



UNICHoice PRODUCE DIRECT (PTY) LTD
Registration Number: 2000/029974/07

PAIA MANUAL

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

DATE OF COMPILATION: 14/07/2026
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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer;
1.3	“IO”	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;



- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF UNICHOICE PRODUCE DIRECT (PTY) LTD

3.1. Chief Information Officer

Name: JAN ANTONIE VAN ZYL
Tel: 021 914 5838
Email: anton@unichoice.co.za



- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: ANIKA SNYMAN
Tel: 021 914 5838
Email: admin@unichoice.co.za

- 3.3 Access to information general contacts

Email: admin@unichoice.co.za

3.4 National or Head Office

Postal Address:
UNIT B2, POLO VILLAGE OFFICES, VAL DE VIE ESTATE, PAARL, 7646

Physical Address:
UNIT B2, POLO VILLAGE OFFICES, VAL DE VIE ESTATE, PAARL, 7646

Telephone: 021 914 5838
Email: admin@unichoice.co.za
Website: www.unichoice.co.za

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

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-



- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. 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;
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. 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.”



4.4. 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.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 ENGLISH

4.6.2 AFRIKAANS

5. CATEGORIES OF RECORDS OF UNICHOICE PRODUCE DIRECT (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Statutory Business Records	Certificate of Incorporation Certificate to Commence Business Index of Members Memorandum of Incorporation Minutes of Shareholder Meetings Minutes of Director Meetings Register of Allotments Register of Directors and Officers Resolutions		X
Information Technology	Hardware Internet Licenses Operating Systems Software Packages Telephone Lines, Leased Lines and Data Lines		X

Insurance	Insurance Policies		X
Personnel Records	Employee Information Records IRP5 and IT3 Certificate Payroll UIF, PYE, SDL returns		X

6. DESCRIPTION OF THE RECORDS OF UNICHOICE PRODUCE DIRECT (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employee Records	Basic Conditions of Employment Act 75 of 1997 Employment Equity Act 55 of 1998 Income Tax Act 58 of 1962
Intellectual Property Records	Intellectual Property Laws Amendment Act, 38 of 1997
Taxation Records	South African Revenue Services Act 34 of 1997 Value Added Tax Act 89 of 1991 National Credit Act 34 of 2005

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY UNICHOICE PRODUCE DIRECT (PTY) LTD

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports Strategic Plan Annual Performance Plan
Human Resources	HR policies and procedures Advertised posts Employees records

IT	Information technology systems Software licensing
Company Records	Documents of Incorporation Director Names Memorandum of Incorporation Minutes of Meetings Records relating to appointment of Auditors

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Unichoice Produce Direct (Pty) Ltd processes personal information for the following reasons –

- 8.1.1 Managing employee records (payroll, contracts, leave, UIF, tax)
- 8.1.2 Processing customer and supplier information (contacts, contracts, invoicing, payments)
- 8.1.3 Managing producers (registration details, banking information, compliance documentation)
- 8.1.4 Coordinating logistics and exports (consignee details, shipping contracts, customs documentation)
- 8.1.5 Complying with legal and regulatory requirements (SARS, labour laws, POPIA, export regulations)
- 8.1.6 Conducting recruitment and human resources processes (job applications, background checks)
- 8.1.7 Ensuring security access and control (visitor access codes)
- 8.1.8 Maintaining business communications and customer relationships

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Names, company details, contact information, billing and delivery addresses, payment information

Service Providers	Contact details, banking information, company registration details, tax numbers, contact information
Employees	Names, ID numbers, contact details, banking details, tax numbers, employment records, payroll information, emergency contacts, performance records
Growers/Farmers/Producers	Names, contact details, farm details, banking information, production records
Transport and logistics partners	Contact details
Visitors	Names, contact details, access records
Directors and Shareholders	Names, ID numbers, contact details, company appointments, financial information where required

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Export documentation, consignee and importer contact details, customs declarations, identification details where required	Customs
Credit and payment history, for credit information	Credit Bureaus
Supplier and company contact details, invoices, shipment information, relevant employee contact details	Customers and overseas importers
Names, banking details, account number, payment and financial information	Banks and payment service providers
Employee records, financial records, contracts, compliance documentation and contact details	Auditors, legal consultants
User account information, names, email addresses, system login details, data stored on business systems	IT service providers and cloud hosting providers
Employee names, ID numbers, banking details, salaries, tax numbers, leave and employment records	Payroll and human resources service providers

Employee or business contact details, claim information, identification details, asset information	Insurance companies
Compliance records, company information, contact details, licensing and certification information	Regulatory bodies and industry associations

8.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

- 8.4.1 Anti-Virus & Ant-malware Solutions
- 8.4.2 Passwords on employee computers and laptops
- 8.4.3 Office is situated in a secured estate and is securely locked outside business hours
- 8.4.4 Employees have secure access codes to enter office

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 on www.unichoice.co.za if any;
- 9.1.2 head office of Unichoice Produce Direct (Pty) Ltd for public inspection during normal business hours;
- 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4 to the Information Regulator upon request.

9.2 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.

10. UPDATING OF THE MANUAL

The head of Unichoice Produce Direct (Pty) Ltd will on a regular basis update this manual.

Issued by



JAN ANTONIE VAN ZYL

Managing Director