

PAIA MANUAL

KYK WYD (PTY) LTD T/A GROEN
(Registration No: 2016/415918/07)

Version 2.0 · Effective 12 September 2026

1. Preamble

1.1 The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right, and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.

1.2 Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.

1.3 This Manual constitutes the KYK WYD (PTY) LTD T/A GROEN PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

1.4 This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

1.5 This is a revision of the previously issued manual. It is issued as Version 2.0 and replaces Version 1.0 in its entirety.

VERSION	POLICY OWNER	DATE	STATUS
1.0	Cornel Snyman	First issue	Replaced
2.0	Cornel Snyman	12 September 2026	Current

2. About KYK WYD (PTY) LTD T/A GROEN

KYK WYD (PTY) LTD T/A GROEN (Registration No: 2016/415918/07) is an online garden centre offering a range of garden centre and lifestyle products, operating from Suid-Agter Paarl in the Western Cape.

3. Contact Details

Name of Private Body:	KYK WYD (PTY) LTD T/A GROEN
Registration Number:	2016/415918/07
VAT Status:	Not registered for VAT
Designated Information Officer:	Cornel Snyman (Director & Owner)
Email address of Information Officer:	hello@groen.co.za
Postal address:	Cottage 1, De Uitzicht Estate, Portion 9, Farm 1594, Suid-Agter Paarl, 7630, South Africa
Street address:	Cottage 1, De Uitzicht Estate, Portion 9, Farm 1594, Suid-Agter Paarl, 7630, South Africa (access by prior appointment only)
Telephone number:	+27 81 002 5555
Website:	https://www.groen.co.za

The street address is a working nursery and estate address and is not an ordinary public walk-in office. Any personal inspection of records or of the Information Regulator's Guide takes place by prior appointment arranged with the Information Officer at hello@groen.co.za or +27 81 002 5555.

4. Information Regulator's Guide

4.1 An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator. Copies of the updated Guide are available from the Information Regulator and the Information Officer free of charge.

4.2 Any request for inspection of the Guide at the premises of the Information Officer, or a request for a copy of the Guide from the Information Officer, must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure C. Inspection at the premises is arranged by prior appointment.

4.3 Copies of the Guide are available from KYK WYD (PTY) LTD T/A GROEN in English and Afrikaans on request.

4.4 Any enquiries to the Information Regulator regarding the Guide should be directed to:

Postal Address:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg
Telephone Number:	+27 10 023 5200
E-mail Address:	enquiries@inforegulator.org.za
Website:	https://inforegulator.org.za/

5. Objectives of this Manual

The objectives of this Manual are:

5.1 to provide a list of all records held by KYK WYD (PTY) LTD T/A GROEN;

5.2 to set out the requirements with regards to who may request information in terms of PAIA as well as the grounds on which a request may be denied;

5.3 to define the manner and form in which a request for information must be submitted; and

5.4 to comply with the additional requirements imposed by POPIA.

6. Entry Point for Requests

6.1 PAIA provides that a person may only make a request for information if the information is required for the exercise or protection of a legitimate right.

6.2 Information will therefore not be furnished unless a person provides sufficient particulars to enable KYK WYD (PTY) LTD T/A GROEN to identify the right that the requester is seeking to protect, as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

6.3 The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

6.4 The Information Officer will facilitate liaison with the internal or external legal advisors on all such requests.

6.5 All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. Automatically Available Information

7.1 Information that is obtainable via the KYK WYD (PTY) LTD T/A GROEN website about KYK WYD (PTY) LTD T/A GROEN is automatically available and need not be formally requested in terms of this Manual.

7.2 The following categories of records are automatically available:

- online product catalogue information and plant care guidance published on the website;
- published editorial and journal content;
- website policies, including the Privacy Policy, Cookies Policy, Terms of Service, Refund Policy, Returns information and Delivery & Collection information; and
- other marketing and promotional material published by the business.

8. Information Available in Terms of POPIA

8.1 In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by KYK WYD (PTY) LTD T/A GROEN will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the KYK WYD (PTY) LTD T/A GROEN Privacy Policy for further information, which can be accessed at <https://www.groen.co.za/privacy-policy>.

8.2 It is recorded that the accessibility of the records listed below may be subject to the grounds of refusal.

8.3 KYK WYD (PTY) LTD T/A GROEN collects the following categories of personal information. "Personal information" means information that may identify you or may be used to identify you. It

may include your name; email and/or physical address; fixed or mobile phone number; location; online identifier; your personal opinions, views or preferences; and another person's views or opinions about you.

Categories of data subjects and personal information collected

Category of data subjects	Categories of personal information collected
Customers (including potential and previous customers)	• Name and surname; contact information • Delivery and billing address • Order and purchase history • Payment information (processed by third-party payment processors; card details are not held by the business) • Delivery area information provided by the customer • Data collected through cookies and similar browser storage technologies on the website • Saved plant preferences, notes and enquiry content • Interaction data when using automated tools, assistants or similar technologies on the website, including the content of interactions and any preferences or information provided during those interactions
Suppliers, service providers or contractors	• Supplier or supplier representative contact details • Supplier bank details • Third-party information, such as from the Companies and Intellectual Property Commission (CIPC)
Employees, job applicants and their family members	• No employee, job applicant or employee family member personal information is currently processed. Should the business employ staff in future, customary employment-related personal information may be processed and this Manual will be revised accordingly.
Visitors to the premises	• Name and contact details recorded when an appointment is made • No CCTV, surveillance or biometric information is processed

KYK WYD (PTY) LTD T/A GROEN does not currently process biometric information, CCTV or other surveillance footage, employee records, or criminal or credit background checks.

8.4 The purpose of processing personal information

Depending on the category of personal information which is collected, the purposes for processing include:

- 8.4.1 processing and fulfilling customer orders, including payment, delivery, collection and returns;
- 8.4.2 communicating with customers, including order updates, enquiries and customer support;
- 8.4.3 providing plant guidance and recommendation features requested by the customer;
- 8.4.4 operating, maintaining and improving the website and online store, including through necessary browser storage;
- 8.4.5 preparing aggregated and anonymised reports;
- 8.4.6 managing accounts, receiving payments and processing transactions; and
- 8.4.7 meeting legal, tax and regulatory obligations.

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

Depending on the nature of the personal information, KYK WYD (PTY) LTD T/A GROEN may supply information or records to the following categories of recipients:

- 8.5.1 the e-commerce platform provider that operates the online store and checkout;

8.5.2 payment processors engaged through that platform, for the purposes of processing online payments;

8.5.3 cloud, hosting and application platform providers, for the purposes of storing data and operating the website and business systems;

8.5.4 email delivery providers, for the purposes of sending service and order-related email;

8.5.5 delivery and courier partners, for the purposes of delivering orders;

8.5.6 professional advisors, and other parties in response to legal process or when necessary to conduct or protect legal rights;

8.5.7 other parties in connection with certain business transactions. In the event that KYK WYD (PTY) LTD T/A GROEN restructures or sells any of its business or assets, KYK WYD (PTY) LTD T/A GROEN may disclose data subjects' personal information to the prospective buyer of such business or assets or other transacting party; and

8.5.8 third parties where the data subject has provided consent.

8.6 Planned transborder flows of personal information

8.6.1 KYK WYD (PTY) LTD T/A GROEN may need to transfer a data subject's information to service providers located outside South Africa, including payment processors, cloud/hosting providers and email providers that operate or store data internationally, in which case KYK WYD (PTY) LTD T/A GROEN will comply with applicable data privacy and protection legislation. These countries may not have data protection laws similar to those of South Africa.

8.6.2 If KYK WYD (PTY) LTD T/A GROEN transfers personal information outside of South Africa, KYK WYD (PTY) LTD T/A GROEN will ensure that the information is protected to a standard consistent with South African law, by using one of the following safeguards:

- transfer to another country whose privacy legislation ensures an adequate level of protection;
- the conclusion of appropriate contractual terms with the recipient which uphold the conditions for lawful processing; or
- transfer with the data subject's consent, or where the transfer is necessary for the performance of a contract with the data subject.

8.7 Security safeguards

KYK WYD (PTY) LTD T/A GROEN takes appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in its possession or under its control, including access controls, encrypted transport of data, restricted administrative access, and contractual security obligations imposed on operators processing personal information on its behalf.

9. Information Available in Terms of Other Legislation

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment Act 75 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
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936

- Labour Relations Act 66 of 1995
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Certain of the employment-related and tax statutes listed above apply only to the extent that the business employs staff or becomes registered for the relevant tax. KYK WYD (PTY) LTD T/A GROEN currently has no employees and is not registered for VAT.

10. Categories of Records Available Upon Request

10.1 KYK WYD (PTY) LTD T/A GROEN maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

10.2 Please note further that many of the records held by KYK WYD (PTY) LTD T/A GROEN are those of third parties, such as customers and suppliers, and KYK WYD (PTY) LTD T/A GROEN takes the protection of third-party confidential information very seriously. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated. For further information on the grounds of refusal of access to a record, please see paragraph 11.5 below.

10.3 The table distinguishes between records currently held by the business and categories of records that may be held in future. A category listed as “may be held” does not mean that any such record currently exists.

Category of records	Records	Status
Internal records (pertaining to KYK WYD (PTY) LTD T/A GROEN's own affairs)	• Memorandum of Incorporation and statutory records • Financial and tax records • Operational records • Intellectual property records • Marketing records • Internal correspondence • Internal policies and procedures	Currently held
Customer-related records	• Order, purchase, delivery and collection records • Customer contracts and terms of sale • Customer correspondence, enquiries and support records • Account, saved-preference and returns records	Currently held
Supplier and other third-party records	• Supplier and contractor correspondence and contractual records • Supplier financial and payment records	Currently held
Personnel records	• Conditions of employment and other personnel-related contractual records • Employment policies and procedures • Internal evaluation and disciplinary records	May be held in future — no employees currently; no such records are currently held

Category of records	Records	Status
Surveillance and biometric records	• CCTV or other surveillance footage • Biometric information	Not held and not processed

11. Request Procedure

11.1 Completion of the prescribed form

11.1.1 Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations, and should be specific in terms of the record requested.

11.1.2 A request for access to information which does not comply with the formalities as prescribed by PAIA or POPIA will be returned to you, but you can contact our Information Officer should you require assistance.

11.1.3 Any request for access to personal information under POPIA must be submitted in the form attached hereto as Annexure G.

11.1.4 POPIA provides that a data subject may, upon proof of identity, request KYK WYD (PTY) LTD T/A GROEN to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

11.1.5 POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, KYK WYD (PTY) LTD T/A GROEN must provide the data subject with a written estimate of the payable amount before providing the service, and may require the data subject to pay a deposit for all or part of the fee.

11.1.6 Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.

11.1.7 POPIA provides that a data subject may object, at any time, to the processing of personal information by KYK WYD (PTY) LTD T/A GROEN, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure E and submit it to the Information Officer at the postal, physical, or electronic mail address set out above.

11.1.8 A data subject may also request KYK WYD (PTY) LTD T/A GROEN to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or to destroy or delete a record of personal information about the data subject that KYK WYD (PTY) LTD T/A GROEN is no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.

11.1.9 A data subject who wishes to request a correction or deletion of personal information, or the destruction or deletion of a record of personal information, must submit a request to the Information Officer at the postal, physical, or electronic mail address set out above, on the form attached hereto as Annexure F.

11.1.10 Data subjects may also submit access, correction, deletion and marketing withdrawal requests online at <https://www.groen.co.za/privacy-requests>. Online submission does not replace the prescribed forms where these are required by PAIA or POPIA.

11.2 Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to the prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

11.3 Payment of the prescribed fees

11.3.1 There are two categories of fees which are payable:

- The request fee: R140.00
- The access fee: calculated with reference to reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Annexure B.

11.3.2 Section 54 of PAIA entitles KYK WYD (PTY) LTD T/A GROEN to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure D.

11.3.3 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.

11.4 Timelines for consideration of a request for access

11.4.1 Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

11.4.2 The Information Officer will inform the requester of the decision, and the fees payable (if applicable), on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure D.

11.4.3 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5 Grounds for refusal of access and protection of information

11.5.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party, such as trade secrets, financial, commercial, scientific or technical information;
- if disclosure would result in a breach of a duty of confidence owed to a third party;
- if disclosure could reasonably be expected to endanger the life or physical safety of an individual;
- if disclosure would prejudice or impair the security of property or means of transport;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information, or any information that would put KYK WYD (PTY) LTD T/A GROEN or a third party at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by KYK WYD (PTY) LTD T/A GROEN.

11.5.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with, the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

11.5.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party then has a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

12. Remedies Available to a Requester on Refusal of Access

12.1 If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

12.2 There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to lodge a complaint with the Information Regulator or to apply to a court of competent jurisdiction to take the matter further.

12.3 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

13. Availability of this Manual

This Manual is available free of charge at <https://www.groen.co.za/paia> and on request from the Information Officer at hello@groen.co.za. Inspection of a printed copy at the business premises can be arranged by prior appointment.

Annexure A - Form 1: Request for a Copy of the Guide

[Regulation 2 and 3]

TO: The Information Regulator, P.O. Box 31533, Braamfontein, 2017. Email: enquiries@infoeregulator.org.za. Tel: +27 (0) 10 023 5200

OR TO: KYK WYD (PTY) LTD T/A GROEN, The Information Officer, Cottage 1, De Uitzicht Estate, Portion 9, Farm 1594, Suid-Agter Paarl, 7630, South Africa. Email: hello@groen.co.za

Full names: _____

Capacity (Information Officer / Other): _____

Name of public/private body (if applicable): _____

Postal address: _____

Street address: _____

Email address: _____

Contact numbers: _____

Language(s) and number of copies requested: _____

Manner of collection (postal / electronic communication): _____

Signed at _____ on this ____ day of _____ 20____

Signature of requester: _____

Annexure A - Form 2: Request for Access to Record

Note: (1) Proof of identity must be attached by the requester. (2) If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

TO: KYK WYD (PTY) LTD T/A GROEN, The Information Officer, Cottage 1, De Uitzicht Estate, Portion 9, Farm 1594, Suid-Agter Paarl, 7630, South Africa. Email: hello@groen.co.za

Mark with an "X": Request is made in my own name ☐ Request is made on behalf of another person ☐

Personal information of requester

Full names: _____

Identity number: _____

Capacity in which request is made (if on behalf of another person):

Postal address: _____

Street address: _____

Email address: _____

Contact numbers (Tel / Cell): _____

Details of person on whose behalf request is made (if applicable)

Full names: _____

Identity number: _____

Postal address: _____

Street address: _____

Email address: _____

Contact numbers (Tel / Cell): _____

Particulars of record requested

Provide full particulars of the record to which access is requested, including the reference number if known, to enable the record to be located. (If the provided space is inadequate, continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record: _____

Reference number, if available: _____

Any further particulars of record: _____

Type of record

Mark the applicable box with an "X":

- ☐ Record is in written or printed form
- ☐ Record comprises visual images (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

- ☐ Printed copy of record
- ☐ Written or printed transcription or visual images

- ☐ Transcription of soundtrack (written or printed document)
- ☐ Copy of record on flash drive
- ☐ Copy of record on compact disc
- ☐ Copy of record saved on cloud storage server

Manner of access

- ☐ Personal inspection of record at the business premises (by prior appointment)
- ☐ Postal services to postal address
- ☐ Postal services to street address
- ☐ Courier service to street address
- ☐ E-mail of information (including soundtracks if possible)
- ☐ Cloud share / file transfer

Preferred language: _____

Particulars of right to be exercised or protected

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

(a) A request fee must be paid before the request will be considered. (b) You will be notified of the amount of the access fee to be paid. (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 the record. (d) If you qualify for exemption of payment of any fee, please state the reason for exemption below.

Reason for exemption (if applicable): _____

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.

Preferred manner of correspondence (postal / electronic communication):

Signed at _____ on this _____ day of _____ 20____

Signature of requester / person on whose behalf request is made: _____

FOR OFFICIAL USE: Reference number _____ Request received by _____ Date received
 _____ Access fees _____ Deposit (if any) _____ Signature of Information Officer

Annexure B – Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy 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.	Copy in computer-readable form: flash drive (provided by requester) / compact disc	R40.00 / R60.00
5.	Transcription of visual images, per A4-size page	Outsourced – per quotation
6.	Copy of visual images	Outsourced – per quotation
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record: flash drive (provided by requester) / compact disc	R40.00 / R60.00
9.	Search and preparation, per hour or part thereof (excluding the first hour), capped at	R145.00, max R435.00
10.	Deposit if search exceeds 6 hours	One third of amount per request (items 2–8)
11.	Postage, e-mail or other electronic transfer	Actual expense, if any

Annexure C – Reference: Request for a Copy of the Guide

See Annexure A (Form 1) above for the form to be used to request a copy of the Information Regulator’s Guide.

Annexure D - Form 3: Outcome of Request and of Fees Payable

[Regulation 8]

Note: (1) If your request is granted, the deposit (if any) is payable before your request is processed, and the requested record/portion of the record will only be released once proof of full payment is received. (2) Please use the reference number below in all future correspondence.

Reference number: _____

To: _____

Your request dated: _____

You requested (mark applicable box):

- ☐ Personal inspection of information (free of charge - by prior appointment)
- ☐ Printed copies of the information
- ☐ Written or printed transcription of visual images
- ☐ Transcription of soundtrack (written or printed document)
- ☐ Copy of information on flash drive
- ☐ Copy of information on compact disc
- ☐ Copy of record saved on cloud storage server

To be submitted by (mark applicable box):

- ☐ Postal services to postal address
- ☐ Postal services to street address
- ☐ Courier service to street address
- ☐ E-mail
- ☐ Cloud share / file transfer

Preferred language: _____

Your request has been: Approved ☐ Denied ☐ for the following reasons:

Reasons (if denied): _____

Fees payable in regard to your request are set out in Annexure B. Total: _____

Deposit payable (if search exceeds six hours): Yes ☐ No ☐ Hours of search: _____ Amount of deposit:

Banking details for payment: Bank name _____ Account holder _____ Account type _____
Account number _____ Branch code _____ Reference _____

Submit proof of payment to: hello@groen.co.za

Signed at _____ on this _____ day of _____ 20____

Signature of requester: _____

Annexure E - 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 in support of the objection may be attached. (2) If the space provided is inadequate, submit information as an annexure and sign each page.

A. Details of data subject

Name(s) and surname / registered name of data subject: _____

Unique identifier / identity number: _____

Residential, postal or business address: _____

Contact number(s): _____

E-mail address: _____

B. Details of responsible party

Name: KYK WYD (PTY) LTD T/A GROEN · Address: Cottage 1, De Uitzicht Estate, Portion 9, Farm 1594, Suid-Agter Paarl, 7630, South Africa

Contact number: +27 81 002 5555 · E-mail address: hello@groen.co.za

C. Reasons for objection in terms of section 11(1)(d) to (f)

(Please provide detailed reasons for the objection)

Reasons: _____

Signed at _____ on this _____ day of _____ 20____

Signature of data subject / designated person: _____

Annexure F - Request for Correction or Deletion 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].

Mark the appropriate box with an "X":

- ☐ Request for correction or deletion of the personal information about the data subject which is in the possession or under the control of the responsible party.
- ☐ Request for destroying or deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party, who is no longer authorised to retain the record.

A. Details of the data subject

Name(s) and surname / registered name: _____

Unique identifier / identity number: _____

Residential, postal or business address: _____

Contact number(s): _____

E-mail address: _____

B. Details of responsible party

Name: KYK WYD (PTY) LTD T/A GROEN · Address: Cottage 1, De Uitzicht Estate, Portion 9, Farm 1594, Suid-Agter Paarl, 7630, South Africa

Contact number: +27 81 002 5555 · E-mail address: hello@groen.co.za

C. Reasons for correction/deletion (section 24(1)(a)) and/or destruction/deletion of a record (section 24(1)(b))

(Please provide detailed reasons for the request)

Reasons: _____

Signed at _____ on this _____ day of _____ 20____

Signature of data subject / designated person: _____

Annexure G - Request for Access to Personal Information

In terms of section 23 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

If the request is for access to your own personal information records:

Title (Mr / Mrs / Ms / Miss): _____

Last name: _____

First name: _____

Middle name: _____

Telephone number: _____

Email address: _____

Unique identifier (if applicable): _____

Last name appearing on records: _____

Name of responsible party request is made to: KYK WYD (PTY) LTD T/A GROEN

Detailed description of requested records and/or personal information (identify the record containing the information, if known):

Description: _____

Preferred method of access: Examine original ☐ Receive copy ☐

Signature: _____ Date: _____

FOR RESPONSIBLE PARTY USE ONLY: Date received _____ Request number _____ Comments

Personal information contained on this form is collected pursuant to the Protection of Personal Information Act, 2013 and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Information Officer of the Responsible Party at KYK WYD (PTY) LTD T/A GROEN, hello@groen.co.za.