

PAIA Manual

1. Purpose

This manual has been developed by **Purple Rain (Pty) Ltd** in accordance with section 51 of the Promotion of Access to Information Act no. 2 of 2000 private body manual.

2. Responsibilities

Top Management

- To provide suitable resources to enable the effective and efficient management of the access of information.

Managers / Process Owners

- Participate in the review of the PAIA manual
- To identify opportunities for improvement

All Personnel

- To conform to requirements of the PAIA

3. CONTACT DETAILS

3.1 Name of body: Purple Rain Digital Printing

3.2 Physical Address: 11 Tetford Circle, Somerset Park, Durban

3.3 Postal Address: PO Box 417, Verulam, 4340

3.4 Telephone: 031 834 8300

3.5 Head of Body: Nishan Singh

3.6 Designated Information Officer (IO): Sagree Singh

3.7 Title: CTO

3.8 Telephone: 082 318 5133

3.9 Email: info@purplerain.co.za

3.10 Who we are: A digital print and manufacturer of retail point of sale displays.

4. RECORDS AVAILABLE IN TERMS OF LEGISLATION

4.1 Insofar as may be applicable, Purple Rain keeps records of information to the extent required in terms of South African legislation.

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5. COMPANY RECORDS

5.1 General information about Purple Rain Digital Printing can be accessed on www.purplerain.co.za, which is available to all persons with access to the internet.

5.2

Classification Number	Access	Classification
1	May be disclosed	Public access document
2	May not be disclosed	Request for, or after commencement of, criminal or civil proceedings
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal information that belongs to the requester of that information
5	May not be disclosed	Unreasonable disclosure of personal information of natural person
6	May not be disclosed	Likely to harm the commercial or financial interests of third party
7	May not be disclosed	Likely to harm a third party in contract or other negotiations
8	May not be disclosed	Would breach a duty of confidence owed to a third party in terms of an agreement
9	May not be disclosed	Likely to compromise the safety of individuals or protection of property
10	May not be disclosed	Legally privileged document
11	May not be disclosed	Environmental testing / investigation which reveals public safety / environmental risks
12	May not be disclosed	Commercial information of private body
13	May not be disclosed	Likely to prejudice research and development information of the Purple Rain or a third party
14	May not be refused	Disclosure in public interest

5.3 Summary Records Availability:

Record	Classification
Public Corporate Records	1
Environmental Records	11, 14
Employment Contracts	4, 5, 8

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Employee Medical Records	4, 5, 8, 9
Financial and Tax Records (Company and Employees)	1, 8
Asset Register	1
Management Accounts	13
Company Guidelines, Policies and Procedures	10, 13
Statutory Records	1
Product Brochures	1
Marketing and Product Strategies	13
Product Sales Records	13
Customer Information and Customer Database	5, 6, 9
Quality Records	13

6. PURPOSE OF PROCESSING OF PERSONAL INFORMATION

- 6.1 We process personal information to:
- provide our goods or supply our services;
 - manage employees in general;
 - manage suppliers in general;
 - manage customers in general;

7. DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

- 7.1 We process many different categories of personal information, including:
- contact details, such as phone numbers, physical and postal addresses, and email addresses;
 - personal details, such as names and ages;
 - demographic details, such as races and age groups;
 - health information;
 - biometric information;
 - account numbers;
 - background information;
 - contract information;
 - credit information;
 - market intelligence information; and
 - debt and debtor information.

8. PLANNED RECIPIENTS OF PERSONAL INFORMATION

- 8.1 Only as personal much data as required for effective business operations will be granted to employees and service providers for a specific task.
- 8.2 We give the following people personal information that we process in the ordinary course

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of business to fulfill our obligations to our stakeholders (including employees, customers and suppliers):

Statutory authorities;

Law enforcement;

Tax authorities;

Financial institutions;

Medical schemes;

Employee pension and provident funds;

Industry bodies;

Contractors, vendors, or suppliers;

Agents, distributors, or other resellers;

Operators, other responsible parties, or co-responsible parties; and

Third party vendors (such as software developers) to help us maintain our services.

8.3 Data subjects have the right to request a copy of the personal information we hold about them, via the process defined below. A copy of the data subjects ID document must be submitted with the request form to confirm their identity before any personal information may be shared.

8.4 The IO will address all other requests for information, or access thereto, in accordance with all applicable local laws and other legal requirements.

9. PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

9.1 We do not send personal information outside of South Africa.

10. SECURITY

10.1 We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that personal information remains secure.

10.2 We secure our data by maintaining reasonable measures to protect personal information from loss, misuse and unauthorised access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete and reliable for its intended use.

10.3 Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;

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Governance and regulatory issues;
 Monitoring access and usage of private information;
 Investigating and reacting to security incidents.
 When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

10.4 We will ensure that anyone to whom we pass personal information agrees to treat the information with the same level of protection as we are obliged to.

11. THE REQUEST PROCEDURE

11.1 To request access to a record, please complete and email Form 02 and the prescribed fee to the Information Officer. The form and guidance on fees is available from:
<https://infoeregulator.org.za/paia-forms/>

11.2 The requester must specify on the form its postal address within South Africa.

11.3 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 the Information Officer.

11.4 A requester who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee, before the request is processed.

11.5 The requester may lodge an application with a court against the payment of the prescribed request fee.

11.6 After the Information Officer has made a decision on the request, the requester must be notified in the required form.

11.7 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time, in excess of the prescribed hours, required to search and prepare for the record disclosure.

12. REMEDIES

12.1 If request for access is denied, the requester may lodge a complaint with the Information Regulator.

13. AVAILABILITY OF THE MANUAL

13.1 This manual is available for inspection by the general public at www.purplerain.co.za

14. Revision History

Rev.	Date	Description of Amendment	Approval
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01	01/12/2022	Initial Version developed	SS
02			
03			
04			

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