies Act, 1999
South African Revenue Service Act, 1997
Tax on Retirement Funds Act, 1996 Trade Marks Act, 1993
Unemployment Insurance Act, 2001
Unemployment Insurance Contributions Act, 2002
Value-Added Tax Act, 1991
Water Services Act 1987

PURPOSE OF PROCESSING OF PERSONAL INFORMATION

To support employees
To support recruitment and management of staff
To support sales and marketing activities
To support engagement with suppliers/customers
To support engagement with the general public

DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

Employees: record of employee life cycle
Customers: record of customer life cycle
Suppliers: record of supplier life cycle
Investors: records as maintained by the Company Secretary
General public: tracking general enquiries and web site visits
Media: records of media interactions

PLANNED RECIPIENTS OF PERSONAL INFORMATION

Statutory authorities
Law enforcement
Tax authorities
Financial institutions
Medical schemes
Employee pension and provident funds
Industry bodies

PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

Flows to service providers/operators
Flows to business partners
Flows to customers
Flows to suppliers
Flows through the use of social media

SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

Physical security measures
Cyber security measures
Training in information security
Policies in information security
Audits of information security
Policy on Loss of Documentation

ACCESS REQUESTS

ACCESS REQUEST PROCEDURE

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application to access to a record is subject to certain limitations if the requested record falls within a certain category as specified with Part 3 and Chapter 4 of the Act.

COMPLETION OF ACCESS REQUEST FORM

In order to facilitate a timely response to requests for access, all requests should take note of the following when completing the Access Request Form.

Complete the form in block letters and answer every question.

- If a question does not apply state N/A in response to that question.
- If there is nothing to disclose in reply to a particular question state "nil" response to that question.
- If there is insufficient space on a printed form additional information may be provided on an attached folio. On the folio, precede each answer with the applicable title.
- Proof of identity is required to authenticate the identity of the requester.

SUBMISSION OF ACCESS REQUEST FORM

The complete Access Request Form together with a copy of the identity document must be submitted either via e-mail and must be addressed to the contact person as indicated above.

An initial request fee of R57.00 (including VAT) is payable on submission.

This fee is not applicable to personal requesters referring to any person seeking to access records that contain their personal information.

PAYMENT OF FEES

Payment details can be obtained from the contact person as indicated above and can be made via an Electronic Funds Transfer (EFT) or direct deposit. Proof of payment must be supplied. The access fee must be paid prior to access being given to the requested record.

ACCESS REQUEST PROCEDURE

NOTIFICATION

The company will within 30 days of receipt of the request decide whether to grant or decline the request and give notice with reasons to that effect.

The 30-day period within which the company has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days, if the request is for a large volume of information cannot be reasonably obtained within the original 30-day period. The company will notify the requested in writing should an extension be sought.

GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees. If a deposit has been paid in respect of a request for access which is refused, then the information officer must refund the deposit to the requestor.

The main grounds for refusal of a request for information are:

- 1) Mandatory protection of the privacy of a third party, who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.

- 2) Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that party. Financial, commercial, scientific or technical information of which the disclosure could likely cause harm to the financial or commercial interest of that party.

 - Information disclosed in confidence by a third party to the company if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.

- 3) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement Mandatory protection of the safety of individuals and the protection of property.

- 4) Mandatory protection of records which could be regarded as privileged in legal proceedings. The Commercial Activities of the company which may include:
 - Trade secrets of the company

 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the company.

SIGNED AT:ON THIS DAY OF

DESIGNATION: FULL NAME:

SIGNATURE:

ACCESS REQUEST FORM

(Section 53(1) of the Promotion of Access of Information Act, 2000 (Act No 2 of 2000)

[Regulation 10]

Particulars of Private Body

Requests can be submitted either via e-mail and should be addressed to the relevant contact person as indicated below:

Contact person	Herman Basson
Postal Address	PO Box 14167 Lyttleton 0140
Physical Address	Unit 34, Oxford Office Park Bauhinia St Highveld, Centurion 0167
Phone number	012 664 5730
E-mail	herman@deltamune.co.za

Particulars of person requesting access to the record

The particulars of the person who requests access to the record must be given below.

1. The address and email in South Africa to which the information is to be sent must be given
2. Proof of capacity in which the request is made, if applicable, must be attached.

Full names with surname:
Identity No: Telephone No:
Courier address:
E-mail address: Cell No:
Capacity in which request is made, when made on behalf of another Person:

Particulars of a person requesting access to the record (if a legal entity)

The particulars of the entity who requests access to the record must be given below:

- a) The address and/or email address in South Africa to which the information is to be sent must be given.

.....

- b) Proof of capacity in which the request is made, if application, must be attached.

- c) Name of Entity
- d) Registration number
- e) Postal address
- f) Telephone number
- g) E-mail address

Particulars of a person on whose behalf the request is made.

This section must ONLY be completed if a request for information is made on behalf of another person.

Full names including surname

Identity number

Particulars of records

Provide full particulars of the records to which access is requested including the reference number if it is known to you, to enable the record to be requested.

If the provided space is inadequate, please use a separate folio and attach it to this form. Please sign additional folios.

- a) Description of record of relevant part of the record
.....
- b) Reference number (if available)
- c) Any further particulars of the record
-

Fees

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount to be paid as per the request fee.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required for search for and prepare a record.

d) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.

Reason for exemption of payment of fees.....

FORM OF ACCESS TO RECORD

Mark the appropriate box with an X

NOTES

- a) Compliance with your request in the specified form may depend on the form in which the record is available.
- b) Access in the form requested may be refused under certain circumstances. In such case you will be informed whether access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined party by the form in which the access is requested.

1. If the record is in written or printed form

Copy of record Inspection of record

2. If record consists of visual images

View the images Copy of images Transcription

3. If the record consists of recorded information that can be reproduced in sound

Listen to the sound Transcription of soundtrack
(audio)

4. If the record is held on computer or in an electronic or machine-readable form (this includes photographs, slides, video recordings, computer generated images, sketches etc.)

Printed copy of record	Printed copy of information Derived from the record	Copy in computer readable form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you request a copy or transcription of a record (above) do you wish it to be couriered to you? Charges are payable

YES	NO
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Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.

In which language would you prefer the record

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in the form in which the record is required.

Disability

.....

Form in which record is required.

.....

Particulars of right to be exercised or protected

if the space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign or folios:

1. Indicate the right to be exercised or protected.
2. Explain why the record requested is required for the exercise or protection of the aforementioned right.

Notice of decision regarding request for access

You will be notified in an e-mail whether your request has been approved or denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at: on this day of

*Signature of requestor/ person
on whose behalf the request is made*

You must please	Please send with this application
Complete all necessary spaces	The request fee (if not personal requester)
Sign the access request form	Any additional folios completed
Sign the additional folios completed	Copy of identity document

Prescribed fees

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000)

(Fees for record of private body)

Please note that all prices listed above are inclusive of Value Added Tax

For every photocopy of a full-size page or part thereof	R 1.10
For every printed copy open a full-size page or part thereof held on computer or in an electronic or machine-readable form	R 0.75
For a copy in a computer readable form on USB	R70.00
For a transcription of visual images, for a full-size page or part thereof	R40.00
For a copy of visual images	R60.00

For a transcription open audio record, for an A4 a full-size page or part thereof	R20.00
For a copy of audio record	R30.00

To search for and prepare the record for disclosure - R50.00 for each hour or part thereof reasonably required for such search and preparation.

(Section 54(2) of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000

(Regulation 11(3))

(a) Six hours' as the hours to be exceeded extended before a deposit is payable; and

(b) One third of the access fee is payable as a deposit by the requester

The actual Courier fee is payable when a copy of the record must be sent to the requester.