69 3rd Avenue Bongolethu 6625 021 518 3102 0601963291
info@nyathelaagrifoods.co.za www.nyathelaagrifoods.co.za
Nyathela Agri Foods @nyathela_agrifoods @nyathelaagrifoods
Reg No: 2026/20024/07 Tax No: 9079909298

STATUTORY SECTION 51 PAIA MANUAL

FOR NYATHELA AGRI FOODS (PTY) LTD

Incorporating the Protection of Personal Information Act (POPIA)

1. Introduction

This Manual is compiled in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") and incorporates the requirements of the Protection of Personal Information Act, No. 4 of 2013 ("POPIA"). It applies to Nyathela Agri Foods (Pty) Ltd (Registration Number: 2026/200247/07), a private body operating within the Republic of South Africa.

PAIA grants natural and juristic persons the constitutional right of access to records held by private bodies, provided the record is required for the exercise or protection of any legal right. This manual enables the public to identify the categories of records we maintain, understand the exact compliance steps required to request access, and details our data-processing policies under POPIA.

2. Company & Contact Details

The head of the company is also its designated Information Officer under PAIA and POPIA.

- **Company Name:** Nyathela Agri Foods (Pty) Ltd
- **Registration Number:** 2026/200247/07
- **Income Tax Number:** 9079909298
- **Information Officer / Head of Body:** Moses Ge Mthethwa (Founder & Executive Director)
- **Physical Address:** 69 3rd Avenue, Bongolethu, Oudtshoorn, Western Cape, 6625
- **Telephone Number:** 060 196 3291 / 021 518 3102
- **Email Address:** info@nyathelaagrifoods.co.za
- **Official Website:** www.nyathelaagrifoods.co.za

3. Guide on How to Use PAIA

The South African Information Regulator has compiled an official, easily comprehensible Guide in all 11 official languages on how to exercise rights granted under PAIA. Requesters may view or download this Guide directly from the official Information Regulator Website (inforegulator.org.za) or request a copy from our Information Officer by completing the prescribed regulatory forms.

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4. Records Automatically Available Without a Request

The following categories of records are automatically available to the public without a formal PAIA request (though standard digital access or physical duplication fees may apply):

- Publicly accessible website copy, marketing brochures, and promotional profiles.
- The integrated value-chain model summary and business division service listings.
- Published consumer menus, eatery combo items, and institutional service guides.

5. Description of Records Held by the Company (Available on Request)

The following categories of records are generated and held by the company's five operational divisions and additional commercial support lines. Access to these records is not automatic and must be formally requested via the PAIA process:

- **Statutory & Corporate Governance:** CIPC incorporation forms, share registers, minutes of corporate meetings, internal policies, and compliance registrations.
- **Financial & Taxation Records:** Annual financial statements, tax assessment returns (SARS), VAT ledgers, banking transaction histories, asset registers, and audit profiles.
- **Human Resources:** Employment contracts, payroll data, training assessment tracking, health and safety logs, and internal code of conduct documents.
- **Nyathela Livestock:** Genetic breeding data, live animal trade receipts, herd veterinary health logs, Department of Agriculture animal identification mark registrations (Ref: W3/2K3), and livestock auction background records.
- **Nyathela Meats:** Sourcing documentation, compliant third-party abattoir certificates, food-safety audit records, cold-chain temperature verification sheets, and B2B bulk supply contracts.
- **Nyathela Eatery:** Food safety logs, hospitality health certificates, procurement invoices, and consumer transaction histories.
- **Nyathela Institute of Agriculture:** Student course applications, registration fields, exam marks, capacity-building registers, first aid training logs, and regulatory accreditation records.
- **Nyathela Agricultural Logistics:** Fleet sheets, dispatch logs, tracking history, proof of delivery notes (PODs), vehicle maintenance histories, and specialized cold-chain logs.
- **Additional Agricultural Services (Pest Control & Construction):** Chemical application logs, statutory certification records under Act 36 of 1947, building project plans, kraal and fencing structural designs, and commercial customer service agreements.

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6. Other Applicable Legislation

In terms of Section 51(1)(b)(iii) of PAIA, the company maintains records and ensures compliance in accordance with the following South African statutory legislation, among others:

- Companies Act, No. 71 of 2008
- Basic Conditions of Employment Act, No. 75 of 1997
- Labour Relations Act, No. 66 of 1995
- Employment Equity Act, No. 55 of 1998
- Occupational Health and Safety Act, No. 85 of 1993
- Income Tax Act, No. 58 of 1962
- Value Added Tax Act, No. 89 of 1991
- Protection of Personal Information Act, No. 4 of 2013
- Animal Identification Act, No. 6 of 2002
- Meat Safety Act, No. 40 of 2000
- Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, No. 36 of 1947

7. Grounds for Refusal of Access to Records

To protect legitimate interests, Nyathela Agri Foods (Pty) Ltd may refuse a request for information under PAIA on the following statutory grounds:

- Mandatory protection of the privacy of a third party who is a natural person, to prevent unreasonable disclosure of personal information.
- Mandatory protection of the commercial information of a third party (e.g., trade secrets, product formulations, or sensitive financial contracts).
- Mandatory protection of confidential information if the disclosure would breach an agreement of absolute confidentiality.
- Mandatory protection of the safety of individuals and the security of property (such as biological assets or commercial feedlots).
- Mandatory protection of records privileged from production in legal proceedings.
- The commercial activities of the company, which may include proprietary agricultural methodologies, software codes, trade secrets, or strategic financial forecasts.

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8. Processing of Personal Information (POPIA Disclosures)

In terms of Section 51(1)(c) of PAIA, read with POPIA, the Company processes personal data under strict safeguards:

- **Purpose of Processing:** Fulfilling customer orders, managing logistics dispatch, running commercial seedstock accounts, managing student enrolments, providing specialized agricultural services, and executing statutory tax reporting.
- **Categories of Data Subjects:** Employees, B2B wholesale partners, retail consumers, student applicants, training participants, and independent livestock suppliers.
- **Recipients of Personal Information:** SARS, state veterinary inspectors, accredited abattoirs, and financial credit providers (upon strict client authorization).
- **Cross-Border Data Flows:** The Company does not routinely transmit personal data out of South Africa; all digital data systems are hosted securely within the Republic.
- **Information Security Measures:** Grade-A secure storage vaults for physical files, system firewalls, multi-factor authentication, and encrypted web registration fields overseen by the corporate Information Officer.

9. PAIA Request Procedure (Step-by-Step)

The Company will not begin processing, searching for, or reviewing any records until all items below have been received and validated:

1. **Download the Form:** Download and complete the official **Form 2: Request for Access to Record** from the South African Information Regulator Portal (inforegulator.org.za).
2. **Identity Verification (Mandatory):** Attach a certified copy of the requester's South African Identity Document (or valid Passport) to prevent data breaches or fraudulent information requests. *Note: If requested on behalf of an entity or another individual, a certified ID copy of the authorized agent plus a signed Power of Attorney or corporate resolution must be provided.*
3. **Pay the Request Fee:** Upon receiving your request form, the Information Officer will issue a unique Application Reference Number alongside our official business banking details. The requester must then pay the prescribed statutory Request Fee of R140.00 using the provided reference number. This fee is non-refundable.
4. **Submit Proof of Payment:** Email the Proof of Payment (PoP), clearly citing your Application Reference Number, directly to the Information Officer at info@nyathelaagrifoods.co.za. The 30-day processing window will officially begin once the payment reflects and the PoP is verified.

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5. **Processing Time:** Provide sufficient detail on the form to enable the Information Officer to locate the requested record. The Company will notify the requester of its decision within 30 days of a fully compliant submission.

10. Remedies Available When Access is Refused

- **Internal Remedies:** Nyathela Agri Foods (Pty) Ltd is a private body. It does not have an internal appeal structure against decisions made by the Information Officer. The decision made by the Information Officer is final.
- **External Remedies:** If a requester is dissatisfied with the Information Officer's decision (e.g., refusal of access, access fees charged, or extension of processing time), they are entitled to lodge a formal complaint with the South African Information Regulator or file an application with a competent court within 180 days of the decision.

11. Prescribed PAIA Fee Schedule for Private Bodies

Requesters are required to pay the fees set by the South African Information Regulator. No records will be released until all access, and reproduction fees are cleared into our business account.

Item	Fee Category / Description	Prescribed Fee (ZAR)
1.	**Request Fee** (Payable by every requester upon submission)	**R140.00**
2.	**Photocopy / Printed Copy** (Black and white, per A4 page or part thereof)	**R2.00**
3.	**Electronic Copy on Flash Drive** (Provided by the requester)	**R40.00**
4.	**Electronic Copy on Compact Disc (CD)** (Provided by the requester)	**R40.00**
5.	**Electronic Copy on Compact Disc (CD)** (Provided by the Company)	**R60.00**
6.	**Search & Preparation Time** (Per hour required to find the records)	**R145.00 / hour**
7.	**Maximum Search & Preparation Fee** (Cannot exceed this total cap)	**R435.00**
8.	**Postage / Courier Delivery Costs**	**Actual costs incurred**

Note: If preparing the requested records takes longer than 6 hours, a deposit equal to one-third of the estimated access fee is legally required before full processing begins.

12. Availability of the Manual

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This Manual is available for physical inspection at our main offices located at **69 3rd Avenue, Bongolethu, Oudtshoorn, 6625**. A digital copy is hosted publicly on our official domain (**www.nyathelaagrifoods.co.za**) and submitted electronically to the Information Regulator.

13. Regulatory Endorsement & Approval

This manual is signed off and approved electronically by the designated corporate office.

Moses Mthethwa

Digitally signed by Moses Mthethwa
Date: 2026.10.07 08:41:17 +02'00'

Information Officer: Moses Ge Mthethwa
Designation: Founder & Executive Director
Date of Current Version Approval: 07 October 2026