

SECTION 51 MANUAL

IN TERMS OF

THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)

Incorporating additional requirements of protection of personal information in terms of

- THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2014
- PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

FOR

TRADING STREAM 16 CCT/A

DC JEWELLERS

Date of compilation: June 2021

DC Jewellers

TRADING STREAM 16CC

BayView Centre, Louis Fourie Rd, Mossel Bay

dewaal@dcjewellers.co.za

INFORMATION REQUIRED UNDER SECTION 51(1)(a) OF THE ACT

Head of business: DeWaal Caliz

Physical address: Bayview Centre, Louis Fourie Rd, Bay View, Mossel Bay

Postal Address: As above

Contact number: 083 583 0364 | 044 691 3692

E-mail address: dewaal@dcjewellers.co.za

Website: www.dcjewellers.co.za

This guide has been compiled in terms of Section 10 of PAIA by DC Jewellers.

It contains information required by a person wishing to exercise any right, contemplated by PAIA.

This Guide is available for inspection, inter alia, at the office of DC Jewellers at the physical address above and at the SAHRC.

The Guide will be available from the South African Human Rights Commission by not later than 1 July 2021.

Please direct any queries 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 11 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

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1. INTRODUCTION TO DC JEWELLERS

Over time DC Jewellers has established itself firmly as a personal family jeweller, goldsmith, and metal refining specialist.

2. INTRODUCTION TO POPI

POPI requires the company to inform their clients as to the way their personal information is used, disclosed, and destroyed.

The company guarantees its commitment to protecting its client's privacy and ensuring that their personal information is used appropriately, transparently, securely and in accordance with applicable laws.

The Policy sets out the way the company deals with their client's personal information as well as and stipulates the purpose for which said information is used.

2.1 PERSONAL INFORMATION COLLECTED

Section 9 of POPI states that "Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant, and not excessive."

The company collects and processes client's personal information pertaining to the client's needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only.

Whenever possible, the company will inform the client as to the information required and the information deemed optional. Examples of personal information we collect include, but is not limited to:

CATEGORIES OF PERSONAL INFORMATION PROCESSED

NATURAL PERSONS

- Names
- Physical and postal addresses
- Date of birth
- ID number
- Tax related information
- Nationality
- Gender
- Email address
- Telephone number

JURISTIC PERSONS

- Names of contact persons
- Name of Legal Entity
- Registration Number
- Physical and Postal address and contact details

The company also collects and processes the client's personal information for marketing purposes to ensure that our products and services remain relevant to our clients and potential clients.

The company aims to have agreements in place with all product suppliers, insurers, and third-party service providers to ensure a mutual understanding about the protection of the client's personal information.

The company's suppliers will be subject to the same regulations as applicable to the company. With the client's consent, the company may also supplement the information provided with information the company receives from other providers to offer a more consistent and personalized experience in the client's interaction with the company.

For purposes of this Policy, clients include potential and existing clients.

2.2 THE USAGE OF PERSONAL INFORMATION

The Client's Personal Information will only be used for the purpose for which it was collected and as agreed.

According to section 10 of POPI, personal information may only be processed if certain conditions, listed below, are met along with supporting information for the companies processing of Personal Information:

- a) The client's consents to the processing: - consent is obtained from clients during the introductory appointment and needs analysis stage of the relationship.
- b) Processing complies with an obligation imposed by law on the company.

2.2.1 PURPOSE OF PROCESSING

- Fulfilling statutory obligations in terms of applicable legislation
- Historical record keeping, research and recording statistics necessary for fulfilling your business objectives.
- Keeping of accounts and records
- Marketing and advertising
- Monitoring, maintaining, and managing our contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties.
- Obtaining information necessary to provide contractually agreed services to a customer and clients.
- Resolving and tracking complaints
- Staff administration
- Verifying information provided to us.

2.3 DISCLOSURE OF PERSONAL INFORMATION

The company may disclose a client's personal information to any of the subsidiaries, joint venture companies and or approved product- or third-party service providers whose services or products clients elect to use. The company has agreements in place to ensure that compliance with confidentiality and privacy conditions.

The company may also disclose a client's information where it has a duty or a right to disclose in terms of applicable legislation, the law, or where it may be deemed necessary to protect the company's rights.

POSSIBLE RECIPIENTS OF PERSONAL INFORMATION

- Auditors
- Banks and other financial institutions.
- Claims investigators.
- Employees of the organization
- Police / courts where necessary

2.4 SAFEGUARDING CLIENT INFORMATION

It is a requirement of POPI to adequately protect personal information. They will continuously review its security controls and processes to ensure that personal information is secure.

The following procedures are in place to protect personal information:

2.4.1 THE COMPANY'S INFORMATION OFFICER is Santie Barnard, whose details are available below and who is responsible for the compliance with the conditions of the lawful processing of personal information and other provisions of POPI. She is assisted by Tanya Ludick who will function as the Group's Deputy Information Officer.

2.4.2 THIS POLICY has been put in place and training on this policy and the POPI Act has already taken place.

2.4.3 Each new employee will be required to sign an EMPLOYMENT CONTRACT containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI.

2.4.4 Every employee currently employed within the company will be required to sign an addendum to their EMPLOYMENT CONTRACTS containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI.

2.4.5 The company's archived client information is stored on site, which is also governed by POPI, access is limited to these areas to authorized personal.

CONSENT to process client information is obtained from clients (or a person who has been given authorisation from the client to provide the client's personal information) during the introductory stage of the relationship.

2.5 ACCESS AND CORRECTION OF PERSONAL INFORMATION

Clients have the right to access the personal information the company holds about them.

Clients also have the right to ask the company to update, correct or delete their personal information on reasonable grounds. Once a client objects to the processing of their personal information, the company may no longer process said personal information.

The company will take all reasonable steps to confirm its clients' identity before providing details of their personal information or making changes to their personal information.

2.5.1 INFORMATION OFFICER DETAILS:

NAME: Santie Barnard

TELEPHONE NUMBER: 044 691 3692

FAX NUMBER: n/a

E-MAIL ADDRESS: santie@dcjewellers.co.za

DEPUTY INFORMATION OFFICER DETAILS

NAME: Tanya Ludick

TELEPHONE NUMBER: 044 873 0298

FAX NUMBER: n/a

E-MAIL ADDRESS: tanya@goldtrader.co.za

HEAD OFFICE DETAILS

TELEPHONE NUMBER: 044 691 3692

FAX NUMBER: n/a

PHYSICAL ADDRESS: Bayview Centre, Louis Fourie Rd, Bay View, Mossel Bay

POSTAL ADDRESS: As above

E-MAIL ADDRESS: info@dcjewellers.co.za

WEBSITE: www.dcjewellers.co.za

2.5.2 SUBSIDIARIES

- APEX DIAMONDS

- GOLDTRADER (GEORGE)
7B Prince Vincent Square, Cnr York & CJ Langenhoven Street
0448730298

- GOLDTRADER (MOSSEL BAY)
Prince Vincent Building, Cnr Church & Marsh Street
0446903062

- GOLDTRADER (OUDTSHOORN)
1 Irene Mary Building, 9 Baron van Rheeede Street
0442791211

- DC GOLD (WORCESTER)
6 Q Square, 72 High Street
0233420563

3. THE ACT (Section 51(1) (b))

- 3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27-11-877 3600

Fax Number: +27-11-403 0625

Website: www.sahrc.org.za

4. AMENDMENTS TO THIS POLICY

Amendments to, or a review of this Policy, will take place on an ad hoc basis or at least once a year.

5. AVAILABILITY OF THE MANUAL

This manual is made available in terms of Regulation Number R. 187 of 15 February 2002.

6. INFORMATION AS MAY BE PRESCRIBED UNDER SECTION 51(1)(F)

The Minister of Justice and Constitutional Development of the Republic of South Africa has not made any regulations in this regard.

7. INFORMATION REQUIRED IN TERMS OF SECTION 52 (2)

The Minister of Justice and Constitutional Development of the Republic of South Africa has not made any regulations in this regard.

8. RECORDS THAT CANNOT BE FOUND

If the company searches 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 the attempt to locate the record.

9. THE PRESCRIBED FORMS AND FEES

The prescribed forms and fees are available on the website of the Department of Justice and Constitutional Development at www.doj.gov.za under the regulations section.

9.1. FORM OF REQUEST (Section 51 (1) (e))

To facilitate the processing of your request, kindly:

- 9.1.1 Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.
- 9.1.2 Address your request to the Head of the Company (CEO).
- 9.1.3 Provide sufficient details to enable the COMPANY to identify:
 - (a) The record(s) requested.
 - (b) The requester (and if an agent is lodging the request, proof of capacity).
 - (c) The form of access required.
 - (d)
 - (i) The postal address or fax number of the requester in the Republic.
 - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10. PRESCRIBED FEES (Section 51 (1))

The following applies to requests (other than personal requests):

- 10.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 10.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted)
- 10.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- 10.4 Records may be withheld until the fees have been paid.
- 10.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

11. APPLICABLE LEGISLATION

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act

12. ACTS AND OTHER LEGISLATION HELD AT PHYSICAL ADDRESS

- Basic Conditions of Employment of 1997
- Close Corporations Act 69 of 1984
- Financial Intelligence Centre Act 38 of 2001
- Second-Hand Goods Act 6 of 2009
- Value Added Tax Act 89 of 1991

13. SUBJECTS AND CATEGORIES OF RECORDS HELD AT PHYSICAL ADDRESS

CATEGORIES OF DATA SUBJECTS

- Clients and client's employees, representatives, agents, contractors, and serviceproviders
- Existing and former employees (including contractors, agents, temporary and casual employees)
- Suppliers and service providers and their respective authorized employees, representatives, agents, contractors and service providers of such suppliers and serviceproviders

13.1 CATEGORIES OF PERSONAL INFORMATION PROCESSED

NATURAL PERSONS

- Names
- Physical and postal addresses
- Date of birth
- ID number
- Tax related information
- Nationality
- Gender
- Email address
- Telephone number

JURISTIC PERSONS

- Names of contact persons
- Name of Legal Entity
- Registration Number
- Physical and Postal address and contact details

13.2 POSSIBLE RECIPIENTS OF PERSONAL INFORMATION

- Auditors
- Banks and other financial institutions.
- Claims investigators.
- Employees of the organization
- Police / courts where necessary
- Private investigators

13.3 OTHER RECORDS THAT ARE HELD AT THE OFFICES OF THE BUSINESS

ADMINISTRATION

- Attendance registers
- Correspondence
- Licenses (categories)

HUMAN RESOURCES

- Employee Records
- Employment Contracts
- Pension and Provident Fund Records
- Performance Appraisals
- Personnel Guidelines, Policies and Procedures
- Remuneration Records and Policies
- Skills Requirements
- Training Records

OPERATIONS

- Client and Customer Registry
- General Correspondence
- Information relating to Work-In-Progress
- Marketing and Future Strategies
- Marketing Records
- Sales Records
- Suppliers' Registry

FINANCES

- Asset Register
- Banking Records
- Financial Transactions
- Purchase and Order Information
- Tax Records (company and employee)

INFORMATION TECHNOLOGY

- IT Policies and Procedures

14. EMPLOYEE INFORMATION RECEIVED BY COMPANY

- Identity numbers
- Dates of birth
- Telephone numbers
- Emails
- Addresses
- Banking details
- Bank Account numbers

15. IT PRACTISES BY COMPANY

- Password controls
- Virus & Malware protection
- Software updates
- Disaster recovery & back-up policy

16. COUNTRIES OF OPERATION

- South Africa

17. INFORMATION REQUEST PROCEDURE

- The requester must use the prescribed form to make the request for access to a record. The prescribed form is available from the Head of Business named in Section 2 above. The form is also available from the website of the Department of Justice and Constitutional Development at www.doj.gov.za
- The request must be made to the Head of Business named in Section 2 above. This request must be made to the address, fax number or electronic mail address of the business.
- The requester must provide sufficient detail on the request form to enable the Head of Business to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner should be used to inform the requester. If this is the case, please furnish the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and must provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of Head of Business aforesaid.
- The prescribed request fee must be attached.
- We will respond to your request within 30 days of receiving the request by indicating whether your request for access has been granted or denied.
- Please note that the successful completion and submission of a request for access form does not automatically allow the requestor access to the requested record.

Access will be granted to a record only if the following criteria are fulfilled:

- The record is required for the exercise or protection of any right; and
- The requestor complies with the procedural requirements set out in the Act relating to a request; and
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.

18. DENIAL OF ACCESS

Access to any record may be refused under certain limited circumstances. These include:

- The protection of personal information from unreasonable disclosure concerning any natural person.
- The protection of commercial information held concerning any third party (for example trade secrets).
- The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party.
- Disclosures that would result in a breach of a duty of confidence owed to a third party.
- Disclosures that would jeopardize the safety or life of an individual.
- Disclosures that would prejudice or impair the security of property or means of transport.
- Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme.
- Disclosures that would prejudice or impair the protection of the safety of the public.
- Disclosures that are privileged from production in legal proceedings unless the privilege has been waived.
- Disclosures of details of any computer programme.
- Disclosures that will put Trading Stream 16 CCT/A DC Jewellers at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of Trading Stream 16 CCT/A DC Jewellers
- Disclosures of any record containing information about research and development being carried out or about to be carried out by Trading Stream 16 CCT/A DC Jewellers

If access to a record or any other relevant information is denied, our response will include:

- Adequate reasons for the refusal; and
- Notice that you may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.



REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)) [Regulation 10]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given

Full names and surname:

.....

Identity number:

Grid for identity number

Postal address:

.....

Telephone number:

(.....)

Fax number:

(.....)

E-mail address:

.....

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

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

Full names and surname:

.....

Identity number:

Grid for identity number

D. Particulars of record

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....
.....
.....

2. Reference number, if available:

.....
.....
.....

3. Any further particulars of record:

.....
.....
.....

E. Fees

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

.....
.....
.....
.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if 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 record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy 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.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

.....

.....

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

.....

.....

.....

H. Notice of decision regarding request for access

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

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

.....
.....

Signed at this day..... ofyear
.....

.....
..... SIGNATURE OF
REQUESTER /
PERSON ON WHOSE BEHALF REQUEST
IS MADE