



## Eatfresh PAIA Manual

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### **Applicable to Eatfresh, its suppliers, directors, and employees**

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

### **1. List of Acronyms and Abbreviations**

PAIA - Promotion of Access to Information Act, 2 of 2000

POPIA - Protection of Personal Information Act, 4 of 2013

SAHRC - South African Human Rights Commission

### **2. Introduction**

This PAIA Manual has been prepared in accordance with the requirements of the Promotion of Access to Information Act (PAIA) and aligned with the Protection of Personal Information Act (POPIA). It enables individuals to understand how they can request access to records held by Eatfresh.

### **3. Purpose of the PAIA Manual**

This manual is intended to foster transparency and accountability by providing information on the structure, functions, and records held by Eatfresh. It sets out the procedures to be followed when requesting access to records.

### **4. Key Contact Details for Access to Information of Eatfresh**

Deputy Information Officer: Justine Densem

Physical Address: Tsebo Office Park, 85 Protea Road, Sandton

Tel: 011 4415300

Email: POPI@tsebo.com Website: [www.eatfresh.co.za](http://www.eatfresh.co.za)



## **5. Guide on How to Use PAIA and How to Obtain the Guide**

The South African Human Rights Commission (SAHRC) has compiled a guide on how to exercise your rights under PAIA. This guide is available from:

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

Tel: +27 (0)11 877 3600

Email: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

## **6. Records of Eatfresh**

Eatfresh holds records in the following categories:

- Human Resources (e.g., employment records, contracts)
- Financial (e.g., statements, audit reports)
- Operations (e.g., catering and food service records)
- Client and supplier contracts
- Regulatory and compliance documents
- Health and Safety records

## **7. Information Available in Terms of Other Legislation**

Eatfresh retains records in accordance with:

- Basic Conditions of Employment Act
- Companies Act
- Employment Equity Act
- Income Tax Act



- Labour Relations Act
- Occupational Health and Safety Act
- Protection of Personal Information Act (POPIA)

## **8. Processing of Personal Information**

Eatfresh processes personal information of employees, clients, suppliers, and service providers. This includes names, contact details, employment data, and payment details. The processing is done in line with the conditions for lawful processing under POPIA and supported by the Data Protection Policy.

## **9. Availability of the Manual**

This manual is available on the Eatfresh website ([www.eatfresh.co.za](http://www.eatfresh.co.za)) and at Eatfresh's head office reception. A hard copy may be requested via email to [POPI@tsebo.com](mailto:POPI@tsebo.com).

## **10. Timelines for Consideration of Your Request**

Requests will be acknowledged within 30 days. If more time is required, a written extension of not more than 30 days may be granted in terms of PAIA.

## **11. Decision Regarding Request and Records Not Found**

If the requested record cannot be found or does not exist, the Information Officer will inform the requester by affidavit or affirmation. If found later, the requester will be notified and granted access if permissible.

## **12. Remedies Available on Refusal of Access**

If your request is refused, you may lodge an internal appeal (if applicable) or approach a court for appropriate relief. You may also complain to the Information Regulator.

## **13. Updating of the Manual**

This manual will be reviewed annually or when there are material changes to Eatfresh's structure or processing activities.