

PAIA MANUAL (SECTION 51 MANUAL)

Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000 (PAIA)
and aligned with the Protection of Personal Information Act (POPIA)

Last Updated: 2025

1. Introduction

This manual has been prepared in accordance with **Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)** and outlines:

- The records held by **Hokaai Vleismark BK**
- Procedures for requesting access to records
- Fees applicable
- Contact details of the Information Officer
- Types of information automatically available
- How personal information is processed in accordance with POPIA

This manual enables a requester to understand what information we hold and how it may be accessed, where legally permissible.

2. Company Details (Private Body)

Business Name: Hokaai Vleismark BK

Trading Name: Hokaai Meat Market

CK Number: 1994/00211923

Physical Address:

Hokaai Shopping Centre,
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

Postal Address:

As above

Telephone: 012 991 2801

Email: faerieglen@hokaaimarket.co.za

Website: <https://hokaaimarket.co.za>

3. Information Officer

In accordance with POPIA, the head of the private body (or appointed representative) serves as the Information Officer.

Hokaai Vleismark BK

CK Number: 1994/00211923

558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

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Information Officer: Tony Roodt

Email: faerieglen@hokaaimeatmarket.co.za

Telephone: 012 991 2801

Deputy Information Officer: *Not appointed (optional; can be added later).*

4. Guide to PAIA

A complete and updated guide to PAIA is available from the **Information Regulator** as required under Section 10 of the Act.

Information Regulator (South Africa)

Website: <https://www.justice.gov.za/infoereg/>

Email: PAIAComplaints@infoeregulator.org.za

This guide explains:

- How to use PAIA
 - How to make a request
 - Applicable fees
 - Rights and responsibilities
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5. Categories of Records Held by Hokaai Meat Market

We hold the following categories of records, depending on operational and legal requirements:

5.1 Operational Records

- Customer orders
- Delivery documentation
- Game processing records
- Spitbraai hire agreements
- Inventory logs
- Supplier information
- Quality control records

5.2 Financial Records

- Invoices
- Statements
- Tax records
- Accounting documents

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- Payment confirmations

5.3 Personnel Records (Employees)

- Employment contracts
- Payroll information
- Disciplinary records
- Leave records
- Training records

5.4 Customer Records

- Contact information
- Order history
- Delivery addresses
- Special requests
- Game processing preferences

5.5 IT & Website Records

- Website analytics
- Cookies and tracking data
- System logs
- Security logs

5.6 Legal & Compliance Records

- Business registration
- Insurance documentation
- Licenses and permits (including game processing requirements)
- POPIA compliance documentation

6. Information Automatically Available

The following information is automatically available and does **not** require a PAIA request:

- Website content (products, pricing, etc.)
- Public marketing materials
- Social media posts
- Basic company information

- Terms & Conditions
 - Privacy Policy
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7. Records Available on Request (Subject to PAIA)

Some records may be provided upon submission of a proper PAIA request, subject to:

- Applicable fees
- Legally required grounds
- Protection of third-party personal information
- Trade secrets and confidential business information

Examples include:

- Customer records (only their own data)
 - Supplier contracts
 - Historical transaction information
 - Policy documents
 - Internal reports
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8. Records Requiring Protection

In line with POPIA and PAIA, the following records typically **cannot** be disclosed:

- Personal information about other individuals
 - Confidential supplier information
 - Employee personal information
 - Game processing batch information belonging to other customers
 - Security logs and internal procedures
 - Information protected by non-disclosure obligations
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9. How to Request Access (PAIA Request Procedure)

Step 1: Use the Prescribed Form

All PAIA requests must be submitted on the **Section 53 Request Form** available from the Information Regulator:

<https://www.justice.gov.za/inforeg/>

Step 2: Send the Form To

Hokaai Vleismark BK
CK Number: 1994/00211923
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081
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Information Officer — Tony Roodt

Email: faerieglen@hokaaimarket.co.za

Physical Delivery:

Hokaai Shopping Centre,
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

Step 3: Include

- Full name & contact details
- Description of the record being requested
- Form of access required
- Copy of ID
- Reason for request (required for evaluation)

Step 4: Pay Fees

Fees may apply depending on:

- Request type
- Whether copies are required
- Search time involved

A fee estimate will be provided before processing.

Step 5: Response Time

We will respond within **30 days**, unless extended due to:

- Large volume of information
- Need for third-party consent
- Technical difficulty retrieving information

10. Grounds for Refusal

We may refuse access to records based on PAIA, including:

- Protection of personal information of others
- Commercially sensitive information
- Safety and security of premises
- Legally privileged records
- Confidentiality agreements
- Third-party trade secrets

If access is refused, a written explanation will be provided.

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11. POPIA Compliance (How Personal Information is Processed)

11.1 Lawful Processing

Personal information is processed in line with POPIA principles:

- Minimality
- Purpose specification
- Security safeguards
- Consent or legitimate interest

11.2 Purpose of Processing

We process personal information for:

- Orders and deliveries
- Customer communication
- Game processing
- Spitbraai hire
- Internal administration
- Legal obligations

11.3 Data Subject Rights

You may request:

- Access to your information
- Correction or deletion
- Objection to processing
- Withdrawal of consent
- Complaint lodging

Requests may be submitted to the Information Officer.

12. Availability of This Manual

This PAIA Manual is available:

- At our physical premises
- Upon request from the Information Officer
- On our website (once integrated)

13. Contact Information

Information Officer: Tony Roodt

Email: faerieglen@hokaaimarket.co.za

Telephone: 012 991 2801

Address:

Hokaai Shopping Centre, 558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081