

STREAMLINE BRANDS (PTY) LTD

(Registration Number: 2017/507143/07)

PAIA AND POPIA MANUAL

This document is made publicly available
In terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 As
amended ("PAIA")
and
The Protection of Personal Information Act No.4 of 2013 as amended ("POPIA")
and
forms part of the Compliance Framework compiled in terms of Regulation 4 of the
Information Regulator Regulations 1383, relating to the Protection of Personal
Information, under Section 112(2) of the Protection of Personal Information Act, 4 Of 2013

INTRODUCTION

Main Business

Streamline Brands (Pty) Ltd, is a registered private company conducting business as the Owner/Franchisor of the Del Forno® (Pizza Pasta Grill) and Del Forno Express® brand.

1. Company Information

The details of the company are as follows:

STREAMLINE BRANDS (PTY) LTD
(Registration Number: 2017/507143/07)

Street Address:

336 Angus Crescent,
Northlands Business Park,
New Market Street,
Northriding, Johannesburg,
2162

Telephone number: 011 704 1513

E-mail address: legal@streamlinebrands.co.za

Website: www.delforno.co.za

2. Details of Responsible Person

The responsibility for administration of, and compliance with, PAIA and POPIA have been delegated to the Information Officer / Head of Private Body. Requests pursuant to the provisions of PAIA and/or POPIA should be directed to the Information Officer / Head of Organisation as follows:

Information Officer / Head of Private Body: SOTIRIOS FRANTZESKAKIS

Street Address:

336 Angus Crescent,
Northlands Business Park,
New Market Street,
Northriding, Johannesburg,
2162

Telephone numbers: 011 704 1513

Email address: legal@streamlinebrands.co.za

Details of Deputy Information Officer: Linda Smalberger

Telephone numbers: 011 704 1513

Email address: legal@streamlinebrands.co.za

3. The section 10 Guide on how to use the Promotion of Access to Information Act

The South African Human Rights Commission has made available a "Guide on how to use the Promotion of Access to Information Act 2 of 2000" in terms of the requirements of PAIA. The Guide can be downloaded at:

<https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf> and

https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

Since the amendment of PAIA by POPIA, the Section 10 is now the responsibility of the Information Regulator.

The Guide will further, according to the South African Human Rights Commission (SAHRC), be available for inspection at the offices of the SAHRC. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address:

Private Bag x2700

Houghton

2041

Telephone: +27 11 484 8300

Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za

Or, alternatively:

The Information Regulator (South Africa)

Woodmead North Office Park,
54 Maxwell Drive
Woodmead
Johannesburg

E-mail: enquiries@inforegulator.org.za
Website: <https://inforegulator.org.za/>

4. Applicable Legislation in Terms of Which Records are Kept

The following are some of the legislations in terms of which records are held by Streamline Brands. This is not an exhaustive list and it must be pointed out that related records are not necessarily available to requestors in terms of the Act:

Basic Conditions of Employment Act 57 of 1997
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Consumer Protection Act 68 of 2008
Electronic Communications and Transactions Act 25 of 2002
Income Tax Act 58 of 1962
Labour Relations Act 66 of 1995
National Credit Act, No 34 of 2005
Occupational Health and Safety Act 85 of 1993
Promotion of Access to Information Act 2 of 2000
Protection of Personal Information Act 4 of 2013
Skills Development Act 97 of 1998
Skills Development Levy Act 9 of 1999
Unemployment Insurance Act 30 of 1966
Unemployment Insurance Contributions Act 4 of 2002
Value Added Tax Act 89 of 1991

**5. Access to the records held by STREAMLINE BRANDS (PTY) LTD
(Registration Number: 2017/507143/07)**

i. Information readily available:

Oline Ordering Terms and Conditions
Paia & Popia Manual
Menu's

ii Categories of Records held by STREAMLINE BRANDS (PTY) LTD

The following categories of records and information that are not automatically available and will only be made available upon receipt, consideration and approval of a request of information in the prescribed form in terms of PAIA and POPIA:

Administration Records
Company and Secretarial Records
Legal Records
Accounting Records
Tax Records
Information Technology Records
Agreement and Contractual Records
Human Resources Records
Insurance Records
Property Records
Operation Records
Miscellaneous Records
Strategic Documents, Plans and Proposals

iii The PAIA request procedures:

(a) Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body.
- This request must be made to the address or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body 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 is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and 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 then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

(b) Fees:

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 prescribed request fee:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The requester may lodge an application to the court against the tender or payment of the request fee.
- After the head of the private body has made a decision on the request, the requester will be notified.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure. These fees are prescribed in the relevant regulation.

(c) Availability of the Manual

This manual is available for inspection on www.delforno.co.za. The manual is also available for viewing at the Streamline Brands Office. Copies of the manual may be made available subject to the prescribed fees.

(d) Prescribed Fees

The requester needs to pay an access fee as prescribed to enable the company to recover the cost of processing a request and giving access to records in terms of PAIA. Other fees apply depending on the request.

The fee structure can be obtained from the following e-mail address: legal@streamlinebrands.co.za.

Payment details can be obtained from the Information Officer at legal@streamlinebrands.co.za. A request will not be processed until the prescribed fees have been paid and where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

(e) Grounds for Refusal to Access Records

Access to certain records may be or must be denied on the grounds set out in the Act.

Mandatory grounds for refusal include but are not limited to:

- Privileged information;
- Information for the protection of the privacy of individuals;
- Information for the protection of commercial information and confidential Information of third parties;
- Information that, if disclosed, could endanger the safety of an individual or could impair a party's protection of their property;
- Information privileged from production in legal proceedings;
- Commercial information of Streamline Brands; and
- Commercial information of Franchisee's.
- Research information.

If Streamline Brands cannot find the records that the requester is looking for despite reasonable and diligent search and it believes either that Requests for information that are clearly frivolous or vexatious or which involved an unreasonable diversion of resources shall be refused.

If the records are lost or that the records are in its possession but unattainable, the requester will receive a notice in this regard from the Information Officer, setting out the measures taken to locate the document and accordingly the inability to locate the document.

6. Protection of Personal Information Act and Compliance Framework

The purpose of the Protection of Personal Information Act (POPIA) is to promote the protection of personal information of individuals and businesses and to give effect to their right of privacy as provided for in the Constitution.

Streamline Brands is committed to protecting clients' and/or Franchisees privacy and ensuring that their personal information is used appropriately, transparently, securely and in accordance with applicable laws. The Policy sets out the manner in which the business deals with clients' and/or franchisees personal information and also stipulates the purpose for which such information will be used.

Streamline Brands needs personal information relating to both individual and juristic persons in order to carry out its business, organisational functions and meet its legal requirements.

6.1. Personal Information Collected

In terms of the POPI Act Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive.

Streamline Brands collects and processes clients' and/or Franchisees personal information pertaining to the business transaction with each client and/or Franchisee. For purposes of this Policy, clients and/or Franchisees include potential and existing clients and/or Franchisees. The type of information will depend on the need for which it is collected and will be processed for that purpose only.

Streamline Brands will in compliance with POPIA ensure that the personal information of a data subject:

- Is processed lawfully, fairly and transparently;
- Is processed only for the purposes it was collected;
- Will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
- Is accurate; and
- Is not excessive for the purpose for which it was collected.

The personal information we collect, relating to various data subjects (Franchisees, Customers, Employees, Contractors, Service Providers, Suppliers, Debtors, Creditors, Directors, Shareholders – referred to as data subjects) dependant on the specific transaction and/or relationship include, but are not limited to:

- personal details, such as your name, company/business name, email address and/or telephone number;
- billing information, such as relevant payment information and VAT registration number;
- Tax information;
- Banking details;
- Any other information required by Streamline Brands, its contracted suppliers, in order to fulfil its business and contractual obligations;

6.2. Use of Personal Information

The Personal Information of data subjects will only be used for the purpose for which it was collected, as agreed, with the data subject's consent.

Where we rely on a person's consent to process personal information, that person have the right to withdraw their consent at any time, and where we rely on legitimate interests, the person may have the right to object to our processing.

The use of the personal information may amongst others include:

- To fulfil contractual obligations towards clients and/or Franchisees;
- Providing products or services to clients and/or Franchisees to carry out the transactions requested;
- Collating, assessing and processing orders;
- Respond to requests, inquiries, comments and concerns;
- Confirming, verifying and updating client and/or franchisee details;

- Audit and record keeping purposes;
- Providing services to clients and to render the services requested;
- To maintain and constantly improve the relationship with clients and/or Franchisees.

Personal information will also be used to comply with contractual arrangements, to pursuing the legitimate interests of Streamline Brands, to comply with legal and regulatory requirements or when it is otherwise allowed and/or required by law.

6.3. Data Retention

In terms of the POPI Act records of personal information must not be retained any longer than necessary for achieving the purpose for which the information was collected or subsequently processed, unless authorised by law, retained for a lawful purpose, contractually required or agreed to.

Streamline Brands retains personal information for as long as necessary to provide the Service and fulfil the transactions requested, or for other essential purposes such as complying with our legal obligations, maintaining business and financial records, resolving disputes, maintaining security, detecting and preventing fraud and abuse, and enforcing agreements.

6.4. Marketing

Clients may give consent to Streamline Brands for marketing by electronic communication by submitting Form 4 (to be located at the end of this policy) to Streamline Brands.

6.5. Accessing & Updating Information and Objections

- 6.5.1. Clients and/or Franchisees, Suppliers, Employees, Sub-contractors, Shareholders and Directors (Data Subjects) may update their information by contacting Streamline Brands directly.
- 6.5.2 Data Subjects may have the right, under applicable privacy and data protection laws, to request free of charge:
 - access to their personal information;
 - rectify or erasure of your personal information;
 - restrict the processing of personal information, or to object to the processing.

6.5.4. Objection to the processing of personal information (Form 1 – Regulations)

Any data subject who, in terms of section 11 of the POPI Act object to the processing of personal information must submit the objection (Form 1 contained at the end of this policy) to legal@streamlinebrands.co.za.

6.5.5. Request for correction or deletion of personal information or destruction or deletion of record of personal information (Form 2 - Regulations)

Any data subject who wish to request a correction or deletion of personal information or the destruction or deletion of a record of personal information in terms of section 24(1) of the POPI Act, must submit a request to legal@streamlinebrands.co.za on Form 2 contained at the end of this policy.

6.5.5. Information Security Measures

Streamline Brands have implemented reasonable technical and organisational measures to ensure the safety of all information. These measures include:

- Physical security measures
- Access control measures
- Encryption measures
- Cyber security measures
- Anti-virus measures
- Security firewalls
- Password control
- Employee awareness

In the unlikely event that a data breach is discovered Streamline Brands will notify the relevant affected parties as well as the Information Regulator.

6.5.6. Sharing of Personal Information

Streamline Brands will disclose personal information where:

- we have the data subject's consent;
- we are required to do so by law;
- it is necessary to protect our legitimate interest, the data subject's legitimate interest or the legitimate interest of a third party;
- it is in the public interest to do so;
- we are ordered to do so by a court of law;
- required for purposes of providing services and/or products to you or for a purpose relating to our business activities;
- complaints are dealt with;
- we are enforcing any agreement

Where required for our business operations, in providing our services and/or products to Clients and/or Franchisees, Streamline Brands may, when necessary to provide the service and/or products, share personal information with our service providers, contracted to assist in providing our services and/or products to the Client and/or Franchisee.

6.5.7. Sending personal information trans-border.

Streamline Brands does not generally do cross border information transfers.

In the unlikely event that cross border transfer of personal information is necessary and/or unavoidable we shall ensure that the data protection and privacy laws of such countries to which personal information is transferred, are similar to the legislation in South Africa, and that the recipients of the personal information commit to the same standard of data protection as that we commit to.

6.5.8. Lodging a complaint

Complaints may be lodged to legal@streamlinebrands.co.za

6.5.9. Amendments To This Policy

Amendments to, or a review of this Policy, will take place on an *ad hoc* basis as circumstances dictate. A copy of this policy can be requested from our offices.

REQUEST FOR ACCESS TO RECORD OF STREAMLINE BRANDS
(Section 53(1) of the Promotion of Access to Information Act, (Act No. 2 of 2000))
[Regulation 10]
(Form C - Annexure B)

Reference Number: _____

A. Particulars of private body

The Information Officer: STREAMLINE BRANDS

E-Mail: legal@streamlinebrands.co.za

Request is made in own name: _____ Request is made on behalf of another person _____

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.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

.....

Identity number:

Postal address:

.....

Telephone 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:

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. Type of Record (Mark applicable with an X)

- Record in written or printed form
- Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)
- Record consists of recorded words or information which can be reproduced in sound
- Record is held on a computer or in an electronic, or machine-readable form

F. Form of Access (Mark applicable with an X)

- Printed copy of record (including copies of any virtual images, transcripts and information held on computer or in an electronic or machine-readable form)
- Written or printed transcript of virtual images (this includes photographs, slides, video Recordings, computer-generated images, sketches, etc.)
- Transcription of soundtrack (written or printed document)
- Copy of record on flash drive (including virtual images and soundtracks)
- Copy of record on compact disk drive (including virtual images and soundtracks)
- Copy of record saved on cloud storage server

G. Manner of Access (Mark applicable with an X)

- Personal inspection of record at registered address of private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)

Postal services to a postal address

Postal services to a street address

Courier services to a street address

Facsimile of information in written or printed format (including transcriptions)

E-mail of information (including soundtracks if possible)

Cloud share / file transfer

Preferred language:

(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)

Mark the appropriate box with an **X**.

NOTES:

- (a) Compliance with your request 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.

H. 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:

.....

.....

I. 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:

.....

J. 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 your request.

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

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT
NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]**

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E- mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E- mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of
.....20....

.....
Signature of data subject/designated person

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL
INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL
INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF
PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	

**APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE
PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT
MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF
PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 6]**

TO:

(Name of data subject)

FROM:

Contact number(s) _____

Fax number: _____

E-mail address: _____
(Name, address and contact details of responsible party)

**Full names and designation of person signing on behalf of responsible
party:**

.....
Signature of designated person

Date: _____

PART B

I, _____ *(full names of data subject)* hereby:

☐

Give my consent.

To receive direct marketing of goods or services to be marketed by means of
electronic communication.

SPECIFY GOODS or SERVICES:

SPECIFY METHOD OF COMMUNICATION:

E - MAIL:

SMS:

OTHERS – SPECIFY:

.....

Signed at this day of
.....20.....

.....

SIGNATURE