



**CHICKENLAND (PTY) LTD**

**PROMOTION OF ACCESS TO INFORMATION  
ACT MANUAL**

A copy of the manual will be available for inspection at Nando's Central Kitchen Offices and is available on the company website at [www.nandos.co.za](http://www.nandos.co.za)

## INTRODUCTION

On 9 March 2001, new legislation was enacted called the Promotion of Access to Information Act of 2000 (herein after referred to as "PAIA"). The purpose of this legislation is to address Section 32 of the Constitution, which provides that any person has a right to gain access to any information held by a public or private body. If the record is requested from a private body the requester needs to prove that the record is required for the exercise or protection of a right.

One of the main requirements specified in the PAIA is the compilation of a manual by 32 August 2003 that provides information on both the types and categories of records held by the public or private body. In terms of the PAIA, a private body includes any former or existing juristic person. Therefore, Chickenland (Pty) Ltd is regarded as a "private body" and both the manual and the requirements regarding access must be in compliance with the provisions of PAIA relevant to private bodies.

In addition, the Protection of Personal Information Act of 2013 ("POPIA") amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith. 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.

This document serves as the Chickenland (Pty) Ltd manual in terms of PAIA and POPIA, to provide a reference as to the records held and the process that needs to be followed to request access to such records. 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.

## COMPANY OVERVIEW

Chickenland (Pty) Ltd (hereinafter referred to as "Nando's" or "the Group") was incorporated in South Africa in 1987.

Nando's and its affiliated companies in the Nando's group are engaged in the business of operating and licensing others to operate a chain of flame-grilled peri-peri chicken outlets operating under the name "Nando's", as well as manufacturing and selling a proprietary range of Nando's branded products including sauces, salad dressings, marinades, perinaise, snack foods, confectionary and related products all of which are manufactured and/or prepared using various manufacturing procedures, recipes, formulations, Nando's pre-mixes, bases and related items and equipment proprietary to Nando's.

## SCOPE OF THE MANUAL

The scope of this manual will exclude Nando's operations outside South Africa and will serve to provide a reference regarding the records held by Nando's at its Central Kitchen office and various divisions.

Section  
51(1)(a)

#### ADMINISTRATION OF THE ACT

The Chief Executive Officer (CEO) of Nando's has duly authorised the contact person below to ensure that the requirements of PAIA and POPIA are administered in a fair, objective and unbiased manner:

Contact person: Mr Mike Cathie (Information Officer)  
Postal address: P.O. Box 53618, Troyeville, 2139  
Physical address: 10A Victoria Road, Lorentzville, Johannesburg, 2001  
Phone number: +27 (11) 216 3300  
Fax number: +27 (11) 216 3302  
Email: [privacy@nandos.com](mailto:privacy@nandos.com)

Contact person: Mr Daniel Harmse (Deputy Information Officer)  
Postal address: P.O. Box 53618, Troyeville, 2139  
Physical address: 10A Victoria Road, Lorentzville, Johannesburg, 2001  
Phone number: +27 (11) 216 3300  
Fax number: +27 (11) 216 3302  
Email: [privacy@nandos.com](mailto:privacy@nandos.com)

Section  
51(1)(b)

#### GUIDE FOR REQUESTS ON HOW TO USE THE ACT

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator and the Information Officer free of charge. Any request for public inspection of the Guide at the office of the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to the Request for a Copy of the Guide Form on page 18.

Section  
51(1)(c)

#### AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

The following categories of records are automatically available for inspection, purchase or photocopying:

- brochures
- press releases
- publication; and
- various other marketing and promotional material.

Records are available in accordance with the following legislation:

- Basic Conditions of Employment Act No. 75 of 1997;
- Companies Act No. 71 of 2008;
- Competition Act No. 89 of 1998;
- Customs and Excise Act No. 91 of 1964;
- Electronic Communications and Transactions Act No. 2 of 2000
- Employment Equity Act No. 55 of 1998;
- Fertilizers, Farm Feeds, Agricultural Remedies and Stock Act No. 36 of 1947;
- Financial Markets Control Act No. 19 of 2012;
- Income Tax Act No. 95 of 1967;
- Labour Relations Act No. 66 of 1995;
- Meat Safety Act No 40. of 2000;
- National Environmental Management Act No. 107 of 1998;
- National Environmental Management: Air Quality Act No. 39 of 2004;
- National Environmental Management: Waste Act No. 36 of 1947;
- National Payment Systems Act No. 78 of 1998;
- Protection of Personal Information Act No. 4 of 2013;
- The Compensation for Occupational Injuries and Diseases Act No. 130 of 1993;
- The Hazardous Substances Act No. 15 of 1973;
- The Insolvency Act No. 24 of 1936;
- The Medical Schemes Act No. 131 of 1998;
- The Mutual Banks Act No. 124 of 1993;
- The National Health Act No. 61 of 2003;
- The Occupational Health and Safety Act No. 85 of 1993;
- The Prescription Act No. 68 of 1969;
- The Professional Engineers Act No. 81 of 1968;
- The Road Transportation Act No. 74 of 1977;
- The Second-Hand Goods Act No. 6 of 2009;
- The Value-Added Tax Act No. 89 of 1991;
- Unemployment Insurance Act No. 63 of 2001;
- Animal Diseases Act No.35 of 1983;
- Animal Protection Act No. 71 of 1962;
- Agricultural Products Standards Act No. 119 of 1990;
- Foodstuffs, Cosmetics and Disinfectant Act No. 54 of 1972;
- Waste Act No. 59 of 2008;

- Regulations Regarding Control Over the Sale of Poultry Meat (R946 and R988)
- Regulations Governing the Maximum Limits for Veterinary Medicine and Stock Remedy Residues that may be Present in Foodstuffs (R1809)
- Regulations Governing General Hygiene Requirements for Food Premises and Transport of Food (R962)
- Codex Alimentarius General Principles of Food Hygiene (CAC/RCP 1-1969)
- National Standard for Drinking Water (SANS 241-1 and SANS 241-2)
- Liquor Act No.59 of 2003

Section  
51(1)(e)

**RECORD SUBJECTS AND CATEGORIES – NANDO'S CENTRAL KITCHEN  
OFFICE**

**General**

- General Correspondence
- Statutory Records
- Administration Records
- Technical Records
- Technical Publications
- Contracts and Agreements
- Insurance Records
- SHE (Safety, Health and Environment) Records
- Capital Expenditure Records
- Operational licences, permits, authorisations or certificates

**Finance**

- Accounting Records
- Investment Records
- Management Reports
- Transactional Records
- VAT Records
- PAYE Records
- Tax Records
- Consolidation Records

**Audit**

- Risk Management Records
- Audit Practice Records
- Audit Reports and Supporting Working Papers

## Company Secretary

- Share Registration Records
- Statutory Records

## Corporate Communications

- News Releases/Statements
- Media Cuttings
- Brochures

## Human Resource (HR)

- Employee Records
- HR Policies and Procedures
- External Training Records
- Employee Benefit Records
- Labour Relations Records
- Statutory Records
- Employment Equity Records
- Employment Contracts

## Legal

- General Legal Correspondence
- Patent Records
- Property Records
- Trademarks
- Litigation and Dispute Records

## Information Technology (IT)

- IT Contracts and Agreements
- IT Operational Records
- Asset Records
- Policy Records

Section  
51(1)(e)

## RECORD SUBJECTS AND CATEGORIES – NANDO'S

### Areas

Area Records are kept at the Nando's Central Kitchen Office:

- Contracts and Agreements

*End of Document*

- General Correspondence
- Insurance Records
- Statutory Records
- Area Accounting Records
- Divisional Tax Records
- Capital Expenditure Records
- Purchasing Records
- Sale Records
- Supply Records
- General Transport and Vehicle Records
- Employee Records
- Employment Contracts
- Internal Training Records
- Labour Relations Records
- Property Records
- Maps
- Technical Records
- Drawing and Design Records

Section  
51(1)(e)

## ACCESS REQUEST PROCEDURE

The purpose of this section is to provide requestors with sufficient guidelines and procedures to facilitate a request for access to a record held by the Nando's Group.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of PAIA. In addition, the successful completion and submission of an access request form does not automatically allow the requestor access to the requested record, especially if records cannot be found, or any other permissible grounds for refusal as provided for in PAIA.

**Note:**

If it is reasonably suspected that the requestor has obtained access to Nando's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requestor.

### Completion of Access Request Form

In order for Nando's to respond to requests in a timely manner, the Access Request Form on page 11 should be completed, taking due cognisance of the following *Instructions on Completion of Forms*:

- The Access Request Form on page 11.
- Type or print in BLOCK LETTERS an answer to every question.
- The requester should provide sufficient detail on the request form so that the record can be identified, indicate the form of access required, identify the right that they are seeking

to exercise or protect and an explanation as to why the requested record is required for the exercise or protection of that right.

- If the request is made on behalf of a person, the requester must submit proof of capacity or identity in which the requester is making the request to the satisfaction of the contact person indicated in section 51(1)(a).
- 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” in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional page.
- When the use of an additional page is required, precede each answer thereon with the title applicable to that question.

### Submission of Access Request Form

The completed Access Request Form set out on page 11 must be submitted either via conventional mail, e-mail or fax and must be addressed to the contact person as indicated in Section 51(1)(a).

An initial, **non-refundable R140.00 request fee** is payable on submission of a request and before processing of such request. This fee is **not applicable** to Personal Requestors, referring to any person seeking access to records that contain their personal information.

### Payment of Fees

Payment details can be obtained from the contact person as indicated in Section 51(1)(a) and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied.

*Note:*

If the request for access is successful an **access fee** will be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out on page 17. The access fee must be paid prior to access being given to the requested record,

### Notification

Requests will be evaluated and the requestor notified within 30 days of receipt of the completed Access Request Form. Notifications may include:

#### Notification of Extension Period (if required)

The requestors may be notified whether an extension period is required for the processing of their requests including:

- The required extension period, which will not exceed an additional 30 day period;
- Adequate reasons for the extension as permitted by PAIA; and
- Notice that the requestor may lodge an application with a court against the extension and the procedure, including the period, for lodging the application.



### Payment of Deposit (if applicable)

The requestor may be notified whether a deposit is required. A deposit will be required depending on certain factors such as the volume and/or format of the information requested and the time required for search and preparation of the record(s). The notice will state:

- The amount of the deposit payable (if applicable); and
- That the requestor may lodge an application with a court against the payment of the deposit and the procedure, including the period, for lodging the application.

Please note:

In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

### Decision on Request

If no extension period or deposit is required the requestors will be notified, within 30 days, of the decision on their requests.

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 the Outcome of Request and of Fees Payable Form on page 20.

If the request for access to a record is **successful**, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record (if any);
- An indication of the form in which the access will be granted;
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

If the request for access to a record is **not successful** the requester will be notified of the following:

- Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal below); and
- That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

### Third Party Information

If access is requested to a record that contains information about a third party, Nando's is obliged to attempt to contact this third party to inform them of the request. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied.

In the event of the third party furnishing reasons for the support or denial of access, our designated contact person will consider these reasons in determining whether access should be granted, or not.

## Grounds for Refusal

Nando's may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which Nando's may refuse access include:

- Protecting personal information that Nando's holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
- Protecting commercial information that Nando's holds about a third party or Nando's (for example trade secrets: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organisation or the third party);
- If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- If disclosure of the record would endanger the life or physical safety of an individual;
- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- If disclosure of the record would prejudice or impair the protection of the safety of the public;
- The record is privileged from production in legal proceedings, unless the legal privilege has been waived;
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of Nando's;
- Disclosure of the record would put Nando's at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and
- The record contains information about research being carried out or about to be carried out on behalf of a third party or Nando's.

## Records that cannot be found or do not exist

If Nando's has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

Access Request Form

Page 1 of 5	FOR OFFICE USE ONLY	Reference number:
		Received by:

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))  
[Regulation 7]

**1 PARTICULARS OF BODY**

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

**Chickenland (Pty) Ltd**

**Contact person:** Daniel Harmse  
**Postal address:** P.O. Box 53618, Troyeville, 2139  
**Physical address:** 10A Victoria Road, Lorentzville, Johannesburg, 2001  
**Phone number:** +27 (11) 216 3300  
**Fax number:** +27 (11) 216 3302  
**Email:** privacy@nandos.com

**2a PARTICULARS OF REQUESTOR (If Natural Person)**

- (a) *Particulars of the person who requests access to the record must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

**Full names and surname:** \_\_\_\_\_

**Identity number:**

**Capacity in which request is made (when made on behalf of another person):** \_\_\_\_\_

**Postal address:** \_\_\_\_\_

\_\_\_\_\_

**Postal code:** \_\_\_\_\_

**Street address:** \_\_\_\_\_

\_\_\_\_\_

**Postal code:** F \_\_\_\_\_



Postal  
address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postal code: \_\_\_\_\_

Phone ( )  
number: \_\_\_\_\_

Fax ( )  
number: \_\_\_\_\_

### 3 PARTICULARS OF RECORD

- (a) Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be located.
- (b) 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.**

Description of record or relevant part of the  
record: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Reference number, if  
available: \_\_\_\_\_

Page 3 of 5

Any further particulars of  
record: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 4 FEES

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **non-refundable request fee of R140.00** has been paid.
- (b) 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 the record.
- (c) You will be notified of the amount required to be paid as the **access fee**.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: \_\_\_\_\_

**5 FORM OF ACCESS TO RECORD**

**Form in which record is required**

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 a 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 partly by the form in which 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:**

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images       Copy of the images\*       Transcription of the images\*

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

Listen to the soundtrack (audio cassette)       Transcription of soundtrack\* (written or printed Document)

Page 4 of 5

**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\* (flash drive or compact disc)

\*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

**Postage is payable.**

<b>Yes</b>	<b>No</b>
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**6 In the event of disability**

*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:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**7 PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the space provided is inadequate, please continue on a separate page and attach it to this form. **The requester must sign all additional pages.***

**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:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**8 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)*

**9** 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:

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

Postal address: \_\_\_\_\_

Facsimile: \_\_\_\_\_

Electronic communication (*Please specify*) \_\_\_\_\_

Page 5 of 5

**10**

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF REQUESTER/PERSON  
ON WHOSE BEHALF REQUEST IS MADE

**YOU MUST:**

1. Complete all necessary spaces.
2. Sign the access request form.
3. Sign additional pages completed.

**SEND WITH THIS APPLICATION:**

1. R 140.00 (if not personal requester) request fee.
2. Any additional pages completed.

**FOR OFFICIAL USE**

Reference number:

Request received by: (*state rank, name and surname of information officer*)

Date received:

Access fees:

Deposit (if any):



## Prescribed Fees

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))  
[Regulation 11 (3)]

### **1 PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)**

- |   |  |
|---|--|
| (a) For every photocopy of an A4-size page or part thereof  | R 2.00   |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in a electronic or machine-readable form  | R 2.00   |
| (c) For a copy in a computer-readable form on   |  |
| (i) flash drive (to be provided by requestor)   | R 40.00  |
| (ii) compact disc   | R 60.00  |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof   | Service to be outsourced. Will depend on quotation from Service provider |
| (ii) For a copy of visual images  |  |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof   | R 24.00  |
| (ii) For a copy of an audio record  | R 40.00  |
| (f) To search for and prepare the record for disclosure – R 145.00 for each hour or part thereof, excluding the first hour, 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)]

### **2 PLEASE NOTE THAT ALL PRICES FOR THE ITEMS LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)**

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) One third of the access fee is payable as a deposit by the requester.

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))  
[Regulation 11 (3)]

### **3 PLEASE NOTE THAT THE PRICE FOR THE ITEM LISTED BELOW IS INCLUSIVE OF VALUE-ADDED TAX (VAT)**

The actual postage fee is payable when a copy of a record must be posted to a requester.

**REQUEST FOR COPY OF THE GUIDE**

[Regulations 2 and 3]

**The Information Regulator**

**Postal address:** P.O. Box 31533, Braamfontein, 2017  
**Phone number:** +27 (11) 216 3302  
**Email:** infoREG@justice.gov.za

OR

**Nando's Services (Pty) Ltd**

**Contact person:** Daniel Harmse  
**Postal address:** P.O. Box 53618, Troyeville, 2139  
**Physical address:** 10A Victoria Road, Lorentzville, Johannesburg, 2001  
**Phone number:** +27 (11) 216 3300  
**Fax number:** +27 (11) 216 3302  
**Email:** privacy@nandos.com

I,

**Full names and surname:** \_\_\_\_\_

**In my capacity as**  
*(mark with "x")*

**Information Officer**

**Other**

**Name of public/private body (if applicable)**

**Postal address:**

**Postal code:**

**Street address:**

**Phone number** (    )

**Tel. (B):**

**Cellular:**

**Fax number:** (    )

**E-mail address:** \_\_\_\_\_

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")

Manner of collection ( <i>mark with "x"</i> )	
Postal address	
Facsimile	
Electronic communication ( <i>Please specify</i> )	

Signed \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 at \_\_\_\_\_

\_\_\_\_\_  
 SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

**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:

**You requested:**

Personal inspection of information at the registered address of Nando's (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.	
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OR

**You requested:**

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

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			
For a copy in a computer-readable form on:			

(i) Flash drive (to be provided by requestor)	R40.00		
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation		
Copy of visual images	from Service provider.		
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on:			
(i) Flash drive (to be provided by requestor)	R40.00		
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL</b>			

Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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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 number: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of Information Officer

The Minister of Justice has prescribed no additional information.

## **Protection of Personal Information**

### Purpose

In so far as POPIA is concerned, personal information is processed by Nando's for the following purposes:

- Human resource management (including recruitment and processing of staff benefits);
- Implementation of security policies (including biometric information for access control and CCTV cameras);
- Personal information from members of the public who subscribe to our website for purposes of receiving marketing information, partake in promotional competitions and surveys;
- Personal information obtained for purposes of entering into agreements with Nando's, including procurement, design, lease, logistical and other agreements, and Nando's ensures that such personal information is only processed by authorised employees and processing is limited to the extent required by the terms of such an agreement;
- Processing of financial information for accounting and auditing purposes;
- Personal information received from customers, with consent, for marketing purposes (including digital marketing), customer care and customer feedback;

### Categories of data subjects

Nando's processes personal information from the following categories of data subjects –

- For example: Employees; Franchisees; Suppliers; Shareholders; Directors; Third party vendors; Sponsors; Customers; Website users; and Competition and promotion entrants

### Categories of information

Nando's processes the following categories of information -

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic origin, age, physical or mental health, well-being, disability, religion;
- information relating to the education or the medical, financial, criminal or employment history of a person;
- identifying numbers, e-mail address, physical address, telephone number, location information, online identifiers;
- the biometric information of the person;
- the personal opinions, views or preferences of a person;
- private and confidential correspondence;
- the views or opinions of another individual about a person; and
- name of a person.



### Recipients of personal information

Depending on the nature of the Personal Information, Nando's may supply information or records to the following categories of recipients:

- Suppliers or service providers of Nando's;
- Employees or contractors of Nando's;
- statutory oversight bodies or regulators making a request for data; and
- any court, administrative or judicial forum making a request for data or discovery in terms of the applicable rules (i.e. South African Revenue Services, or another similar authority and anyone making a successful application for access in terms of PAIA.

### Transborder flow

Nando's 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. To the extent that such transborder flow of information is required to achieve the purpose of processing, Nando's will fully comply with applicable data privacy and protection legislation.

### Information security

Nando's takes appropriate technical and organisational measures designed to ensure that personal information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

### Objection to the Processing of Personal Information by a Data Subject

Section 11(3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to hereto subject to exceptions contained in POPIA.

### Request for correction or deletion of Personal Information

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached hereto.

**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:*

1. *Affidavits or other documentary evidence as applicable in support of the objection 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.*

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>

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

Signed at ..... this ..... day of .....20.....

.....

*Signature of data subject/designated person*

**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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>

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

Signed at ..... this ..... day of .....20.....

.....

*Signature of data subject/ designated person*