



(Company Registration No. 2007/021624/06)

KANSAI PLASCON AFRICA LIMITED
And those subsidiary companies listed in Appendix A
(hereinafter collectively referred to as "Kansai Plascon/KPAL")

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000 ("the Act")

PART I

Kansai Plascon is committed to the observance of and compliance with the directives of the South African Constitution and national legislation which endorse the key principles of good corporate governance, transparency and accountability.

The Promotion of Access to Information Act No. 2 of 2000 (PAIA) gives effect to carry out section 32 of the South African Constitution, which focuses on the right to access information i.e. everyone has the right of access to information held by the state or a private body to enforce a culture of transparency and accountability.

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

This manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (POPIA). 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.

This PAIA 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.

Information required under section 51 (1) (a) of the Act

Name of body: Kansai Plascon Africa Limited

Head of body

And Information officer: Mr PR Lalla

Address: 10 Frederick Cooper Drive
Factoria
Krugersdorp
1739 South Africa

Postal Address: Post Box 4010
Luipaardsvlei
1743 South Africa

All requests for information in terms of the Act should be addressed to the Head of Body, who can be contacted as follows:

Telephone No.: +27(0)11 951 4747
e-mail: echamberlain@kansaiplascon.co.za

Deputy Information Officers : Jay Venkanna
Cassiem Narker
Alan Graham Cotton
Dharampaul Bhugwandin
Symanthia Meshal Batohi

PART II

Information required under section 51 (1) (b) of the Act

The South African Human Rights Commission (“SAHRC”) is mandated under PAIA to promote the right of access to information, monitor the implementation of PAIA, make recommendations to strengthen PAIA and to report annually to Parliament. The SAHRC has compiled a guide that contains information which would be reasonably required of any person wishing to exercise any rights set out in the Act. The guide is available in all the countries’ official languages and can be viewed at www.sahrc.org.za.

Any enquiries regarding the above guide and its contents should be directed to: The South African Human Rights Commission
PAIA Unit (the Research and Documentation Department) Postal address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: www.sahrc.org.za Email: PAIA@sahrc.org.za

PART III

Information referred to under section 51 (1) (c) of the Act

The following categories of records will be freely available:

1. Marketing and promotional material published by KPAL
2. All information published on the Kansai Plascon Website (www.plascon.com)

Information Regulator

Any queries where you believe Kansai Plascon has not adequately dealt with your request, or to lodge a complaint should be directed to:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark Braamfontein, Johannesburg Website: www.justice.gov.za Email: infoereg@justice.gov.za

PART IV

Information required under section 51 (1) (d) of the Act

Records are kept in accordance with the following legislation:

- The Protection of Personal Information Act 4 of 2013
- Income Tax Act, 58 of 1962
- Unemployment Insurance Act, 30 of 1966
- Value-Added Tax Act, 89 of 1991
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Labour Relations Act, 66 of 1995
- Basic Conditions of Employment Act, 75 of 1997
- Employment Equity Act, 55 of 1998
- Skills Development Levies Act, 9 of 1999
- Pension Funds Act, 24 of 1956
- Companies Act, 71 of 2008
- National Environmental Management Act, 107 of 1998
- Regional Services Councils Act, 109 of 1985
- Occupational Health and Safety Act, 85 of 1993
- Stock Exchanges Control Act, 1 of 1985
- Trademarks Act, 194 of 1993

From time to time, Kansai Plascon may be required to comply with other legislation as a result of the products and services being provided to customers operating in different sectors.

PART V

Information required under section 51 (1)(e) of the Act

Personnel records

Personnel refers to any person who works for or provides services to or on behalf of KPAL and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of KPAL. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers.

Personnel records include the following:

- Any personal records provided to KPAL by their personnel;
- Any records that a third party has provided to KPAL about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and

- Other internal records and correspondence.

Customer-related records

A customer includes any natural or juristic entity that receives services from KPAL. Customer-related information includes the following:

- Any records a customer has provided to a third party acting for or on behalf of KPAL;
- Any records a third party has provided to KPAL; and
- Records generated by or within KPAL pertaining to the customer, including transactional records.

Records pertaining to KPAL

The following are considered to include but not be limited to records that pertain to KPAL's own affairs:

- Financial records;
- Operational records;
- Databases;
- Marketing records;
- Internal correspondence;
- Statutory records;
- Internal policies and procedures;
- Treasury-related records;
- Securities and equities; and
- Records held by officials of KPAL;
- Software and licensing agreements.

Other Parties

KPAL may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary and associated companies, joint venture companies and service providers. Alternatively, such other parties may possess records that can be said to belong to KPAL.

The following records fall under this category:

- Personnel, customer or KPAL's records which are held by another party as opposed to being held by KPAL; and
- Records held by KPAL pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

Requests

Categories of Requestors

The capacity under which a Requestor makes a request for records defines the category in which the Requestor will fall into. There are four categories of Requestors:

- A Data Subject who makes requests about themselves;
- A Representative who makes a request on behalf of the Data Subject(s);
- A Third Party who requests information about a Data Subject; or
- A Public Body who requests information in the public interest.

POPIA

POPIA provides that a data subject may, upon proof of identity, request Kansai Plascon to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information. POPIA provides that a data subject may object, at any time, to the processing of personal information by Kansai Plascon, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing.

A data subject may also request Kansai Plascon to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Kansai Plascon is no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.

If a data subject that wishes to:

- object to the processing of their personal information must complete the form attached hereto as Appendix C and;
- request a correction or deletion of personal information or the destruction or deletion of a record of personal information must complete the form attached hereto as Appendix D and submit it to the Information Officer.

The purpose of this section is to provide directive and guidance on the process to follow when requesting information from Kansai Plascon.

- The Requestor should contact Kansai Plascon's Information Officer to obtain guidance on the process to follow when sending documentation containing personal information. This includes application forms and proof of identification documents.
- The prescribed form must be used and completed to make the request for access to a record. The form can be downloaded from the Department of Justice website (refer to Appendix B).
- Proof of identification of the Requestor (and related third parties acting on behalf of the Requestor) must be provided on submitting the request form.
- The requester must specify the right that they are seeking to protect or that they wish to exercise and provide an explanation as to why the requested records are required for the protection or exercise of that right.
- If the request is made on behalf of another person, then proof is required of the capacity in which the requester is making the request.
- Proof of identity must be provided in the form of a certified copy of the Requestor's and/or delegate's identity document or passport via secure methods provided by the Information Officer in the initial correspondence.
- An initial response to a request will take approximately 30 days. The Information Officer may extend the period by an additional 30 days depending on the complexity of the request requirements.
- Please note that an application for access to information can be refused in the event that the application does not comply with the requirements of PAIA.
- The successful completion and submission of the access request does not automatically allow the Requestor access to the requested records.
- If access to a record/information is granted, the Requestor will be notified, and the notification will include the following:
 - An indication of the access fee that should be paid upon gaining access (if any).
 - An indication of the form in which the access will be granted.
- If access to a record/information is denied, the Requestor will be notified, and will include the following:

- Adequate reasons for the refusal.
- Process to appeal the refusal.
- Should the requester not be satisfied with the decision of the Information Officer, the Requester may apply to court for relief. In terms of PAIA, the said application must be made within 180 days after the decision has been made by the Information Officer.

Request Fees

Prescribed fees were published by the Minister of Justice and Constitutional Development in the Government Gazette No. 23119, General Notice No. 187 of 15 February 2002.

Information available in terms of POPIA

Kansai Plascon may collect information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;
- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

The purpose of processing personal information

In terms of POPIA, data must be processed for a specified purpose. The purpose for which data is processed by Kansai Plascon will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

In general, personal information is processed for purposes of on-boarding clients and suppliers, service or product delivery, records management, security, employment and related matters. Please refer to the Kansai Plascon Privacy Policy for further details.

Categories of data subjects

Kansai Plascon holds information and records on the following categories of data subjects:

- customers of Kansai Plascon;
- employees / personnel of Kansai Plascon;
- Independent contractors of Kansai Plascon;

- suppliers of Kansai Plascon; and
- any third party with whom Kansai Plascon conducts business.

Categories of recipients to whom personal information may be supplied

Depending on the nature of the personal information, Kansai Plascon may supply information or records to the following categories of recipients:

- statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- anyone making a successful application for access in terms of PAIA or POPIA; and
- subject to the provisions of POPIA and other relevant legislation, Kansai Plascon may share information about a client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which Kansai Plascon operates.

Transborder flows of personal information

Kansai Plascon may need to transfer a data subject's information to service providers in countries outside South Africa, these countries may not have data-protection laws which are similar to those of South Africa. Where this is done, Kansai Plascon do so in accordance with applicable laws



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Appendices

Appendix A

Company	Registration No
Kansai Plascon Africa Limited	2007/021624/06
Kansai Plascon CMA Proprietary Limited	1922/014245/07
Kansai Plascon Proprietary Limited	1945/019549/07

Appendix B: Request Form

The application form can be obtained from:

<https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

Appendix C

POPIA Form 1

FORM 1 OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION - SECTION 11(3) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

Affidavits or other documentary evidence as applicable in support of the objection may be attached.

If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	

B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject/designated person

Appendix D: POPIA Form 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
 REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
 [Regulation 3]

Note:

Affidavits or other documentary evidence as applicable in support of the request may be attached.

If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

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Signature of data subject/ designated person

Appendix E: POPIA

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>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</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer