

Mommy Wellness Holdings

PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

SECTION 51 MANUAL FOR

MOMMY WELLNESS HOLDINGS

REGISTRATION NUMBER 2014/062968/07

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

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Date Compiled: June 2021

1. **INTRODUCTION**

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000. The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement to receive such information, other than in terms of the Act.

2. **OUR CONTACT DETAILS**

Our details are as follows:

- **Name:** Mommy Wellness Holdings
- **Postal address:** Suite 9, 17 Hibiscus street, Durbanville
- **Physical address:** Suite 9, 17 Hibiscus street, Durbanville
- **Phone number:** 021 976 3174
- **Contact email:** izelle@mommywellness.co.za
- **Information officer:** Izelle Louw

3. **FURTHER GUIDANCE**

If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission (SAHRC) to find out more information about PAIA. Their contact details are as follows:

- **Phone number:** 011 877 3825
- **Fax number:** 011 403 0625
- **Postal address:** Private Bag X2700, Houghton, 2041
- **Physical address:** Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg
- **Website:** <http://www.sahrc.org.za>

4. **AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available on our website or by sending a request for a copy to the Information Officer by email. The Manual may also be inspected at our head office and the SAHRC at the respective addresses set out above. This manual will be updated from time to time, as and when required

5. **RECORDS WE HOLD**

We hold the following subjects and categories of records:

- Company records
- Business records
- Financial records
- Insurance records
- Personnel records
- Policies and procedures
- Agreements and contracts
- Regulatory documents
- Published information
- Customer information

- Reference materials
- Correspondence

6. INFORMATION WE HOLD TO COMPLY WITH THE LAW

We hold records for the purposes of PAIA in terms of the following legislation laws, among others:

- Basic Conditions of Employment Act 75 of 1997 (and Amendment Act)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (and Amendment Act and Regulations)
- Broad-Based Black Economic Empowerment Revised Codes of Good Practice 2014
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Electronic Communications and Transactions Act 25 of 2002 Employment Equity Act 55 of 1998
- Employment Services Act 4 of 2014 Employment Tax Incentive Act 26 of 2013
- Financial Intelligence Centre Act 38 of 2001
- Financial Markets Act 19 of 2012
- Income Tax Act 58 of 1962 JSE Listings Requirements King Report IV
- Labour Relations Act 66 of 1995 (and Amendment Act)
- National Credit Act 34 of 2005
- Pension Funds Act 24 of 1956
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Unemployment Insurance Contributions Act 4 of 2002 Value-Added Tax Act 89 of 1991
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Tax Administration Act 28 of 2011

7. HOW TO REQUEST ACCESS

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete Form C which is available from the SAHRC website at <http://www.sahrc.org.za> or the Department of Justice and Constitutional Development website at www.justice.gov.za.

Completed forms can be submitted to our information officer together with the relevant request fee.

Ensure that the completed form –

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, postal address, or fax number;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form we may -

- reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

8. GROUNDS FOR REFUSAL

We may have to refuse you access to certain records in terms of PAIA to protect -

- someone else's privacy
- another entity's commercial information
- someone else's confidential information
- the safety of individuals and property
- records privileged from production in legal proceedings
- research information

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

9. HOW WE WILL GIVE YOU ACCESS

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

10. HOW MUCH IT WILL COST YOU

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from <http://www.sahrc.org.za>. You must pay the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

11. HOW WE PROCESS AND PROTECT PERSONAL INFORMATION

We process the personal information of various categories of people for various purposes as set out below.

Categories of people

We process the personal information of the following categories of people:

- Employees
- Contractors, vendors, and/or suppliers
- Clients
- Debtors and creditors

Purpose

We process the personal information to:

- Register clients;
- Manage our clients' accounts in general;
- Keep our data records up to date;
- Manage employees in general;
- Manage supplier, contractor and vendor contracts in general;
- Process client requests or complaints.

Categories of personal information

We process many different categories of personal information, including:

- Contact details (phone numbers, physical and postal addresses, email addresses etc.);
- Personal details, such as names, Dates of Birth and Identity Numbers;
- Company details;
- Bank details of vendors and clients;
- Background information;
- Contract information;
- Credit information;
- Debt and debtor information.

Third-party disclosures

We give the following people personal information that we process in the ordinary course of our activity to fulfil our obligations to our clients:

- Contractors, vendors, or suppliers;
- Operators, other responsible parties, or co-responsible parties; and

Security

We secure our data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

12. OTHER PRESCRIBED INFORMATION

The Minister of Justice and Constitutional Development has not made any regulations prescribing any other information that needs to appear in this manual.

13. AVAILABILITY OF THIS MANUAL

This manual is available in English on our website and at our company offices.

14. UPDATES TO THIS MANUAL

This manual will be updated whenever we make material changes to the current information.