

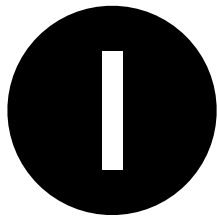
SKIN CREAMERY

Hannah Creamery (PTY) Ltd t/a Skin Creamery

MANUAL ON THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Prepared in accordance with Section 14 of the Promotion of Access Information Act 2000, (Act 2 of 2000)





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OVERVIEW AND OBJECTIVES OF THE MANUAL

The Promotion of Access to Information Act 2 of 2000, (PAIA) gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State, as well as information held by another person (or private body) when such privately-held information is required for the exercise and protection of rights.

More broadly, PAIA aims to underline the importance of access to information in a democratic society by fostering a culture of transparency and accountability. PAIA does this by requiring public (government) and private (non-government) bodies to create both a manual describing the type of records they hold, and procedures for others to access that information.

PAIA also sets limits on the types of information that can be accessed i.e. information requested might not be granted under various circumstances.

This manual is compiled in accordance with Section 51 of PAIA and offers an outline of Skin Creamery's information, which is accessible to the public.

This includes:

- a) Structure, functions and objectives of the Skin Creamery
- b) Contact details for Skin Creamery
- c) The procedure for requesting information from Skin Creamery
- d) Information that is automatically available from Skin Creamery and its website

PAIA reinforces the confidentiality of this information by providing that it must not be disclosed in terms of the Act, except to the person who has requested it or that person's authorised representative.

In addition, PAIA provides for confidentiality of various aspects of the Skin Creamery's business operations, where this would be appropriate or applicable.

INTRODUCTION

Hannah Creamery (PTY) Ltd t/a Skin Creamery is a cosmetic range of products that contain Natural and Organic ingredients.

Skin Creamery was founded in 2014 by Hannah Rubin. The main distribution hub is in South Africa, however we also have a distributor in Malaysia (Savanna Goodness). Skin Creamery is manufactured in South Africa and most of our packaging and raw ingredients come from South Africa.

Skin Creamery has 8 full time female employees and is owned by Hannah Rubin, True Health Holdings and MHL investments.

COMPANY CONTACT DETAILS

Directors:	Hannah Rubin Simon Alston Stephen De Blanche
Information Officer:	Daniala Santos De Canha Melman is the COO of Skin Creamery and in terms of PAIA, is the registered Information Officer of the entity
Deputy Information Officer:	Hannah Rubin is the MD of Skin Creamery and in terms of PAIA, is the registered Deputy Information Officer.
Contact number (Daniala):	087 701 1228 (Extn 483)
Contact number (Hannah):	087 701 1228 (Extn 484)
Postal & Street Address:	Unit A3, Westlake Square, Westlake Drive, Cape Town, 7945
Office Landline:	087 701 1228
Registration number:	2013/199605/07
VAT number:	40802813400
Email:	daniala@skincreamery.co.za
Website:	www.skincreamery.co.za

THE ACT

- A. PAIA grants a requester access to records of a private body, if a requester requires the record to exercise or protect any of their rights. If a public body lodges a request, the public body must be acting in the public interest.
- B. Requests in terms of PAIA must be made in line with the prescribed procedures, at the rates provided. The form and fees are dealt with in in the 'Request procedure' section and Annexure 2 respectively.
- C. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the Information Regulator, which contains further guidance on how to get access to information under PAIA. The Guide is available from the Information Regulator [here](#).

The contact details of the Information Regulator are:

Postal Address:	P.O. Box 3153, Braamfontein, Johannesburg, 2017
Physical Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Telephone Number:	010 023 5200
Website:	www.justice.gov.za/inforeg/index.html
General enquiries:	enquiries@inforegulator.org.za
Compliance email:	PAIACompliance@inforegulator.org.za
Complaints email:	PAIAComplaints@inforegulator.org.za

GENERAL

This manual will be updated, if necessary, on an annual basis and will be available in other translations.

This manual is available at our offices and on the Skin Creamery website: www.skincreamery.co.za

APPLICABLE LEGISLATION

**Please note this list is non-exhaustive*

- Basic Conditions of Employment Act, 75 of 1997
- Broad Based Black Economic Empowerment Act, 53 of 2003
- Companies Act, 61 of 1973
- Companies Act, 71 of 2008
- Compensation for Occupational Injuries & Health Diseases Act, 130 of 1993
- Competition Act, 89 of 1998
- Consumer Protection Act, 68 of 2008
- Copyright Act, 98 of 1978
- Customs and Excise Act 91 of 1964
- Electronic Communications Act, 36 of 2005
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Financial Advisory and Intermediary Services Act, 37 of 2002
- Financial Intelligence Act, 38 of 2001
- Income Tax Act, 95 of 1967
- Labour Relations Act, 66 of 1995
- Occupational Health and Safety Act, 85 of 1993
- Pension Funds Act, 24 of 1956
- Promotion of Access of Information Act, 2 of 2000
- Protection of Personal Information Act, 4 of 2013
- Regulation of Interception of Communications and Provision of Communication related Information Act, 70 of 2002
- Skills Development Act, 97 of 1998
- Skills Development Levies, 9 of 1999
- Tax Administration Act, 28 of 2011
- Unemployment Insurance Act, 30 of 1996
- Unemployment Insurance Contributions Act, 4 of 2002
- Value Added Tax Act, 89 of 1991

SCHEDULE OF RECORDS

Public Affairs

- Public Product Information
- Public Corporate Records
- Stockist Records / Customer Database
- Media Releases

** Freely available on our website www.skincreamery.co.za and social media pages @skincreamery*

Financial

- Financial Statements
- Financial and Tax Records (Company & Employees)
- Asset Register
- Management Accounts
- Customer payment details

**Not automatically available*

Marketing

- Market Information
- Consumer Records - stored on Shopify (removal can be requested by client)
- Public Customer Information
- Product Brochures
- Owner Manuals
- Performance Records
- Product Sales Records

** Limited Information available on our website www.skincreamery.co.za*

REQUEST PROCEDURE

Access to information must be made by following the procedure outlined below:

To facilitate the processing of your request, kindly:

1. Use the prescribed form (Form 2), which is available here: <https://www.justice.gov.za/inforeg/docs/forms/InfoRegSA-PAIA-Form02-Reg7.pdf>
2. Make the request in person, by e-mail fax, or post to our Information Officer whose details are listed in the contacts section of this manual. If an acknowledgement of receipt for the request is not received within 14 days, please contact the Information Officer to ensure that the request has been received.
3. Provide sufficient details to enable our Information Officer to identify:
 - A. The record(s) requested;
 - B. The requester (and if you are lodging the request on someone's behalf, proof of capacity);
 - C. The form of access required;
 - D. The email address, postal address or fax number of the requester;

- E. The manner the requester wishes to be informed of the decision, if they want to be informed in any other manner (in addition to writing);
 - F. 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.
4. If a requester does not use the prescribed form, our Information Officer may:
- A. Reject the request due to lack of procedural compliance;
 - B. Refuse the request if the requester does not provide sufficient information; or
 - C. delay the request.

GROUND FOR REFUSAL

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

- a natural person's privacy;
- another company's commercial information;
- a person's confidential information;
- research information;
- the safety of individuals and property; or
- records privileged from production in legal proceedings.

DECISION ON GIVING ACCESS AND MANNER OF ACCESS

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

Our Information Officer will evaluate and consider all requests to us in terms of PAIA. If our Information Officer approves a request for access to our records, we will decide how to provide access to the requester - unless the requester has 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.

FEES

When a requester submits a request, they must pay us a request fee as required by law. The prescribed fees are as set out in Annexure 2 below. The requester must pay us the fees before we hand over any information. A requester will receive a notice from our Information Officer upon your request, setting out the application procedure.

If we grant the request, the request may have to pay a further access fee for the time taken to handle the request, if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our Information Officer will notify the requester if they need to pay a deposit for the access fee. The access fee will provide for:

The access fee will provide for:

- the costs of making the record, or transcribing the record;
- a postal fee (if applicable); and
- the time reasonably required to search for the record and prepare the record for the requester.

If a requester has paid a deposit and we refuse their request, we will refund the deposit amount to the requester.

Until a requester has paid the required fees, we may withhold the requested record.

PROCESSING AND PROTECTING PERSONAL INFORMATION

We process the personal information of various categories of people for various purposes as set out in our Privacy Policy which is available here <https://www.skincreamery.co.za/pages/privacy-policy>

ORGANOGRAM

Hannah

Managing Director and Founder



Rebecca

Area Manager - Gauteng & Outlying



Daniala

Chief Operating Officer (COO)



Andrea

Regional Account Manager (WC & KZN)



Sanchia

Community & Marketing Manager



Kayleigh

Office & Logistics Manager



Mediatrice

Logistics Assistant



Noxolo

Office Assistant



ANNEXURE 1

FORM 1

REQUEST FOR ACCESS TO THE RECORDS OF SKIN CREAMERY

(Section 18(1) of the Promotion of Access to Information Act, 2000) (Act No. 2 of 2000) [Regulation 6]

FOR INTERNAL USE ONLY

Reference number	
Request received by	
Date request received	
Place request received	

Information Officer:

Signature of Information Officer:

ANNEXURE 2

FEES

As a VAT vendor, we may add VAT to all fees prescribed here:

Item	Description	Amount in Rands
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of page
3.	Printed copy of A4-size page	R2.00 per page or part of page
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • Flash drive (provided by the requestor) • Compact disc (CD) <ul style="list-style-type: none"> i. if provided by requester ii. if provided to requester 	R40.00
		R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of page	This service will be outsourced. The fee will depend on quotation from service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on quotation from service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on: <ul style="list-style-type: none"> • Flash drive (provided by the requestor) • Compact disc (CD) <ul style="list-style-type: none"> i. if provided by requester ii. if provided to requester 	R40.00
		R40.00 R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure	R145.00
	The search and preparation fee cannot exceed	R435.00
10.	Deposit: If the search exceeds 6 hours	One third of the amount per request. Calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.