

**Bliss Brands (Proprietary) Limited  
(PRIVATE BODY)**

**2001/009596/07**

Promotion of Access to  
Information Manual (PAIA)

Produced in terms of  
Section 51(1) of the Promotion of Access to  
Information Act 2 of 2000 (“the Act”)

**AND**

Section 58 (2) of the Protection of Personal Information Act, 2013 (No. 4  
of 2013) (“the Act”)

Both referred to as the “**Act**” for purposes of this document.



### **THE PURPOSE**

The purpose of this document is to serve as the PAIA Manual of Bliss Brands (Proprietary) Limited : 2001/009596/07 as required in terms of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**") and Protection of Personal Information Act 4 of 2013 ("**POPIA**"), and to provide a reference as to the records held and the procedures that need to be followed to request access to such records.

August 2021  
Version 1

A copy of the manual will be available for inspection at the offices of **Bliss Brands (Proprietary) Limited** and will be published on the current website of **Bliss Brands (Proprietary) Limited**, [www.blissbrands.com](http://www.blissbrands.com)

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DATE OF REVISION: 03/08/2021



Manual in terms of the Promotion of Access to  
Information Act 2 of 2000 and Protection of Personal Information Act 4 of 2013 for  
Bliss Brands (Proprietary) Limited  
Reg. No.: 2001/009596/07

**Terms used in this document**

- Terms defined in the “Act” shall have the meaning set out therein
- Reference to sections shall be a reference to sections in the “Act”

**1. INTRODUCTION**

**Bliss Brands (Proprietary) Limited** (further stated as “the private company”) with registration number **2001/009596/07**, was formed on 02 May 2005. We are a company that deals in manufacturing and distribution of washing detergents and all allied products.

**2. CONTACT DETAILS** *[Section 51(1) (a)]*

Name of Private Body:	Bliss Brands (Proprietary) Limited
Directors:	Shoaib Iqbal and Akbar Iqbal
Designated Information Officer:	Muhammad Munaf Makda
Email address of Information Officer:	<a href="mailto:munaf@blissbrands.com">munaf@blissbrands.com</a>
Designated Deputy Information Officer:	Vaneshree Naicker
Email address of Information Officer:	<a href="mailto:vaneshree.naicker@blissbrands.com">vaneshree.naicker@blissbrands.com</a>
Postal address:	P O Box 1507, Crown Mines, Johannesburg, Gauteng, 2025
Street address:	No 66 Springbok Road, Longdale, Industria, Johannesburg, Gauteng, 2093
Phone number:	011 474 2626
Fax number:	011 474 2233
Email address:	<a href="mailto:munaf@blissbrands.com">munaf@blissbrands.com</a>
Website:	www.blissbrands.com

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### **3. PARTICULARS IN TERMS OF SECTION 51 AND 58 OF THE “ACT”**

The reference, in this Manual, to any information in addition to that specifically required in terms of Section 51 and Section 58 of the “Act” does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the “Act”.

- for inspection
- for purchase or copying from the private body; and
- from the private body free of charge

### **4. PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

When 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

If a public body submits a request, the public body must be acting within the public interest.

### **5. PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013**

This Manual is compiled in accordance with Protection of Personal Information Act, 2013 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 including but not limited to:-

- 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.

If a requestor can provide sufficient proof in terms of personal information, the information officer will be able to confirm the following:-

- if Bliss Brands (Proprietary) Limited holds your personal information
- if Bliss Brands (Proprietary) Limited holds the record and description of your personal information as well as the identity of all third parties or categories of third parties who have or had access to your information.



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.

## 6. REQUEST FOR ACCESS TO INFORMATION

In the event that a person or entity requires access to information as contemplated in the Act, the requester must contact  
**MUNAF MAKDA or VANESHREE NAICKER**

In terms of section 25(2):

- (1) If the request for access is granted, the notice in terms of subsection (1)(b) must state—
  - **the access** fee (if any) to be paid upon access;
  - (b) the form in which access will be given; and
  - (c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access 15 granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
  
- (2) If the request for access is refused, the notice in terms of subsection (1)(b) must—
  - state adequate reasons for the refusal, including the provisions of this Act relied upon;
  - exclude, from such reasons, any reference to the content of the record; and
  - state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
  - All requests must conform to the terms and conditions of the Protection of Personal Information Act 4 of 2013 (“POPIA”), failing which the request can be denied
  - Kindly note that all requests to “the private company” will be evaluated and considered in accordance with the “Act”. Publication of this Manual and describing the categories and subject matter of information held by [Bliss Brands Pty Ltd] does not give rise to any rights to access such information or records, except in terms of the “Act”.

## 7. TIMELINES FOR CONSIDERATION OF ACCESS REQUESTS

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

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## **8. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION**

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 (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- 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 Bliss Brands (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 Bliss Brands (Pty) Ltd.

Section 70 PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal

- a substantial contravention of, or failure to comply with the law; or
- there is an imminent and serious public safety or environmental risk; and
- the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

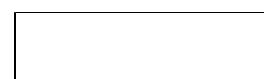
If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access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

## **9. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

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.

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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 apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

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.

#### **10. AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the offices of Bliss Brands and on request at [maq@blissbrands.com](mailto:maq@blissbrands.com)

#### **11. RECORDS THAT ARE AVAILABLE IMMEDIATELY**

The following categories of records are automatically available for inspection. You can buy a record at the costs provided on Annexure 2:-

- all promotional material for public viewing
- posters
- campaigns
- information about products and services we offer

#### **FURTHER INFORMATION**

#### **12. THE GUIDE AS DESCRIBED IN SECTION 10 OF THE [Section 51(1)(b)]**

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- Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- Proof of identity is required to authenticate your identity and the request. You will, in addition to this 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

*Please direct any queries to:*

*The South African Human Rights Commission:*  
*PAIA Unit: Research and Documentation Department*  
*Postal address: Private Bag 2700*  
*Houghton*  
*2041*  
*Telephone: +27 11 877 3600*  
*Fax: +27 11 403 0625*  
*Website: [www.sahrc.org.za](http://www.sahrc.org.za)*  
*E-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)*

### **13. APPLICABLE LEGISLATIONS [Section 51(1)(c)]**

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

- Companies Act 71 of 2008
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Promotion of Access of Information Act 2 of 2000
- Unemployment Insurance Act 30 of 1966
- Occupational Health & Safety Act 85 of 1993
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Electronic Communications and Transactions Act 25 of 2002
- Consumer Protection Act 68 of 2008

### **14. SCHEDULE OF RECORDS**

#### **Section 51(1) (d)**

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Records ticked off below are available in terms of other legislation are as follows:

- Arbitration Act 42 of 1965
- Attorneys Act 53 of 1979
- Basic Conditions of Employment Act 75 of 1997
- Closed Corporation Act 69 of 1984
- Close Corporations amendment Act 25 of 2005
- Companies Act, No.71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Copyright Act 61 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act no 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Insurance Act 27 of 1943
- Intellectual Property Laws Amendments Act 38 of 1997
- Interception and Monitoring Prohibition Act 127 of 1992
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Non-profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organised Crime Act 121 of 1998
- Protection of Businesses Act 99 of 1978
- Regional Services Councils Act 109 of 1985
- SA Schools Act 84 of 1996
- Sectional Titles Act 95 of 1986
- Short Term Insurance Act 53 of 1998

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- Short-term Insurance Act no. 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Stamp Duties Act 77 of 1968
- The Co-operatives Act 14 of 2005
- The Fund-Raising Act 107 of 1978
- The National Credit Act 34 of 2005
- Trade Marks Act 194 of 1993
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

**15. SECTION 51(1) (e)**

The following operational categories of records **ticked off** below are held and utilised in the day to day running and administration of the organisation: -

- Accounting records
- Information Technology
- Intellectual Property
- Personnel Records
- Sales and Marketing
- Statutory Company records
- Client Databases
- Internal Phone lists
- Policies
- Directives
- Minutes of Meetings
- Administrative information

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**16. PRESCRIBED FEES** [*Section 51(1)(f)*]

The following applies to requests (other than personal requests):

- A Requestor is required to pay the prescribed fees (R50.00) before a request is processed.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted):
- A Requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.
- The fee structure is available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za)



**ANNEXURE 1**

**FORM C (of Regulation 10)**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

**[Regulation 10]**

**A. Particulars of private body**

The Managing Partner:

**B. Particulars of person requesting access to the record**

- |     |  |
|-----|--|
| (a) | <i>The particulars of the person who requests access to the record must be given below.</i>                |
| (b) | <i>The address and/or fax number in the Republic to which the information is to be sent must be given.</i> |
| (c) | <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i>                |

➤ Full names and surname:
➤ Identity number:
➤ Postal address:
➤ Fax number:
➤ Telephone number:
➤ E-mail address:
➤ Capacity in which request is made, when made on behalf of another person:

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**C. Particulars of person on whose behalf request is made**

*This section must be completed ONLY if a request for information is made on behalf of another person.*

➤ Full names and surname:
➤ Identity number:
➤ Postal address:
➤ Fax number:
➤ Telephone number:
➤ E-mail address:
➤ Capacity in which request is made, when made on behalf of another person:

**D. Particulars of record**

(a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*  
 (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

➤ Description of record or relevant part of the record:
➤ Reference number, if available:
➤ Any further particulars of record:



**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (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 a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees:

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**F. Form of access to record**

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.*

Disability:		Form in which record is required:			
<p>Mark the appropriate box with an <b>X</b>.</p> <p><b>NOTES:</b></p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>					
<b>1. If the record is in written or printed form:</b>					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*		
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*		
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*		
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)		
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>			<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO				



**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*

<p>➤ Indicate which right is to be exercised or protected:</p>
<p>➤ Explain why the record requested is required for the exercise or protection of the aforementioned right</p>

**H. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record:

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON ON WHOM BEHALF REQUEST IS MADE





**ANNEXURE 2**

**FEES IN RESPECT OF PRIVATE BODIES**

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R 1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	



- (2) For purposes of section 54(2) of the Act, the following applies:
  - (a) Six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
  
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

