



Tiger Brands Limited (Tiger Brands)
(Including all subsidiaries)

**PROMOTION OF ACCESS TO
INFORMATION MANUAL**

**Prepared and published in terms
of section 51 of the Promotion of
Access to Information Act 2 of
2000 (as amended)**

**June 2024
Version 4**

A copy of the manual will be available for inspection at Tiger Brands Corporate office and is available on the company website at www.tigerbrands.com



TABLE OF CONTENTS

Items	Pages
1. Introduction.....	3
2. Acronyms.....	3
3. Purpose of PAIA Manual.....	4
4. Key Contact Details for Access to Information of Tiger Brands Limited.....	5
5. Guide on How to use PAIA and how to obtain Access to the Guide.....	6
6. Categories of Records of Tiger Brands Limited are available without a person having to request access.....	9
7. Description of the Records of Tiger Brands Limited which are available in accordance with any other legislation.....	12
8. Description of the Subjects on which Tiger Brands Limited holds Records and Categories of Records held on each Subject by Tiger Brands Limited.....	15
8.1 Description of the categories of data subjects and of the Information or categories of information relating thereto.....	15
8.2 The Recipients or categories of recipients to whom the personal information may be supplied.....	17
9. Planned Transborder flows of personal information.....	18
10. Information Security Measures to be Implemented.....	18
11. Processing of Personal Information.....	18
12. Availability of the Manual.....	20
13. Request Procedure.....	20
14. Refusal of Access to Records.....	23
15. Remedies available to a Requester on refusal of access....	24
16. Updating of the Manual.....	24
17. Annexures (Forms).....	25



1. INTRODUCTION

Tiger Brands Limited (“**Tiger Brands**”), a JSE Listed company whose footprint extends across the African continent and beyond and is one of the largest manufacturers and marketers of FMCG products in Southern Africa and has been for several decades. Our group focus is on the core business of FMCG categories that spread across the value chain in which Tiger Brands operates.

2. LIST OF ACRONYMS AND ABBREVIATIONS

2.1 “ BBB-EE ”	Broad-Based Black Economic Empowerment
2.2 “ DIO ”	Deputy Information Officer
2.3 “ ExCo ”	Executive Committee
2.4 “ FMCG ”	Fast Moving Consumable Goods
2.5 “ IO ”	Information Officer
2.6 “ JSE ”	Johannesburg Stock Exchange operated by the JSE Limited
2.7 “ Minister ”	Minister of Justice and Correctional Services
2.8 “ PAIA ”	Promotion of Access to Information Act No.2 of 2000
2.9 “ POPIA ”	Protection of Personal Information Act No.4 of 2013
2.10 “ Regulator ”	Information Regulator
2.11 “ Republic ”	Republic of South Africa
2.12 “ Requester ”	Any person or entity requesting access to a record that is under the control of Tiger Brands
2.13 “ SAHRC ”	The South African Human Rights Commission
2.14 “ SARS ”	The South African Revenue Service
2.15 “ SENS ”	Stock Exchange News Service



3. PURPOSE OF PAIA MANUAL

The purpose of this PAIA Manual is to assist potential Requesters or the public wishing to access information in terms of PAIA from Tiger Brands, and to enable the Requester to -

- 3.1 understand and have access to categories of records held by Tiger Brands which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of Tiger Brands, by providing a description of the subjects on which Tiger Brands holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Tiger Brands which are available in accordance with any other legislation;
- 3.4 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;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6 know if Tiger Brands 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;
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if Tiger Brands 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
- 3.10 know whether Tiger Brands has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information which is to be processed.



4. CONTACT DETAILS FOR ACCESS TO INFORMATION OF TIGER BRANDS LIMITED

4.1 Name and Head of the Private Body

Tiger Brands Limited
Tjaart Kruger
Email: Tjaart.kruger@tigerbrands.com

4.2 Information Officer

Name: Joe Ralebepa
Tel: 0118403887
Email: joe.ralebepa@tigerbrands.com
Fax number: 0115140084

4.3 Deputy Information Officer

Name: Kgosi Monaisa
Tel: 0118404552
Email: kgosi.monaisa@tigerbrands.com
Fax Number: 0115140084

4.4 Access to information general contacts

National or Head Office

Postal Address: PO Box 78056, Sandton, 2146, South Africa
Physical Address: 3010 Winnie Mandela Drive, Bryanston, 2191
Telephone: 0118404000

Email: companysecretary@tigerbrands.com

Website: <http://www.tigerbrands.com>



5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1 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.

5.2 The Guide is available in each of the official languages and in braille.

5.3 The aforesaid Guide contains the description of-

5.3.1 the objects of PAIA and POPIA;

5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1 the Information Officer of every public body, and

5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²

5.3.3 the manner and form of a request for-

5.3.3.1 access to a record of a public body contemplated in section 11³ and

5.3.3.2 access to a record of a private body contemplated in section 50⁴

5.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

5.3.6 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-

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.*



- 5.3.6.1 an internal appeal;
 - 5.3.6.2 a complaint to the Regulator; and
 - 5.3.6.3 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;
- 5.3.7 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;
- 5.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 5.3.10 the regulations made in terms of section 92¹¹.

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.”



- 5.4 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
- 5.5 The Guide can also be obtained-
 - 5.5.1 upon request to the Information Officer;
 - 5.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 5.6 A copy of the Guide is also available in the following official languages, for public inspection during normal office hours-
 - 5.6.1 English, Afrikaans and isiZulu



6. CATEGORIES OF RECORDS OF TIGER BRANDS LIMITED WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The table below records the categories of records which are in the public domain and may be accessed through the Tiger Brands website at: www.tigerbrands.com

If the records below are not available on the Tiger Brands website where a person may download the document, such person may request a copy by contacting the Deputy Information Officer: companysecretary@tigerbrands.com or via telephone on 011 840 4000.

If a copy is requested, payment of a fee as set out in paragraph 13.3.1 below is required:

Category of records	Types of the Record	Available on Website	Available upon request
Annual Reports	<ul style="list-style-type: none"> Annual Integrated Report Annual Financial Statements Sustainability Report 	X	X
Black Economic Empowerment	<ul style="list-style-type: none"> BBB-EE Compliance Certificate BBB-EE Compliance Report 	X	X
Business Segments	<ul style="list-style-type: none"> Details of Tiger Brands Business Portfolios 	X	X
Careers	<ul style="list-style-type: none"> Bursaries Information Career Opportunities 	X	X
Code of Good Governance Practice	<ul style="list-style-type: none"> King IV Principles Register 	X	X



Governance Instruments	<ul style="list-style-type: none"> • Tiger Brands Memorandum of Incorporation • Board Charter • Committee Terms of Reference 	X	X
Leadership Details	<ul style="list-style-type: none"> • Profiles of Members of ExCo and Board 	X	X
PAIA Manual and Guide	<ul style="list-style-type: none"> • Tiger Brands PAIA Manual • Information Regulator PAIA Guide 	X	X
Policies (Corporate)	<ul style="list-style-type: none"> • Anti-bribery and Corruption Policy • Code of Conduct • Diversity and Employment Equity policy • Ethical Sourcing Policy • Gift, Hospitality and Entertainment Policy • Human Rights Policy • Stakeholder Relations Policy Statement • Socio-Economic Development (SED) policy 	X	X
Results Presentations	<ul style="list-style-type: none"> • Interim Financial Results 	X	X



	<ul style="list-style-type: none"> Annual Financial Results 		
Stock Exchange News	<ul style="list-style-type: none"> Published SENS Announcements 	X	X
Shareholder details	<ul style="list-style-type: none"> Investor Calendar/Events Schedule of Major Shareholders (Top 5) Share Price 	X	X
Strategic Documents	<ul style="list-style-type: none"> Tiger Brands Limited Corporate Strategy Values Winning Behaviours 	X	X
Suppliers	<ul style="list-style-type: none"> Purchase Order Standard Terms and Conditions 	X	X

7. DESCRIPTION OF THE RECORDS OF TIGER BRANDS LIMITED WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The following are the records which are created and available in accordance with corresponding applicable South African legislation:

Category of Records	Applicable Legislation
<ul style="list-style-type: none"> Employment Contracts Leave Records Medical Records 	Basic Conditions of Employment Act 75 of 1997



<ul style="list-style-type: none"> • Incorporation documents for legal entities • Share Registers • Share certificates • Annual Financial Statements • Notices of annual general meetings • Directors Conflict of Interests • Register of Company Secretary and Auditors • Record of Directors • Board Resolutions • Minutes of Meetings 	Companies Act 71 of 2008
<ul style="list-style-type: none"> • Compensation of Occupational Injuries and Disease Reports 	Compensation for Occupational Injuries and Diseases Act 130 of 1993
<ul style="list-style-type: none"> • Laboratory Analysis reports of sugar in sugar sweetened beverage products in relation to the Health Promotion Levy 	Customs and Excise Act 91 of 1964
<ul style="list-style-type: none"> • Learning and Development Reports 	Employment Equity Act 55 of 1998
<ul style="list-style-type: none"> • Registration documents including approved copies of label of agricultural remedies/pesticides • Registration certificates • Hazard classification information • As of August 2023, sales information of all registered pesticides 	Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act 36 of 1947



<ul style="list-style-type: none"> • As of August 2023, manufacturer details of all registered pesticides 	
<ul style="list-style-type: none"> • Dealing in Company Shares Policy 	Financial Markets Act 19 of 2012
<ul style="list-style-type: none"> • Product and Pack specifications • Raw material specifications • Artwork and marketing material • Laboratory analysis 	Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972 and Agricultural Product Standards Act 119 of 1990 for relevant products
<ul style="list-style-type: none"> • Disciplinary Records • Labour Policies • Labour Agreements 	Labour Relations Act 66 of 1995
<ul style="list-style-type: none"> • Registration documents including approved copies of label of medicinal products • Registration certificates • All other related information relevant to the registration, manufacture and distribution of medicinal products 	Medicines and Related Substances Act 101 of 1965
<ul style="list-style-type: none"> • Records related to waste generation and management • Environmental Governance Reports 	National Environmental Management: Waste Act 59 of 2008
<ul style="list-style-type: none"> • Registration documents including approved copies of label of disinfectants • Registration certificates • Laboratory analysis for example relating to efficacy of products 	National Regulator for Compulsory Specifications Act 5 of 2008



<ul style="list-style-type: none"> • Water Use Licences • Audit Reports 	National Water Act, Act 36 of 1998
<ul style="list-style-type: none"> • Legal Appointments • Safety Incident Register/Reports • Medical Records • Safety Data Sheets for all Homecare products • Hazard classification information 	Occupational Health and Safety Act 85 of 1993
<ul style="list-style-type: none"> • PAIA Manual 	Promotion of Access to Information Act 2 of 2000
<ul style="list-style-type: none"> • Tiger Brands Functional Personal Information Inventories 	Protection of Personal Information Act 4 of 2013
<ul style="list-style-type: none"> • Learning and Development 	Skills Development Act 97 of 1998
<ul style="list-style-type: none"> • Trade marks and Design Rights Registration Records • Software licences 	Trade Marks Act 194 of 1993 Copyright Act 61 of 1978 Designs Act 195 of 1993

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY TIGER BRANDS

8.1 Description of the subjects on which the body hold records and the categories of records relating thereto

Subjects on which Tiger Brands holds records	Categories of records held on each subject
Company Secretariat	<ul style="list-style-type: none"> - Registration documentation of legal entities - Director and Trustee registration records



	<ul style="list-style-type: none"> - Minutes of meetings of the Executive Committee, Board and Sub-committees - External service provider records - Board Resolutions - Annual reports and notices of shareholder meetings - SENS Announcements - Dividend declarations - Non-executive directors fees - Shareholders Register
Corporate Affairs	<ul style="list-style-type: none"> - Company media and press releases - Feeding scheme beneficiary documents - Enterprise development beneficiary entities - BBB-EE verifications
Customer	<ul style="list-style-type: none"> - Retail store details - Spaza shop details - Trading Terms and Conditions
Finance (Shared Services)	<ul style="list-style-type: none"> - Suppliers Records - Vendor invoices - Remittance advices
Finance (Group)	<ul style="list-style-type: none"> - Annual Financial Statements - Interim Financial Statements - Periodic reports to governance structures
Human Resources (HR)	<ul style="list-style-type: none"> - Employees records relating to: <ul style="list-style-type: none"> - Employment contracts - Remuneration and Incentives - Performance Management - Learning and Development



	<ul style="list-style-type: none"> - Health and Wellness - Disciplinary Hearings - Employment equity plan and statistics - Tax submissions with SARS - HR Policies and Procedures - Training and Development Material - Employment Equity plans and statistical information
Information Technology	<ul style="list-style-type: none"> - Computer software - Hardware records
Legal	<ul style="list-style-type: none"> - Litigation - General legal correspondences - Supplier and Client Contracts and memoranda of understanding - Non-disclosure agreements - Regulatory permissions, licenses, and/or exemptions - Group Policies and Procedures
Procurement/Supply Chain	<ul style="list-style-type: none"> - Vendor lists - Capital projects - Standard Operating Procedures
Tax	<ul style="list-style-type: none"> - Tax returns for legal entities

8.2 The recipients or categories of recipients to whom the personal information may be supplied

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



Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Directors related information	<ul style="list-style-type: none"> • Banks • Suppliers/Service Providers • Customers
Employees related information	<ul style="list-style-type: none"> • Any court, administrative or judicial forum, arbitration, statutory commission, regulatory authority, or ombudsman making a request for personal information or discovery in terms of the applicable rules • Medical Schemes • Pension/Provident Funds • Credit Bureau/Credit Providers • South African Police Services • South African Qualifications Authority
Legal entity related information	<ul style="list-style-type: none"> • Relevant statutory Bodies

9. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

Tiger Brands may be required to transfer personal information to another of the Tiger Brands entities, an agent, sub-contractor or third party who carries on business in other countries, including one which may not have data privacy laws similar to those of South Africa. If this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.

10. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY, AND AVAILABILITY OF THE INFORMATION

Tiger Brands continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that personal data under its care remains confidential and secure to prevent loss, damage,



unauthorised destruction, misuse, unlawful access, disclosure, or processing of personal information. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

11. PROCESSING OF PERSONAL INFORMATION

11.1 Tiger Brands collects information from its business or its website or through marketing campaigns, etc. which information may be of a personal information and which information is protected under POPI Act.

11.2 Tiger Brands collects personal information where it has obtained the consent of the person to whom the information belongs and where it:

11.2.1 has a legitimate requirement to use or process such information; or

11.2.2 meet its responsibilities to customers, employees and other natural or juristic persons.

11.3 Tiger Brands may disclose personal information lawfully to:

11.3.1 Any regulatory authority (i.e. the Financial Services Board) and the regulators they appoint for the various financial sectors;

11.3.2 Comply with any regulation passed under the relevant legislation, or any legal process;

11.3.3 Protect and defend Tiger Brands rights and property (including its intellectual property);

11.3.4 Protect public interest;

11.3.5 Legal advisors or similar service providers with the appropriate undertakings to protect the information;

11.3.6 Group companies and subsidiaries;



- 11.3.7 Any regulatory authority (i.e. the Financial Services Board) and the regulators they appoint for the various financial sectors;
- 11.3.8 Comply with any regulation passed under the relevant legislation, or any legal process;
- 11.3.9 Protect and defend Tiger Brands rights and property (including its intellectual property);
- 11.3.10 Protect public interest;
- 11.3.11 Legal advisors or similar service providers with the appropriate undertakings to protect the information; or
- 11.3.12 Group companies and subsidiaries.
- 11.4 Tiger Brands may supply employee personal information to:
 - 11.4.1 Pension/provident fund and/or their trustees;
 - 11.4.2 Medical Aid Fund;
 - 11.4.3 Recruitment companies; or
 - 11.4.4 Credit Bureau
- 11.5 Where Tiger Brands uses the services of third parties to process personal information, Tiger Brands will ensure that the necessary contractual measures are in place to protect against loss or disclosure of such personal information.
- 11.6 The full Tiger Brands Privacy Statement/Notice is available on the website on (<http://www.tigerbrands.com>)



12. AVAILABILITY OF THE MANUAL

12.1 A copy of the Manual is available-

12.1.1 on (<http://www.tigerbrands.com>), if any;

12.1.2 head office of Tiger Brands Limited at **3010 Winnie Mandela Drive, Bryanston**, 2191, for public inspection during normal business hours;

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

12.1.4 to the Information Regulator upon request.

12.2 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 for R1.10 (One Rand Ten Cents) per A4 page.

13. REQUEST PROCEDURE

13.1 Completion of the prescribed form

13.1.1 Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of **Annexure A** to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to **Annexure B** ("Access Request Form");

13.1.2 POPIA provides that a data subject may, upon proof of identity, request Tiger Brands 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.

13.1.3 Any request for access to personal information under POPIA must be submitted in the form attached hereto as **Annexure G**.

13.1.4 POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Tiger Brands must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

13.1.5 A request for access to information that does not comply with the formalities as prescribed by PAIA/POPIA will be returned to you, but you can contact our Information Officer should you require assistance.

13.1.6 Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.



13.1.7 POPIA provides that a data subject may object, at any time, to the processing of personal information by Tiger Brands, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as **Annexure E** and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

13.1.8 A data subject may also request Tiger Brands 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 Tiger Brands is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

13.1.9 A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure F.

13.2 Proof of identity

13.2.1 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.

13.3 Payment of the prescribed fees

13.3.1 There are two categories of fees which are payable:

13.3.1.1 The request fee: R140.00

13.3.1.2 The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in **Annexure B**.

13.3.1 Section 54 of PAIA entitles Tiger Brands 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. Please refer to **Annexure B** and **Annexure D** below.

13.3.2 Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

13.4 Timelines for consideration of a request for access:



13.4.1 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.

13.4.2 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. Please refer to Annexure D.

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

13.5 Grounds for refusal of access and protection of information

13.5.1 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 Tiger Brands (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 Tiger Brands

13.5.2 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.



13.5.3 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.

14. REFUSAL OF ACCESS TO RECORDS

14.1 As a private body, Tiger Brands may refuse a request for information which:

14.1.1 if disclosed or provided, may amount to a contravention of any law, regulation or contractual obligation, including but not limited to the Protection of Personal Information Act, No 4 of 2013 ("POPI Act");

14.1.2 may amount to commercially sensitive information or trade secrets of Tiger Brands or other third parties;

14.1.3 is subject to or related to a current investigation (internal or external);

14.1.4 appears to be frivolous or vexatious in nature.

14.2 A decision by the Information Officer is deemed to be final and no further correspondence will be entered into in this regard. Any person who is dissatisfied with the Information Officer's decision to refuse access to any information may follow any of the procedures set out under paragraph 15.2 below for relief.



15. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

- 15.1 If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 15.2 There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request:
- 15.2.1 you may log a complaint with the Information Regulator: Email address: enquiries@infoeregulator.org.za; or
- 15.2.2 you are entitled to apply to a court of competent jurisdiction to take the matter further.
- 15.3 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

16. UPDATING OF THE MANUAL

The Information Officer of Tiger Brands Limited will on a regular basis update this manual.

Issued by:

DocuSigned by:
Joe Ralebepa
419E2E3E33D34E5

Joe Ralebepa – Information Officer
(Chief Legal Officer)

27 June 2024



Annexure A FORM 2: REQUEST FOR ACCESS TO RECORD

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

Note:

- 1. Proof of identity must be attached by the requester.
- 2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The information officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION

Full names:	
Identity number:	
Capacity in which request is made (when made on behalf of another person):	



Postal Address:	
Street Address:	
E-mail Address	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
Full names of person on whose behalf request is made (if applicable):	
Identity number:	
Postal Address:	
Street Address:	



E-mail Address:	
Contact numbers: Tel. (B): Cellular: Facsimile	
<p>PARTICULARS OF RECORD REQUESTED</p> <p>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</p>	
Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	



TYPE OF RECORD (Mark the applicable box with an "X")	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription or virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	



Postal services to street address		
Courier service to street address		
Facsimile of information in written or printed format (including transcriptions)		
E-mail of information (including soundtracks if possible)		
Cloud share/file transfer		
Preferred language: (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)		
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.		
Indicate which right is to be exercised or protected:		
Explain why the record requested is required for the exercise or protection of the aforementioned right:		

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.



c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption.
Reason:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ on this _____ day of _____ 20_____

Signature of requester / person on whose behalf request is made



FOR OFFICIAL USE

Reference number:	
Request received by: (state rank, name and surname of information officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer



Annexure B – FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc If • provided by • requester If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00



8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc If <ul style="list-style-type: none"> • provided by • requestor If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.



Annexure C – Form 1 REQUEST FOR A COPY OF THE GUIDE

[Regulations 2 and 3]

TO: The Information Regulator

P.O. Box 31533

Braamfontein

2017

Email address: enquiries@info regulator.org.za

Telephone number: +27 (0) 10 023 5200

OR

The Information Officer

Full names:				
In my capacity as (mark with "x")	Information Officer		Other	
Name of public/private body (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	



I, hereby request the following copy(ies) of the guide:

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of

_____ 20 _____

Signature of requester



Annexure D – FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

**If your request is granted the-
amount of the deposit, (if any), is payable before your request is processed;
and**

**requested record/portion of the record will only be released once proof of
full payment is received.**

Please use the reference number hereunder in all future correspondence.

Reference number:

TO: _____

Your request dated _____ , refers.

You requested:

<p>Personal inspection of information at the registered address of Tiger Brands (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) 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 are liable for the fess prescribed in Annexure B.</p>	
---	--

OR You requested:

<p>Printed copies of the information (including copies of a virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</p>	
<p>Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</p>	
<p>Transcription of soundtrack (written or printed document)</p>	



Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
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:



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			
<p>For a copy in a computer-readable form on:</p> <p>(iii) Flash drive (to be provided by requestor)</p> <p>(iv) Compact disc</p> <p style="padding-left: 40px;">If • • provided by requestor</p> <p style="padding-left: 40px;">If provided to the requestor</p>	<p style="text-align: center;">R40.00</p> <p style="text-align: center;">R40.00</p> <p style="text-align: center;">R60.00</p>		
For a transcription of visual images per A4-size page	Service to outsourced. Will depend on quotation		



	Service provider. be from		
Copy of visual images			
Transcription of an audio record, per A4size page	R24.00		
Copy of an audio record on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc • If provided by requestor • If provided to the requestor	R40.00		
	R40.00		
	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL			

Deposit payable (if search exceeds six hours):

Yes

No



Hours of search		Amount of deposit (calculated on one third of total amount per request)	
------------------------	--	--	--

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 number: _____

Submit proof of payment to: _____

Signed at _____ on this _____ day of

20 _____

Signature of Information Officer



Annexure E – OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) 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/ email address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)
	(Please provide detailed reasons for the objection)



Signed at this day of20.....

.....

Signature of data subject/designated person



Annexure F – 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:

1. **Affidavits or other documentary evidence as applicable in support of the request may be attached.**
2. **If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.**
3. **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
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	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)</p> <p>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)</p> <p>WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p>(Please provide detailed reasons for the request)</p>



Signed at this day of20.....

.....

Signature of data subject/ designated person



Annexure G

If request is for access to your own personal information records:

Last name appearing on records: same as below, or:

Mr. Mrs. Ms. Miss Last Name:

First Name: Middle Name:

Telephone Number () _____

Unique identifier (if applicable)_____

Request Form

Under section 23 of the Protection of Personal Information Act, 2013

Name of Responsible Party request is made to:	:
--	----------

Detailed description of requested records and/or personal information. (If you are requesting access to your personal information, please identify the personal information record containing the person information, if known.)

Preferred method of access to	<input type="checkbox"/> Examine Original <input type="checkbox"/> Receive Copy	Signature:	Date :
--------------------------------------	--	-------------------	------------------



**Responsible
Party Use**

Date Received: Request Number: Comments

Personal Information contained on this form is collected pursuant to the Protection of Personal Information

Act, 2013 and will be used for the purpose of responding to your request. Questions about this collection

should be directed to the Information Officer of the Responsible Party at Tiger Brands