

ZYLEM (PTY) LTD

(“Zylem”)

Company registration Number 2021/394472/07



MANUAL

in terms of

The Promotion of Access to Information Act 2 of 2000

(“PAIA”)

And

The Protection of Personal Information Act 4 of 2013

(“POPIA”)

This manual was first compiled in November 2011. This update is dated July 6 2021. The latest version will be published on our web site:

www.zylemsa.co.za

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1. About Zylem

Zylem was established in 1991 by Justin Platt.

An important early relationship was forged with Van Rijn Holland to represent their seed potato breeding and commercialisation interests in South Africa. Zylem has represented Stet Holland and Plantera, both based in the Netherlands, for many years but has now transferred all the IP relating to seed potato breeding programmes to newly formed partner company RegenZ.

Zylem primarily offers agricultural technical services, mostly in crop production, with a client base consisting in the main of large, extensive farming organisations with a desire to be at the forefront of their particular field. Zylem formulates, tests, manufactures and sells a range of soil nutrition and plant health products.

As the Southern African representative of Nutri-Tech Solutions (Australia), Zylem advises growers on effective use of NTS's range of plant health products, certain of which are manufactured here under licence and sold throughout South Africa by Zylem's distributor network.

Justin Platt is one of a few Southern African-registered consultants for the internationally respected Brookside Laboratories Incorporated (BLI), Ohio, USA. BLI offers an outstanding service to growers and consultants for highly efficient and professional testing of soils, leaf matter, fertilisers and water.

Zylem's technical services can be broken up into the following areas:

- Formulation, manufacture and distribution of biological plant and soil health products;
- Consulting Services;
- Trading.

2. Company Contact Details

Designated and Duly Authorised Persons

Information Officer: Gillian Ada Moodie Platt
Alexander McKenzie Platt (Deputy)
Nicholas Edward Platt (Deputy)

Directors: Peter Justin Platt (Managing Director)
Gillian Ada Moodie Platt (Operations)

Accounting: Marlene Conradie

Auditors: GC Ford Inc
4 Mahogany Court, Redlands Estate, Pietermaritzburg, 3201
+27 (0)33 394 7616
Contact: Mr Joe Buchanan

Zylem Physical Address and Contact Details

Physical Address: Unit 20, 3 Cascades Crescent, Pietermaritzburg, 3201
Postal Address: Unit 20, 3 Cascades Crescent, Pietermaritzburg, 3201
Telephone Number: +27 (0)33 347 2893
Email Address: admin@zylemsa.co.za
Website: www.zylemsa.co.za

3. The Acts

A full version of PAIA can be found at the following web address:
<https://www.justice.gov.za/legislation/acts/2000-002.pdf>

A full version of POPIA can be found at the following web address:
https://www.gov.za/sites/default/files/gcis_document/201409/3706726-11act4of2013protectionofpersonalinforcorrect.pdf

4. Applicable Legislation

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 4 of 2013	Protection of Personal Information Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act
13	No 71 of 2008	Companies Act

5. Access To Records and Availability

Record	Subject	Availability
Financial	<ul style="list-style-type: none">Annual Financial StatementsFinancial and Tax Records (Company & Employees)Asset Register	admin@zylemsa.co.za GC Ford Inc – Tel: +27 (0)33 394 7616

	<ul style="list-style-type: none"> • Management Accounts 	
Marketing	<ul style="list-style-type: none"> • Product information • Distributors • Strategic partnerships • Services • Newsletters and Updates 	www.zylemsa.co.za

Other information and records available upon request via email to admin@zylemsa.co.za.

6. Personal Information Records

Zylem gathers and processes certain personal information in compliance with POPIA. Any requests for records in terms of PAIA that include “personal information” as defined in Section 1 of POPIA will be considered in light of the provisions and requirements of POPIA.

Zylem only processes personal information for the purpose described below and does not under any circumstances share with or sell personal information to third parties.

The database is contained only on Zylem’s own secure network server and backup storage, to which only duly authorized persons have access.

Purpose of Processing Personal Information

Zylem maintains a database of personal information for the specific purpose of disseminating newsletters, marketing and sales materials. All persons on the database are asked to give their explicit consent to have their personal information added to the database and processed for this purpose. Upon request, Zylem will irrevocably delete a person’s personal information record from the database.

Type of Information Held

For the purpose described above, Zylem’s records of personal information contain, where applicable, a person’s:

- full name;
- email address;
- telephone number;
- cell phone number;
- name of employer/name of business;
- role or job function.

7. Form Of Request

To facilitate the processing of your request, kindly:

1. Use the prescribed **FORM C**, which is attached to the end of this document, and is also available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za, or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at www.doj.gov.za.
2. Address your request to:
The Director - Operations, Zylem (Pty) Ltd.
Email: admin@zylemsa.co.za
Unit 20, 3 Cascades Crescent, Pietermaritzburg, 3201
3. Provide sufficient detail to enable Zylem to identify:
 - The record(s) requested;
 - The requester (and if an agent is lodging the request, proof of capacity);
 - The form of access required;
 - The email address (preferred), postal address or fax number of the requester in the Republic;
 - If the requester wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof;
 - 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.

8. Prescribed Fees

The following fees apply to requests (other than personal requests):

1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
2. 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);
3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
4. Records may be withheld until the fees have been paid.
5. The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za, or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at <http://www.doj.gov.za/>

FORM C

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 Head:

B. Particulars of person requesting access to the record

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

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:

C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> person.
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Full names and surname:

Identity number:

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. |

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

E. Fees

- | |
|--|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified</i> of the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption.</p> |
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Reason for exemption from payment of fees:

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
Form in which record is required:	
Mark the appropriate box with an X.	
<p>NOTES:</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 for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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2. If record consists of visual images

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"/>	transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
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4. If record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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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.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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 of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE