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PAIA Manual

Of

Pack n Stack (Pty) Ltd (Private Body)

Prepared and compiled on 1 September 2025 in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000, as amended, in respect of Pack n Stack (Pty) Ltd.

Registration number: [2001/009434/07](#)

Update: [March 2026](#)

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1. INTRODUCTION

Pack n Stack (Pty) Ltd is a privately owned company with over 20 years of experience in providing sales and merchandising solutions to second and third tiers of the Fast-Moving Consumer Goods (FMCG) industry. We provide services to both the wholesale and bottom-end retail sectors of the trade. Our vision is to become the leading sales and merchandising agency in South Africa, and our mission is to provide our principals and customers with the most excellent service in the industry.

2. THE ACT

The Promotion of Access to Information Act 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such a request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

Limitations aimed at the reasonable protection of privacy.

Commercial confidentiality; and effective, efficient and good governance and in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assists you to:

Check the categories of records held by Pack n Stack (Pty) Ltd 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 Pack n Stack (Pty) Ltd, by providing a description of the subjects on which Pack n Stack (Pty) Ltd holds records and the categories of records held on each subject.

Know the description of the records of Pack n Stack (Pty) Ltd which are available in accordance with any other legislation.



Access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access.

Know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it.

Know if Pack n Stack (Pty) Ltd processes personal information and the purpose of processing personal information.

Know the description of the categories of data subjects and the information or categories of information relating there to.

Know the recipients or categories of recipients to whom the personal information may be supplied.

Know if Pack n Stack (Pty) Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and know whether Pack n stack (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. GENERAL INFORMATION AND CONTACT DETAILS:

Name of Private Body	Pack n Stack (Pty) Ltd
Registration No	2001/009434/07
Physical Address (principal place of business) and Postal Address	21 Hibiscus Street, Lynnwood Ridge, Pretoria, 0081
Telephone No	(+27) 12 460 3331
General E-mail address	popia @ pns.co.za
Website	www.pns.co.za
Information Officer	Lance Sayce
Deputy Information Officer/s	
Administrative Officers	Melanie Brink Wayne Whatley Anita van den Berg Tina van der Berg Jeandre Venter

	Caroline Irambu-Setshedi Theresa Nel Kim Barnard Quinton Small Greg Dickason Allan Duncan Johann van Niekerk Margaret Terblanche Juan-Pierre Pietersen Paul O'Connell Shaydon Naude Lizelle Koopman Alec Mushatu Debbie McGonigle
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5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

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 the Protection of Personal Information Act 4 of 2013 (“POPIA”).

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

The aforesaid Guide contains the description of the objects of PAIA and POPIA the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA the manner and form of a request for access to a record of a public body contemplated in Section 11 of PAIA and access to a record of a private body contemplated in Section 50 of PAIA the assistance available from the Information Officer of a public body in terms of PAIA and POPIA the assistance available from the Information Regulator in terms of PAIA and POPIA 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 an internal appeal a complaint to the Regulator; and 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.

5.3.7 The provisions of Sections 14 and 51 of PAIA require a public body and private body, respectively, to compile a manual, and how to obtain access to a manual.

5.3.8 The provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively.



5.3.9 The notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access.

5.3.10 The regulations made in terms of Section 92 of PAIA.

5.4 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.

5.5 The Guide can also be obtained:

- **5.5.1** upon request to the Information Officer.
- **5.5.2** from the website of the Information Regulator (<https://inforegulator.org.za/>).

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

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of the Record	Availability
Service information	Information relating to our service offering	Freely available
Public facing policies and notices	Privacy Notice, Terms and Conditions, PAIA Manual	Freely available

7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Pack n Stack (Pty) Ltd holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed below may be subject to the grounds of refusal set out hereinafter.



These include, but are not limited to the following:

Subjects on which the body holds records	Categories of records
Incorporation documents and records	Incorporation documents Memorandum of Incorporation Articles of Association Shareholders agreement Minutes of meetings
Human Resources	HR policies and procedures Employee records
Operational documents and records	Policies regarding business plan or activities Written service specification Customer database and relevant information Company profile Sales records
Financial records	General VAT records Tax records PAYE records UIF records SDL records Management accounts and audited financial statements Operating systems Tax invoices Quotes weekly/monthly/quarterly/annual statements Debit notes Credit notes Bank Account records

8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Pack n Stack (Pty) Ltd and Merchandising Pty Ltd, which includes but is not limited to, the following:

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003



- Businesses Act 71 of 1991
- Close Corporations Act 69 of 1984
- Companies Act 71 of 2008
- Compensation of Occupational Injuries and Diseases Act 130 of 1993
- Copyright Act 98 of 1978
- Currency and Exchanges Act 09 of 1933
- Customs and Exercise Act 91 of 1964
- Cybercrimes Act 19 of 2020
- Electronic Communications Act 36 of 2005
- Electronic Communications and Transaction Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Intelligence Centre Act 38 of 2001
- Identification Act 68 of 1997
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Credit Act 34 of 2005
- National Minimum Wage Act, 09 of 2018
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Revenue laws Second Amendment Act 61 of 2008
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Tax Administration Act 28 of 2011
- Taxation Laws Amendment Act 7 of 2010
- Unemployment Contributions Act 63 of 2001
- Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991

Although we have used our best endeavors to supply a list of applicable legislations, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows access on a basis other than as set out in PAIA, we will update the list accordingly. If a requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

We may process personal information for various reasons, including but not limited to the following:

- To gather contract information
- To maintain customer and employee records
- For employment and payroll purposes
- For general administration
- For legal, contractual, financial and/or tax purposes
- Compliance with legal and regulatory requirements
- To manage information, products and/or services requested by data subjects
- Health and safety purposes
- For the detection and prevention of fraud, crime, money laundering or other malpractice
- To conduct market or customer satisfaction research or for statistical analysis
- For audit and record keeping purposes
- In connection with legal proceedings

9.2 Description of the categories of Data Subjects and of the information or categories of information relating there to:

Categories of Data Subjects	Personal Information that may be processed
<p>Customers / Clients</p>	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Full Name and Surname • Identity number • Physical, postal and e-mail address • Contact details • Entity name • Entity registration number • Entity VAT number • Full name and Surname of entity representative
<p>Suppliers / Service providers</p>	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Entity name • Entity registration number • Entity VAT number • Full name and Surname of entity representative • Contact details of entity representative • Physical, postal and e-mail address

	<ul style="list-style-type: none"> • Banking details • Income Tax details
Employees	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Full Name and surname • Identity number • Date of birth • Physical, postal and e-mail address • Contact details • Physical and postal address • Gender • Nationality • Race • Marital status • Emergency contact information • Banking details • Educational details • Medical information • Psychometric tests • PAYE Information • UIF Information
Directors and Shareholders	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Full Name and Surname • Identity Numbers • Other information required for reporting purposes

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

Category of Personal Information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

Staff personal information relating to employment and tax	Department of Labour South African Revenue Services Our payroll service providers and labour consultants
Staff personal information, for service offering towards customers	Our customers
Tax and VAT information of clients, service providers, suppliers	South African Revenue Services

9.4 Planned transborder flows of personal information

We do not transfer personal information of customers, suppliers, service providers, employees or other third-party information to any country outside of the Republic of South Africa. However, if the transfer of your personal information across South African borders are required, the transfer of the personal information will only be affected if the transaction requires transborder processing. In such instance the personal information will only be transferred in accordance with the requirements of POPIA and/or other South African legislative requirements, and/or if the data subject consents to the transferring of personal information to a third-party in a foreign country. In the event of transborder transferring of personal information we will take the necessary steps to ensure the processing of personal information is done in accordance with the laws of the jurisdiction the information is transferred to and/or that binding corporate rules or binding agreements are in place that provide for levels of protection at an adequate level in accordance with the principles of POPIA.

Note that we use productivity software solutions such as Microsoft 365 for our business-related administrative tasks and cloud storage. In addition, we make use of software and applications specifically developed for us by a third-party to fulfil our operational requirements. The information collected through these third-party services and service providers may be stored on the servers of the software solution providers, which may be located outside the borders of South Africa.

9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

Our security policies and procedures cover, amongst others, but not limited to:

- Physical security and computer and network security
- Access control to personal information
- Security in contracting out activities or functions
- Retention and disposal of information
- Acceptable usage of personal information
- Governance and regulatory issues
- Monitoring access and usage of personal information



- Investigating and reacting to security incidents
- When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for is kept secure
- We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by Pack n Stack (Pty) Ltd.

Records held by Pack n Stack (Pty) Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure A) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested
- The identity of the requester
- Which form of access is required, if the request is granted
- The postal address or fax number or email address of the requester

The requester must state that they require the information in order to exercise or protect a right and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Pack n Stack (Pty) Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner, and the particulars so required.



If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

11. FEES

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including deciding to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester. The fees applicable to a request for information are set out in Annexure B hereto.

The requester must pay the prescribed fee before any further processing can take place.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for Pack n Stack (Pty) Ltd to refuse a request for information relate to:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party
 - Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party
 - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition



Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.

Mandatory protection of confidential information of the protection of property.

Mandatory protection of records that would be regarded as privileged in legal proceedings.

The commercial activities of Pack n Stack (Pty) Ltd which may include:

- Trade secrets of Pack n Stack (Pty) Ltd
- Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Pack n Stack (Pty) Ltd
- Information which, if disclosed, could put Pack n Stack (Pty) Ltd at a disadvantage in negotiations or commercial competition
- A computer program, owned by Pack n Stack (Pty) Ltd and protected by copyright
- The research information of Pack n Stack (Pty) Ltd or a third party, if its disclosure would reveal the identity of Pack n Stack (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

13. DECISION

Pack n Stack (Pty) Ltd will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester should be informed whether access has been granted or denied in the form of Form 3 (Annexure B). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner, and the particulars so required.

The 30 day period within which Pack n Stack (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Pack n Stack (Pty) Ltd and the information cannot reasonably be obtained within the original 30 day period.

Pack n Stack (Pty) Ltd will notify the requester in writing should an extension be sought.



14. AVAILABILITY OF THE MANUAL

The manual of Pack n Stack (Pty) Ltd is available at the premises of Pack n Stack (Pty) Ltd as well as on the website of Pack n Stack (Pty) Ltd.

15. PAIA MANUAL UPDATES

The Information Officer of Pack n Stack (Pty) Ltd will on a regular basis update this manual

ISSUED BY:

Lance Sayce
Deputy Information Officer
popia @ pns.co.za

Date: 31 March 2026

Annexure A: Form 2 – Request for Access to Record {Regulation 7}
<https://inforegulator.org.za/paia/>



Form 2-PAIA.pdf

Annexure B: Form 3 - Outcome of request and fees payable {Regulation 8}
<https://inforegulator.org.za/paia/>



Form 3 - PAIA.pdf