

WARWICK WINE ESTATE (PTY) LTD.

Company Registration Number

2017/213812/07

MANUAL

in terms of Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

## Introduction

Warwick Wine Estate (Pty) Ltd. conducts business in the production and selling of wine.

## Company Contact Details

Persons designated/duly authorised persons:

### Directors

Mrs. Christiane von Arnim (Chairperson)

Mr. Charles Marston

Mr. Kishore Bopardikar

## Key Contact Details for Access to Information

**Chief Information Officer:** Mrs. Christiane von Arnim

**Postal Address:** PO Box 2, Elsenburg, Stellenbosch, 7607. South Africa

**Street Address:** Warwick Wine Estate, R44, Stellenbosch, 7600

**Telephone Number:** 021 884 4410

**Email:** [christiane@warwickwine.com](mailto:christiane@warwickwine.com)

## Purpose of PAIA Manual

This PAIA Manual is useful for the public to:

- Check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
- 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.

- Know the description of the records of the body which are available in accordance with any other legislation.
- 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.
- Know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it.
- Know if the body will process personal information, the purpose of processing, and the description of the categories of data subjects and of the information or categories of information relating thereto.
- Know the recipients or categories of recipients to whom the personal information may be supplied.
- Know if the body has planned to transfer or process personal information outside the Republic of South Africa and to whom the personal information may be supplied.
- Know whether the body has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information processed.

## Guide on How to Use PAIA

- The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on How to Use PAIA.
- The Guide is available in all official languages and in Braille.
- The Guide contains:
  - The objects of PAIA and POPIA
  - Contact details of Information Officers and Deputy Information Officers
  - The manner and form of requests for access to records
  - Remedies in law available, including internal appeals, complaints, and court applications
  - Provisions requiring bodies to compile a manual and how to access it
  - Provisions for voluntary disclosure of records
  - Notices on fees payable
  - Applicable regulations
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- The Guide may be inspected at the offices of public and private bodies, including the Regulator.
- The Guide can be obtained:
  - Upon request to the Information Officer
  - From the Regulator's website: <https://infoeregulator.org.za/>

## Applicable Legislation

- Basic Conditions of Employment Act No. 75 of 1997;

- Companies Act No. 71 of 2008;
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- Customs and Exercise Act No. 91 of 1964;
- Competition Act, 89 of 1998;
- Consumer Protection Act, 68 of 2008
- Co-operatives Act, 14 of 2005;
- Copyright Act, 98 of 1978;
- Currency and Exchanges Act, 9 of 1933;
- Customs and Excise Act, 91 of 1964;
- Electronic Communications and Transaction Act No. 25 of 2002;
- Employment Equity Act No. 55 of 1998;
- Financial Intelligence Centre Act No 38 of 2001;
- Income Tax Act No. 58 of 1962;
- Liquor Act No. 59 of 2003;
- Liquor Products Act, 1989;
- Labour Relations Act No. 66 of 1995;
- National Environmental Management Act No 107 of 1998;
- National Veld and Forest Fire Act, 1998;
- Occupational Health and Safety Act No. 85 of 1993;
- Patents Act No. 57 of 1978;
- Prevention of Organised crime Act No. 121 of 1998;
- Promotion of Access to Information Act No. 2 of 2000;
- Promotion of Administrative Justice Act, 3 of 2000;
- Protection of Personal Information Act, 4 of 2013;
- Skills Development Act, 97 of 1999;
- Skills Development Levies Act No. 9 of 1999;
- Short-term Insurance Act no. 53 of 1998;
- Tax Administration Act, 28 of 2011;
- Trademarks Act No. 194 of 1993;
- Transfer Duty Act No 40 of 1949;
- Unemployment Contributions Act, 4 of 2002;
- Unemployment Insurance Act No. 30 of 1966;
- Value Added Tax Act 89 of 1991.

*The above records, in so far as it being of a public nature are available automatically without a person having to request access thereto.*

## Schedule of Records

We maintain records on the following categories and subject matters. However, please note that recording a category or subject matter in this manual does not imply that a request for access to such records will be acceded to. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act. There may be applicable grounds on refusal of such a request, as set out in the Act.

## Records that may be requested

### Administration:

- Documents of Incorporation

- Minutes of Meetings
- Records relating to the appointment of directors, accountants, auditors, secretary, public officer, and others
- Statutory Registers

#### **Operations:**

- Purchase Records
- Sales Records
- Repair Records
- Client Registry

#### **Personnel documents and records**

- Disciplinary Code
- Disciplinary Records
- Employment Contracts
- Employment Equity Plan
- Leave Records
- Medical Aid Records
- Pension Fund Records
- Salary Records
- SETA Records
- Training Manuals
- Training Records

#### **Financial information**

- Accounting Records
- Asset Register
- Banking Records/Bank Statements, Paid Cheques, Electronic Banking Records, Deposit Slips
- Contracts and Agreements
- Financial Statements
- Invoices

#### **Income tax records**

- PAYE Records
- UIF
- VAT Records
- Workmen's Compensation
- Tax Returns

#### **Internal records**

- Intellectual Property
- Internal Correspondence
- Internal Policies and Procedures
- Production Records
- Sales Records

- Marketing Records
- Operational Records

## Form of Request

To facilitate the processing of your request, kindly:

- Use the prescribed form, available on the website of the SOUTH AFRICAN INFORMATION REGULATOR at <https://infoeregulator.org.za>
- Address your request to the Head of the Company (CEO).
- Provide sufficient details to enable the COMPANY to identify:
  - The record(s) requested;
  - The requester (and if an agent is lodging the request, proof of capacity);
  - The form of access required;
  - The postal address or fax number of the requester in the Republic;
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- 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.

## Prescribed Fees

The fee structure is available on the website of the SOUTH AFRICAN INFORMATION REGULATOR at <https://infoeregulator.org.za>

## Availability of the Manual

A copy of the Manual is available:

- On the organisation's website
- At the head office for public inspection during business hours
- To any person upon request (subject to prescribed fee)
- To the Information Regulator upon request

## Notes

- 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.

- 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.
- 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.

## Contact Details of the Regulator

**Postal Address:** Woodmead North Offices, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

**Telephone Number:** +27-10 - 023 5200

**Toll Free:** 0800 017 160

**Website:** <https://inforegulator.org.za>

01 September 2025

**Date**



**Signature**

CEO

**Capacity**