

JUNGHEINRICH SOUTH AFRICA (PTY) LTD

PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act
No. 2 of 2000 (as amended).

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APPENDICES

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1. DEFINITIONS

The following expressions have the meanings assigned to them hereunder and cognate expressions bear corresponding meanings, namely -

- 1.1 "PAIA" Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.2 "POPIA" Protection of Personal Information Act No.4 of 2013;
- 1.3 "REGULATOR" shall mean the Information Regulator of the **REPUBLIC**; and
- 1.4 "REPUBLIC" shall mean the **REPUBLIC**.

2. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 2.1 **PAIA** was enacted on 3 February 2000 and aims to:
 - 2.1.1 Foster and maintain a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, as contained in Section 32 of the Constitution of the **REPUBLIC**; and
 - 2.1.2 Actively promote a society in which the people of South Africa have effective access to information, in order to cultivate the full exercise and protection of their rights.
- 2.2 Pursuant to Section 51 of **PAIA**, all private bodies are required to compile a manual, for purposes of compliance in respect thereof.
- 2.3 Reference to, and inclusion of, any information herein, in addition to the information, which is specifically required in terms of Section 51 of **PAIA**, does not have the effect of creating any rights or entitlements to receive such information, unless it is so prescribed in terms of **PAIA**.

2.4 **PAIA** gives any person who seeks access to a record of a private or public body (hereinafter referred to as a "**REQUESTER**"), a right to lodge a request for access to the information officer of a public or private body.

2.5 **PAIA** provides that requests for access to a company's prescribed information may be made to the company, and that the company is obliged to make such information available, subject to applicable legislative and/or regulatory requirements, unless such information is prohibited from release, in terms of **PAIA**.

3. **PURPOSE OF THE MANUAL**

This **PAIA** Manual is useful for the public to-

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal **PAIA** request;
- 3.2 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;
- 3.3 know the description of the records of the body which are available in accordance with any other legislation;
- 3.4 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;
- 3.5 know the description of the guide on how to use **PAIA**, as updated by the **REGULATOR** and how to obtain access to it;
- 3.6 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;

- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if the body has planned to transfer or process personal information outside the **REPUBLIC** and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. **COMPANY INTRODUCTION**

- 4.1 Jungheinrich South Africa (Pty) Ltd with registration number 2015/119219/07 (hereinafter referred to as the "**COMPANY**") is a private company duly incorporated and registered in South Africa in accordance provisions of the Companies Act 71 of 2008, as amended, with its registered office at Unit 2, Cheia Crescent, Pomona AH, Kempton Park, 1619.
- 4.2 The **COMPANY** is a material handling solutions provider offering products and services for utilisation in intra-logistics operations such as warehousing, material handling and material flow engineering.
- 4.3 This manual of the **COMPANY** is available for viewing at its premises situated at Unit 2, Cheia Crescent, Pomona AH, Kempton Park, 1619 as well as on the **COMPANY'S** websites, which may be accessed at: -

- 4.3.1 <https://www.jungheinrich.co.za/>; and

4.3.2 <https://www.jungheinrich-profishop.co.za/>

5. KEY CONTACT DETAILS (SECTION 51(1)(a))

5.1 Chief Information Officer

Name: Mr. Ralf Bangert

Tel: 010 596 8460

Email: ralf.bangert@jungheinrich.co.za

5.2 Deputy Information Officer

Name: Richard Tagg

Tel: 010 596 8460

Email: Richard.tagg@jungheinrich.co.za

5.3 Deputy Information Officer

Name: Chrisna Willers

Tel: 010 596 8460

Email: chrisna.williers@jungheinrich.co.za

5.4 National or Head Office

Postal Address: Unit 2, Cheia Crescent, Pomona AH, Kempton Park,
1619

Physical Address: Unit 2, Cheia Crescent, Pomona AH, Kempton Park,
1619

Tel: 010 596 8460

Email: privacy@jungheinrich.co.za

Website: www.jungheinrich.co.za

6. THE GUIDE REFERRED TO IN SECTION 10 OF THE ACT (SECTION 51(1)(b)(i))

6.1 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**.

6.2 The Guide is available in each of the official languages and in braille.

6.3 The aforesaid Guide contains the description of-

6.3.1 the objects of **PAIA** and **POPIA**;

6.3.2 the postal and street address, phone, and fax number and, if available, electronic mail address of-

6.3.2.1 the Information Officer of every public body, and

6.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of **PAIA**¹ and section 56 of **POPIA**²;

6.3.3 the manner and form of a request for-

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**.

- 6.3.3.1 access to a record of a public body contemplated in section 11³; and
- 6.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 6.3.4 the assistance available from the Information Officer of a public body in terms of **PAIA** and **POPIA**;
- 6.3.5 the assistance available from the **REGULATOR** in terms of **PAIA** and **POPIA**;
- 6.3.6 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-
 - 6.3.6.1 an internal appeal;
 - 6.3.6.2 a complaint to the **REGULATOR**; and
 - 6.3.6.3 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;

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.

- 6.3.7 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;
- 6.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 6.3.10 the regulations made in terms of section 92¹¹.
- 6.4 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.
- 6.5 The Guide can also be obtained-
- 6.5.1 upon request to the Information Officer;

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.”

6.5.2 from the website of the **REGULATOR** (<https://www.justice.gov.za/infoereg/>).

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

6.6.1 English and Afrikaans.

7. SECTION 52(2) NOTICE (SECTION 51(1)(b)(ii))

7.1 At this stage, no notices have been published on the categories of records that are automatically available, without a person having to request access in terms of **PAIA**.

7.2 However, certain information is available without having to make a formal request as follows: -

Category of records	Types of records	Available by email	Available on website	Available upon request
Publicly Available Information	Memorandum of Incorporation Director's names Incorporation Documents			X
Personnel Records (Only available to	Employment contracts and terms and conditions of employment Records of disciplinary hearings			X

employees concerned)	Payslips Company policies and procedures			
Financial Information (Only available to Clients)	Banking details	X		
Publications	Brochures Circulars and external newsletters	X	X	X
Service offerings	Information regarding our areas of expertise	X	X	
Contact Information	Our address, telephone number, and email address		X	

8. INFORMATION/DOCUMENTATION HELD IN ACCORDANCE WITH OTHER
LEGISLATION (SECTION 51(1)(b)(iii))

8.1 Certain records of the **COMPANY** are available in terms of legislation other than **PAIA**. Unless disclosure is prohibited in terms of the relevant legislation, regulations, contractual agreements or otherwise, records which are required to be made available in terms of the relevant legislation shall be made available for inspection by interested parties, subject to the requirements and conditions set out in the relevant legislation and internal policies and procedures.

8.2 Accordingly, information is available in terms of the following legislation, if and where applicable:

Item	Legislation
1.	Companies Act 71 of 2008, as amended.
2.	Copyright Act 98 of 1978, as amended.
3.	Trade Marks Act 194 of 1993, as amended.
4.	Employment Equity Act 55 of 1998, as amended.
5.	Income Tax Act 95 of 1967, as amended.
6.	Labour Relations Act 66 of 1995, as amended.
7.	Basic Conditions of Employment Act 75 of 1997, as amended
8.	Immigration Act 13 of 2002, as amended.
9.	Value Added Tax Act 89 of 1991, as amended.
10.	Protection of Personal Information Act 4 of 2013, as amended.
11.	Promotion of Access to Information Act 2 of 2000, as amended.

12.	Unemployment Insurance Act 30 of 1996, as amended.
13.	Electronic Communications and Transactions Act 25 of 2002, as amended.
14.	Compensation of Occupational Injuries and Diseases Act 130 of 1993, as amended.
15.	Occupational Health and Safety Act 85 of 1993, as amended.
16.	Consumer Protection Act 68 of 2008, as amended.
17.	Tax Administration Act 28 of 2011, as amended.
18.	Competition Act 71 of 2008, as amended.

8.3 The above is not an exhaustive list of the **COMPANY'S** applicable statutes, which may require the keeping of records.

9. FACILITATION OF A REQUEST FOR ACCESS (SECTION 51(1)(b)(iv))

9.1 To facilitate the processing of your request for access to a record, kindly:

9.2 Use the prescribed form (Form 2), of Government Notice No. R.757 dated 27 August 2021, a copy of which is annexed hereto marked **Appendix 1**.

9.3 Address your request to the **COMPANY**.

9.4 Provide sufficient details to enable the **COMPANY** to identify:

9.4.1 The record(s) requested;

9.4.2 The **REQUESTER** (and if an agent is lodging the request, proof of capacity);

9.4.3 The form of access which is required;

- 9.4.4 The postal address, fax number, email address or other relevant information of the **REQUESTER** in the **REPUBLIC**;
- 9.4.5 The right, which the **REQUESTER** is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right;
- 9.4.6 If the **REQUESTER** wishes to be informed of the decision in any manner (in addition to the written decision), the manner and particulars thereof;
- 9.4.7 If the request is made on behalf of a person, to furnish proof of the capacity in which the **REQUESTER** makes such request, to the satisfaction of the **COMPANY'S** Head.
- 9.5 The **COMPANY** may, and must in certain instances, refuse access to records on any of the grounds set out in Part 3 of Chapter 4 of **PAIA**, which instances include, but are not limited to, the following:
- 9.5.1 That access would have the effect of unreasonably disclosing **PERSONAL INFORMATION** about a third party;
- 9.5.2 The necessity of protecting the confidential information of a third party;
- 9.5.3 The necessity of protecting the safety of individuals and protecting property;
- 9.5.4 That the record constitutes privileged information of a third party, or the **COMPANY** itself; and
- 9.5.5 Professional privilege.
- 9.6 The **COMPANY** will decide in relation to a request for a record within 30 (Thirty) days from the date of receipt of the request, unless third parties are required to be

notified or the 30 (Thirty) day period is extended as provided for in PAIA. The **COMPANY** will notify the **REQUESTER** accordingly.

9.7 The following applies to requests:

9.7.1 A **REQUESTER** is required to pay the prescribed fees (R140.00) before a request will be processed;

9.7.2 If the search and preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

9.7.3 A **REQUESTER** may lodge an application with a court against the tender/payment of the request fee and/or deposit;

9.7.4 Records may be withheld until the fees have been paid.

9.7.5 Payments should be made to the **COMPANY**.

9.8 The fee structure is available on the website of the South African Information Regulator at <https://www.justice.gov.za/inforeg/legal/20210827-gg45057gon757-PAIAregulations.pdf>, an excerpt of which is annexed hereto marked **Appendix 2**

9.9 The **COMPANY** holds records pertaining to certain subjects. The below table provides an indication of the subjects, on which the **COMPANY** holds records, as well as the categories of records held on each subject.

SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS.	CATEGORIES OF RECORDS HELD ON EACH SUBJECT.

Property	Asset registers, Title Deeds and Lease agreements in respect of immovable property, insurance records in respect of moveable and immovable property.
Incorporation Documents and documents pertaining to the company	Memorandum of Incorporation, share register, shareholders agreements, minutes of general meetings, lists of directors, special and ordinary resolutions.
Accounting Records	Accounting records, debtors records, creditors records, insurance reports, Auditors reports, invoices, billing information, reconciliations, credit/debit notes, journals, annual financial statements, ledgers, balance sheets, income statements, trial balances, payment schedules, cheque runs and cash flow statements, interim and annual financial statements.
Publications	Updates, newsletters, COMPANY information, product information and other publications prepared by the COMPANY .
Taxation Records	Pay as you earn records, documents issued to employees pertaining to income tax, records of payments to SARS on behalf of employees, COMPANY Tax Returns, COMPANY VAT records, Unemployment Insurance Fund Records
Administration Records	Minutes of meetings of the COMPANY , minutes of meetings of the committees and sub committees of the COMPANY , general correspondence, lease agreements, copies and correspondence relating to various insurance policies, salary work-papers, security systems and operational records.

Human Resources Records	Contracts of employment, list of employees, conditions of employment, payroll records, disciplinary records, leave records, remuneration records, conditions of employment, job specifications, performance evaluations, health and safety records personnel files, records provided by third parties relating to personnel, information relating to prospective employees including curricula vitae and application forms, employee tax information, insurance fund contributions, documents relating to disciplinary and grievance procedures and all employment applications, remuneration policy.
Marketing	Content for the COMPANY'S website, customer records, databases, product records mailing lists for clients and potential clients and general correspondence.
Clients	Client information and documentation, correspondence with clients and correspondence with third parties.
Suppliers	Supplier lists and details, agreements with suppliers, support and maintenance agreements, programmes including software license agreements.
Information Technology	The network and the systems on it, Information technology computer software, records relating to computer systems.

10. **RELATIONSHIP WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4
OF 2013, AS AMENDED ('POPIA') (SECTIONS 51(1)(c)(i) - 51(1)(c)(v))**

10.1 **Purpose of Processing Personal Information (Section 51(1)(c)(i))**

10.1.1 The **COMPANY** processes personal information for various reasons,
such as: -

10.1.1.1 To correspond with client's, suppliers, sub-contractors,
employees, and members of the public;

10.1.1.2 Where a client, supplier, sub-contractor and/or employee has
consented to the processing;

10.1.1.3 To take the steps which are necessary to conclude a contract
with a client, supplier, sub-contractor, employee and/or a
member of the public as the case may be;

10.1.1.4 To comply with contractual obligations towards clients, suppliers,
employees and/or sub-contractors;

10.1.1.5 To market the **COMPANY'S** products and service offering to
clients, or those parties who have consented to such marketing;

10.1.1.6 To comply with obligations imposed by the laws of the
REPUBLIC;

10.1.1.7 Where processing is intended to protect the legitimate interests
of clients, suppliers, employees and/or sub-contractors; and/or;

10.1.1.8 Where processing is necessary to pursue the **COMPANY'S** legitimate interests or that of a third party to whom information is supplied.

10.2 **Description of the categories of Data Subjects and of the information or categories of information relating thereto (Section 51(1)(c)(ii))**

Categories of Data Subjects	Personal Information that may be processed
Members of the public	Names, addresses, telephone, or email addresses.
Customers / Clients	name, age, gender, passport information or data from government-issued identity cards, home address, zip/postal code, email address and phone number, the type and location of the rooms you reserve and the dates of your reservations, when you contact us, such as to send an enquiry or make a request, any correspondence or application may be kept and added to your personal information.
Website and/or mobile App users	information about the device you use to interact with us (including the unique device identifier, hardware model, IP address, geolocation, operating system and version, and mobile network information and unique device identifiers, in the case of our mobile App)
Service Providers	Names, addresses, registration numbers or identity numbers, bank details, contact information, details of

Categories of Data Subjects	Personal Information that may be processed
	customer representatives (where applicable), financial information, VAT numbers and credit ratings.
Employees	Name and surname, gender, nationality, race, marital status, date of birth, age, personal contact details, emergency contact details, ID number or passport number, as well as the personal information of employees family members for the purposes of medical aid and pension, driver's license details, languages spoken and/or details of your health, possible disability and/or criminal or credit related information , as well as your financial and tax related information, Contract of Employment or engagement, work contact details, employee or payroll number, work location, your worker and/or systems ID, your work biography, the department in which you render services, the person to whom you are to report to, your termination/contract end date (if any), the reason for termination, your last day of work and/or the content of any interviews conducted when you leave the company, Documentation in respect of your registration with any applicable authority (i.e. SARS and/or the Department of Labour), your status in respect of such registration, any registration certificates or references in respect thereof, Information in respect

Categories of Data Subjects	Personal Information that may be processed
	<p>of your remuneration, whether hourly, contractually, or in terms of salary, information regarding allowances, overtime, bonuses and/or commission, leave payment, bank account information, income tax information, expense claims and any information of a similar nature, Information regarding statutory or contractual leave accrued and/or taken, requests and approval therefore (if any), attendance or absence information, manager and/or HR communications, Appraisals and performance review information, performance objectives and/or outcomes and any records which are kept in respect thereof, Appraisals and performance review information, performance objectives and/or outcomes and any records which are kept in respect thereof, Records and documentation regarding any training courses which have been attended, agreements in respect of such training and any certifications in respect thereof, documentation and records in respect of any claims or legal proceedings brought by the employee, mediation, conciliation or arbitration proceedings, settlement negotiations, records of any employee grievances or complaints and documentation pertaining to the resolution thereof,</p>

Categories of Data Subjects	Personal Information that may be processed
	Records of any electronic communications sent or received using company equipment or company provided internet access, login and access records of on any systems or buildings, download and printing records on company equipment, call or meeting recordings, information captured by IT security and information on any closed-circuit television footage which are used for health safety and security and specifically the protection of our assets, as well as health information collected in terms of the Occupational Health and Safety Act, records provided by third parties relating to employees, and information relating to prospective employees including curricula vitae and application forms.
Sub-contractors	Names, addresses, registration numbers or identity numbers, bank details, contact information, details of customer representatives (where applicable), financial information, vat numbers and conformance to safety legislation and controlled process.

10.3

Recipients or categories of recipients to whom the personal information may be supplied (Section 51(1)(c)(iii))

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Names and contact information for members of the public who contact the COMPANY	Various departments of the COMPANY , who are able to respond to questions and provide necessary information to members of the public.
Employee qualifications	South African Qualifications Authority for qualification verification
Employee information in respect of COVID-19 Status	Department of Health; Department of Labour
Employee name, identity number, date of birth, address, contact number, email address, income tax number, bank details, remuneration structure and frequency.	Human Resources and Payroll Department and external auditors; Financial advisor for provident fund and medical aid; Among the COMPANY'S group of companies for the purposes of intercompany reporting or where the COMPANY considers transferring an employee from one property to another.
Employee names and contact information.	Customers, service providers, suppliers, and members of the public to the extent

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
	that such sharing is necessary to allow such customers and/or subcontractors to contact the COMPANY and/or its relevant employees.
Governmental regulatory authorities, including without limitation, the Department of Labour, SARS and/or specific bargaining councils will receive, inter alia, your name, surname, salary, ID number, start date, termination date and reason of termination (where applicable), contributions per month and tax payable.	Governmental organisations (i.e. the Department of Labour, SARS and/or specific trade unions and/or bargaining councils, the Unemployment Insurance Fund etc) for purposes of compliance with legal obligations.
Employee name and surname in order to grant access to facilities and/or systems	IT Department
Employee name, surname, salary ID, start date, end date, number of beneficiaries	Medical Aid and retirement fund service providers.
Employee name, surname, address and/or information regarding	Authorised Third Parties providing relevant equipment, where the COMPANY issues

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
employee's driver's license and vehicle registration.	employees with a company cell phone, a company car or a petrol card.
Customer names, vat number, postal address, physical address, and financial and transaction information.	Employees of the COMPANY to enable them to perform their functions and/or who are responsible for performing accounting functions; Auditors of the COMPANY .
Supplier names, contact information and financial information.	Employees of the COMPANY to facilitate the rendering of required services and among the COMPANY'S group of companies for the purposes of reporting. As well as Authorised Third Parties providing relevant financial information.
Supplier names, contact information and financial information.	Employees of the COMPANY to facilitate the rendering of required services and among the COMPANY's group of companies for the purposes of reporting.
Supplier representatives' names and contact information.	Employees of the COMPANY to enable them to perform their functions and/or who are responsible for performing accounting functions.

10.4 **Planned transborder flows of personal information (Section 51(1)(c)(iv))**

10.4.1 The **COMPANY** transfers the personal information of its employees outside of the **REPUBLIC** to the extent that it shares the information with its holding company located in Germany for the purposes of intercompany reporting, organisational structure and customer relationship management.

10.4.2 Furthermore, the personal information of employees is securely stored on a secure server of the **COMPANY** located in Germany.

10.4.3 The personal information of customers will only be transferred outside of the **REPUBLIC** for the purposes of intercompany reporting, organisational structure and customer relationship management. Such personal information is securely stored on a secure server of the **COMPANY** located in Germany.

10.5 **Security measures to be implemented to ensure confidentiality, integrity and availability of personal information (Section 51(1)(c)(v))**

10.5.1 The **COMPANY** ensures the confidentiality, integrity and availability of the personal information it processes by placing same onto secure servers, which are only accessible: -

10.5.1.1 from password protected computers; and

10.5.1.2 on a password protected server; and

- 10.5.1.3 by designated members of staff with separate access permissions, as defined by management and implemented strictly on a specific need to access basis, on server shares applying only to their department.
- 10.5.2 In addition, the **COMPANY'S** website uses Secure Socket Layer (SSL) encryption to ensure privacy, authentication, and data integrity in internet communications.
- 10.5.3 The **COMPANY'S** data is backed up to offsite, secure cloud storage. All backup data in the cloud is encrypted during transmission and remains encrypted in storage.
- 10.5.4 Up to date Anti-virus software is installed on all machines and regular patches and updates of software is performed to keep systems compliant.
- 10.6 The **COMPANY** has a dedicated hardware firewall, to protect the corporate network from external attacks and this is a fully outsource and updated product maintained by an external specialist company.

11. AVAILABILITY OF THE MANUAL (SECTION 51(3))

- 11.1 A copy of the Manual is available-

- 11.1.1 On: -

- 11.1.1.1 www.jungheinrich.co.za

11.1.2 at the head office of the **COMPANY** for public inspection during normal business hours;

11.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

11.1.4 to the **REGULATOR** upon request.

11.2 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.

12. UPDATING OF THE MANUAL

The **COMPANY** will on a regular basis update this manual.

Signed at Pomona on this the 21st day of February 2023


COMPANY'S HEAD - RALF BANGERT

Duly authorised

Jungheinrich South Africa (Pty) Ltd
Unit 2 Cheia Crescent Corner Great North &
Deodar Street Pomona AH Kempton park
Reg No. 2015/119219/07
VAT No. 4780271468

FORM 2
REQUEST FOR ACCESS TO RECORD
[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			

E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center">TYPE OF RECORD (Mark the applicable box with an "X")</p>			
Record is 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			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
FEES	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

FEES IN RESPECT OF PRIVATE BODIES

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable format on: (iii) Flashdrive (to be provided by requester) (iv) Compact disc • If provided by requester • If provided to requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requester) (vi) Compact disc • If provided by requester • If provided to requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part or an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual Expense, if any.