



# **PAIA MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (PAIA) as amended**

**DATE OF REVISION: 29/10/2025**

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## **1. INTRODUCTION**

### **1.1 Purpose of the Manual**

Section 51 of the Act requires the head of a Private Body to compile an access to information manual (**Manual**) which sets out the procedure and requirements to be adhered to in seeking to obtain access to information held by that Private Body. The objective of the Act as amended by section 110 of POPIA is to give effect to the constitutional right of access to information outlined in section 32 of the Constitution of the Republic of South Africa.

This Manual is useful for the public to –

- 1.1.1 check the categories of records held by PepsiCo SA which are available without a person having to submit a formal PAIA request;
- 1.1.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 1.1.3 know the description of the records of the body which are available for access and all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 1.1.4 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.1.5 know if the body will process personal information and the purpose of processing of personal information by the body;
- 1.1.6 know the description of the categories of data subjects and the information or categories of information relating to such data subjects;
- 1.1.7 know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.1.8 know if the body has planned to transfer or process personal information outside the Republic and the recipients or categories of recipients to whom the personal information may be supplied; and
- 1.1.9 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## **1.2 Contact Details for Access to Information**

### **1.2.1 Information Officer**

Name: Gareth Haarhoff (Chief Executive Officer)  
Tel: +27 21 974 4000  
Email: [ssaprivacyoffice@pepsico.com](mailto:ssaprivacyoffice@pepsico.com)

### **Deputy Information Officer designated in terms of section 56 of POPIA**

Name: Mmaseema Molepo (Data Privacy Officer)  
Email: [ssaprivacyoffice@pepsico.com](mailto:ssaprivacyoffice@pepsico.com)

### **Head Office**

Physical Address: PepsiCo South Africa  
Parc Du Cap Office Park  
Building 5  
10 Willie van Schoor Avenue  
Bellville  
7530

Postal Address: PO Box 4091  
Tyger Valley  
7536

Telephone: + 27 21 974 4000  
Email: [ssaprivacyoffice@pepsico.com](mailto:ssaprivacyoffice@pepsico.com)  
Website: <https://sa.pepsico.africa/>

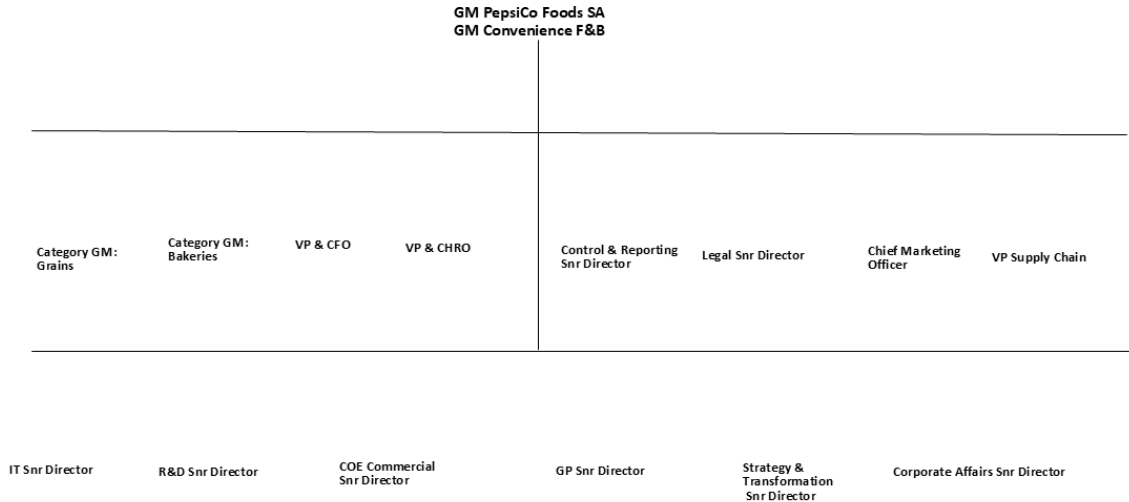
### **1.2.2 Availability of the Manual**

A copy of the Manual is available:

- on our website at <https://sa.pepsico.africa/>;
- to any person upon request and payment of a reasonable fee;
- to the Regulator upon request; and
- at the head office at the address outlined in paragraph 1.2.1 for inspection during normal business hours.

## 2. THE STRUCTURE OF PEPSICO SA

### PepsiCo South Africa Organizational Structure



## 3. A GUIDE ON HOW TO USE PAIA (SECTION 10 OF PAIA)

3.1 The Regulator has, in terms of section 10(1) of PAIA amended, updated and made available a revised guide containing information reasonably required by a person wishing to exercise any right in terms of PAIA and POPIA (**Guide**).

3.2 The Guide is available in each of the official languages of South Africa and braille This Guide is available on the Information Regulator's website and copies of the Guide, in English, Afrikaans and isiZulu are available for inspection at the head office of PepsiCo SA, as set out in paragraph 1.2.1 above.

3.3 The Guide that has been published by the Regulator contains the following information:

- (i) the objects of PAIA and POPIA;
- (ii) the postal and street address, phone and fax number, and if available, the electronic mail address of the information officer of:
  - (a) every public body; and
  - (b) every deputy information officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - (c) the manner and form of a request for access to:
    - A. a record of a public body; and
    - B. a record held by a private body;
- (iii) the assistance available from the information officer of a public body in terms of PAIA and POPIA;

- (iv) the assistance available from the Regulator in terms of PAIA and POPIA;
- (v) all remedies in law regarding an act or an omission in respect of a right or duty conferred or imposed by PAIA and POPIA, including how to lodge an internal appeal, a complaint to the Regulator and a court application;
- (vi) the requirements for a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- (vii) the voluntary disclosure of categories of records by a public body and private body, respectively;
- (viii) the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- (ix) the regulations made in terms of section 92 of PAIA.

3.4 The Regulator is responsible for updating and making available the existing Guide that will facilitate ease of use of PAIA for requesters. Any information or queries related to the Guide should be directed to:

The Information Regulator (South Africa)

PO Box 31522

Braamfontein

Johannesburg, 2017

Website: [www.inforegulator.org.za](http://www.inforegulator.org.za)

Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

#### **4. DEFINITIONS, ACRONYMS, ABBREVIATIONS AND INTEPRETATIONS**

|                                      |                                                                                                                                                                                                                                                                                         |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Act or PAIA                          | means the Promotion of Access to Information Act No. 2 of 2000 as amended from time to time, including all relevant regulations thereto                                                                                                                                                 |
| CEO                                  | means Chief Executive Officer                                                                                                                                                                                                                                                           |
| DIO or<br>Deputy Information Officer | means Deputy Information Officer                                                                                                                                                                                                                                                        |
| Head                                 | means the Chief Executive Officer of PepsiCo SA                                                                                                                                                                                                                                         |
| IO or Information Officer            | means Information Officer                                                                                                                                                                                                                                                               |
| Manual                               | means this manual together with all annexures hereto                                                                                                                                                                                                                                    |
| PepsiCo SA                           | refers collectively to PepsiCo South Africa (Proprietary) Limited (formerly Simba) (Registration No. 1995/003667/07), Pioneer Foods (Pty) Ltd (Registration No. 1957/000634/07) and its Affiliates, and any reference to "We", "Us", or "Our" herein shall be a reference to PepsiCo SA |
| POPIA                                | means the Protection of Personal Information Act No.4 of 2013                                                                                                                                                                                                                           |
| Regulator                            | means the Information Regulator                                                                                                                                                                                                                                                         |
| Requester                            | means the person making the request in terms of the Act                                                                                                                                                                                                                                 |
| Republic                             | means the Republic of South Africa                                                                                                                                                                                                                                                      |
| SA                                   | means South Africa                                                                                                                                                                                                                                                                      |

## 5. CATEGORIES OF RECORDS HELD BY PEPSICO SA

### 5.1 Categories of records held in terms of section 51(1)(b)(ii) and section 51(1)(b)(iv) of PAIA

| Functions                                              | Category of Records                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Records Readily Available                                                                                                                                                                                               | Records Available Upon Request – Contact Details                               |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Legal and Corporate Secretariat, and Corporate Affairs | <b>Company Records</b> <ul style="list-style-type: none"> <li>• Organogram,</li> <li>• Notice of incorporation</li> <li>• Memorandum of Incorporation,</li> <li>• Records relating to the appointment of directors and auditors,</li> <li>• Public Officers, and other officers of the company</li> <li>• Share and directors registers</li> <li>• Documents made available to holders of securities</li> <li>• Administrative records, and Executive Committees minutes and resolutions</li> <li>• Supplier contracts</li> <li>• Licenses</li> <li>• Leases</li> <li>• IT agreements</li> <li>• IT licenses</li> <li>• Legal opinions</li> <li>• Advertising agreements</li> <li>• Internal audit reports</li> <li>• Risk management reports</li> <li>• Acquisition/Divestiture/Merger/Reorganization agreements and related documents</li> <li>• PepsiCo Foundation reports and records of contributions</li> <li>• Records of charitable donations</li> <li>• Civil court judgements</li> <li>• Rehabilitation orders</li> <li>• BBBEE certificate</li> <li>• Company media and press releases</li> <li>• Enterprise development beneficiary entities</li> </ul> | <ul style="list-style-type: none"> <li>• Organogram (This is available on the PepsiCo SA website)</li> <li>• Civil court judgements</li> <li>• Company media and press releases</li> <li>• BBBEE certificate</li> </ul> | <a href="mailto:ssaprivacyoffice@pepsico.com">ssaprivacyoffice@pepsico.com</a> |
|                                                        | <ul style="list-style-type: none"> <li>• Annual financial statements</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                         |                                                                                |

|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                             |  |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--|
| Finance, Treasury and Tax Management | <ul style="list-style-type: none"> <li>• Tax returns</li> <li>• Accounting records</li> <li>• Asset register</li> <li>• Rental agreements</li> <li>• Invoices</li> <li>• PAYE records</li> <li>• Documents issued to employees for income tax purposes</li> <li>• Records of payments made to SARS on behalf of employees</li> <li>• Banking records including banking details of employees, suppliers, and service providers</li> <li>• Records of importation of goods including import tax, objections and appeals, and bill of entries</li> </ul> |                                                                             |  |
| Human Resources                      | <ul style="list-style-type: none"> <li>• Employment contracts, disciplinary records, policies and labour agreements</li> <li>• Payroll records</li> <li>• Leave records</li> <li>• Employees medical records</li> <li>• Employment equity plan (if applicable)</li> <li>• Medical aid records</li> <li>• Pension fund records</li> <li>• Disciplinary records</li> <li>• SETA records</li> <li>• Disciplinary code</li> <li>• Training records</li> <li>• Training manuals</li> </ul>                                                                 |                                                                             |  |
| Compliance and Ethics                | <ul style="list-style-type: none"> <li>• Global Code of Conduct</li> <li>• Records related to speak-up hotline</li> <li>• Global Anti-Bribery Compliance Policy</li> <li>• Speak-Up and Code of Conduct complaints, tip-offs and investigation reports</li> </ul>                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Speak-up hotline number</li> </ul> |  |
|                                      | <ul style="list-style-type: none"> <li>• Quality assurance records</li> <li>• Motor vehicle and other maintenance records</li> <li>• Building permits</li> <li>• Customs/Trade/NAFTA documentation</li> <li>• Fleet and equipment purchase and sale/lease</li> </ul>                                                                                                                                                                                                                                                                                  |                                                                             |  |

|                                                |                                                                                                                                                                                                                                                                                                |                                                                                                                |  |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--|
| Manufacturing, Operations and Logistics        | <ul style="list-style-type: none"> <li>agreements</li> <li>• Freight documentation</li> <li>• Inventory management records including inventory receipts, usage, adjustments and valuation</li> <li>• Records related to complaints, and accident claims</li> </ul>                             |                                                                                                                |  |
| Marketing, Customer Relations, and Advertising | <ul style="list-style-type: none"> <li>• Records related to competitions and campaigns,</li> <li>• Product Complaints lodged by customers</li> <li>• Records related to prizes and price winners</li> <li>• Market research reports</li> <li>• Terms and conditions of competitions</li> </ul> | <ul style="list-style-type: none"> <li>• Terms and conditions of competitions</li> </ul>                       |  |
| Supply Chain                                   | <ul style="list-style-type: none"> <li>• Supplier agreements including commodities contracts</li> <li>• Terms and conditions for procurement of goods and services</li> <li>• Tender and RFQ documents</li> </ul>                                                                              | <ul style="list-style-type: none"> <li>• Terms and conditions for procurement of goods and services</li> </ul> |  |
| Research and Development                       | <ul style="list-style-type: none"> <li>• Product development records (e.g. project work plans, test protocols and results, research and technical reports, vendor, and ingredient assessments)</li> </ul>                                                                                      |                                                                                                                |  |
| Health, Safety, Environmental and Quality      | <ul style="list-style-type: none"> <li>• Records related to accident claims including vehicle and people claims</li> <li>• Records related to assessments, air monitoring, and noise monitoring results</li> <li>• Work permits</li> <li>• Medical surveillance results</li> </ul>             |                                                                                                                |  |

## 5.2 Description of Records that are available in accordance with any other legislation (section 51(1)(b)(iii) of PAIA)

| Category of Records                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Applicable Legislation                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Memorandum of incorporation</li> <li>• Notice of incorporation</li> <li>• Share registers and certificates</li> <li>• Accounting records</li> <li>• Annual Financial Statements</li> <li>• Directors conflict of interests declarations</li> <li>• Register of Company Secretary and Auditors</li> <li>• Record of Directors</li> <li>• Minutes and resolutions of directors' meetings, audit committee and directors' committees</li> </ul> | Companies Act 71 of 2008, as amended                                |
| <ul style="list-style-type: none"> <li>• PAIA Manual</li> <li>• PAIA Annual Reports</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                        | Promotion of Access to Information Act 2 of 2000                    |
| <ul style="list-style-type: none"> <li>• Employment contracts,</li> <li>• Leave records</li> <li>• Payroll records</li> </ul>                                                                                                                                                                                                                                                                                                                                                         | Basic Conditions of Employment Act 75 of 1997                       |
| <ul style="list-style-type: none"> <li>• Records related to prizes and price winners</li> <li>• Terms and conditions of competitions</li> </ul>                                                                                                                                                                                                                                                                                                                                       | Consumer Protection Act 68 of 2008                                  |
| <ul style="list-style-type: none"> <li>• Civil court judgments</li> <li>• Administration orders</li> <li>• Credit applications</li> <li>• Credit applications decisions</li> <li>• Quotations</li> <li>• Credit agreements</li> </ul>                                                                                                                                                                                                                                                 | National Credit Act 34 of 2005                                      |
| <ul style="list-style-type: none"> <li>• Records of risk assessments, medical surveillance records and exposure monitoring reports</li> <li>• Compensation of Occupational Injuries and Disease Reports</li> </ul>                                                                                                                                                                                                                                                                    | Compensation for Occupational Injuries and Diseases Act 130 of 1993 |
| <ul style="list-style-type: none"> <li>• Collective agreements and arbitration awards</li> <li>• Disciplinary records</li> </ul>                                                                                                                                                                                                                                                                                                                                                      | Labour Relations Act 66 of 1995                                     |
| <ul style="list-style-type: none"> <li>• Record of processing activities (Personal information inventory)</li> <li>• Privacy impact assessments</li> </ul>                                                                                                                                                                                                                                                                                                                            | Protection of Personal Information Act 4 of 2013                    |
| <ul style="list-style-type: none"> <li>• Learning and development records</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                  | Skills Development Act 97 of 1998                                   |

## 6. PROCESSING OF PERSONAL INFORMATION (SECTION 51(c)(i)-(v) OF PAIA)

### 6.1 Purpose of Processing Personal Information by Data Subjects by PepsiCo SA

PepsiCo SA processes personal information of data subjects based on –

- a) consent obtained from data subjects. When data subjects provide their consent, they are informed about their rights and the procedures to exercise those rights, including the option to withdraw consent at any time;
- b) legitimate interests of PepsiCo SA including, security of property and network, fraud prevention, and product complaints investigations;
- c) the performance of a contract between PepsiCo SA and the data subject;
- d) protecting data subject's legitimate interests; or
- e) compliance with an obligation imposed by law on PepsiCo SA, including accounting and tax requirements.

### 6.2 Categories of Data Subjects and their Personal Information

| Categories of Data Subjects                    | Personal Information that may be processed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Consumers                                      | <ul style="list-style-type: none"> <li>Biographical data (for example, physical or postal address, email address, date of birth, age, identity number, first name, last name, and contact number, province/region, gender, language preference, number of children, household size, household income, marital status, education, occupation type)</li> <li>Financial data (for example, bank details) for payment of any agreed settlement amount or prize</li> <li>Data relating to your use of the Sites (for example, domain name, IP address and cookies)</li> <li>Shopping data (for example, brand preference, shop/retailer preference, consumption occasion, purchase trigger, purchase frequency, purchase reasons, preferred area type, prize preference, snacking times)</li> <li>Verification Information such as username, password, password reminder questions and password answers</li> <li>Any data you independently choose to provide to us (for example, if you send us an email or call us)</li> </ul> |
| Suppliers, Contractors, Service Providers, and | <ul style="list-style-type: none"> <li>Identification data such as name of supplier, postal and physical address, company registration number, VAT number, BBBEE certificate or affidavit, directors' identity documents, background checks</li> <li>Financial data such as financial statements, banking confirmation details or letter</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Clients (Retailers)                            | <ul style="list-style-type: none"> <li>Contact Information such Company name, contact persons, e-mail addresses, physical address, phone and mobile numbers.</li> <li>Account and payment information such as authorized account users, VAT and Income tax reference numbers, bank details, invoices and records, SWIFT and IBAN details.</li> <li>Identifiers such as Company registration numbers, identity numbers, Supplier/Vendor number, B-BBEE status, vehicle registration numbers, driver's license, physical addresses</li> <li>Contract information including product or services information, commercial terms of the contract, contract performance and non-performance.</li> <li>Financial information such as financial statements, credit and trade references, agreements, shareholders, trustees and sureties</li> <li>Background and credit information including credit status and depending on the nature of the services/contract, criminal record, and fraud checks.</li> </ul>                      |
| Employees                                      | <ul style="list-style-type: none"> <li>Name, surname, residential address, qualifications, CVs, gender, and race, proof of identity, background and reference checks, driver's license.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

### 6.3 **Categories of Recipients to whom Personal Information may be shared with by PepsiCo SA**

PepsiCo SA may share information or records with the following categories of recipients:

- a) PepsiCo Group of companies;
- b) law enforcement agencies such as the South African Police Services, South African Revenue Services;
- c) statutory oversight agencies and regulators such as the Regulator, Competition Tribunal;
- d) verification and vetting agencies;
- e) contractors of PepsiCo;
- f) partners and agents;
- g) third parties that we use to provide you with marketing and advertisements; and
- g) any third party and/or supplier with whom PepsiCo SA conducts its business.

### 6.4 **Planned Cross-Border Flows of Personal Information**

- 6.4.1 PepsiCo SA is part of a global company and in the operation of our business, we use centralized functions and systems across the PepsiCo Group. Personal information may be processed through these centralized functions and systems. Examples of PepsiCo regions (sectors) that PepsiCo SA may transfer personal information to includes North America, Latin America, Europe, AMESA Sector (Africa, Middle East, and South Asia) and APAC Sector (Asia Pacific, Australia, New Zealand, and China).
- 6.4.2 The transfer of personal information outside South Africa will be in accordance with the requirements for lawful transfer outside of South Africa as set out in POPIA.

### 6.5 **General description of information security measures to be implemented by PepsiCo SA to ensure the confidentiality, integrity and availability of the information**

- 6.5.1 PepsiCo SA secures the integrity and confidentiality of personal information in our possession or under our control by taking appropriate, reasonable technical and organizational measures to prevent loss of damage to or unauthorized destruction of personal information and unlawful access to or processing of personal information.
- 6.5.2 To ensure such security, PepsiCo SA has in place policies, controls, and related processes, which are reviewed and updated on a regular basis.
- 6.5.3 Personal information security incident reporting and remediation.
- 6.5.4 By way of written agreements, imposition of security and confidentiality obligations on Operators and reserving the right to audit their systems to ensure compliance with such obligations.
- 6.5.5 Our policies, controls and procedures cover for example –
  - 6.5.5.1 physical, technical and network security;
  - 6.5.5.2 access controls and monitoring access; and

6.5.5.3 secure storage, destruction, and encryption of information and records.

## **7. PROCEDURE FOR PAIA REQUESTS**

- 7.1 A request for access to a record and information that is not readily available should be lodged with the Deputy Information Officer using the physical address, postal address, or email address set out in paragraph 1.2. The Requester must complete a prescribed form (attached to the Manual as Annexure A).
- 7.2 The form must be completed in a manner that provides sufficient details to enable the Deputy Information Officer to identify the information requested and to identify the person requesting such information. The form must also indicate which form of access is required to the information as well as specify a postal address or email address of the Requester. The form must also identify the right that the Requester is seeking to exercise or protect and provide an explanation of why the requested information is required for the exercise or protection of that right.
- 7.3 To verify the Requester's identity, the Requester must provide adequate proof of identity. This can include a certified copy of the Requester's ID, driver's license, or passport.
- 7.4 If the request is made on behalf of another person, the Requester must submit proof, in the form of an affidavit or letter of consent of the capacity authorizing the Requester to make the request on behalf of another person.
- 7.5 Once the completed form is received, the Deputy Information Officer will acknowledge receipt of the request. If the request is granted, the Requester may be required to pay a specified request fee using the banking details provided, if applicable.
- 7.6 If no extension period is required and upon receiving proof of payment, the requested information and records will be compiled and provided to the Requester within 30 calendar days.
- 7.7 If the request for access to a record is not successful, the requestor will be notified of the following:
  - 7.7.1 adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal below); and
  - 7.7.2 that the Requestor may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.
- 7.8 Where records cannot be located but to which a Requester would have had access if the record was available, PepsiCo SA will provide a response in the form of an affidavit or affirmation. This also applies where the requested records do not exist.

## **8. GROUNDS FOR REFUSAL IN TERMS OF PAIA**

- 8.1 PepsiCo SA may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which PepsiCo SA may refuse access include:
  - (i) Protecting personal information that PepsiCo SA holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure.
  - (ii) Protecting commercial information that PepsiCo SA holds about a third party or PepsiCo SA (for example trade secrets: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organization or the third party).
  - (iii) If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement.
  - (iv) If disclosure of the record would endanger the life or physical safety of an individual.
  - (v) If disclosure of the record would prejudice or impair the security of property or means of transport.

- (vi) If disclosure of the records would prejudice or impair the protection of a person in accordance with a witness protection scheme.
- (vii) If disclosure of the record would prejudice or impair the protection of the safety of the public.
- (viii) The record is privileged from production in legal proceedings, unless the legal privilege has been waived.
- (ix) Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of PepsiCo SA.
- (x) Disclosure of the record would put PepsiCo SA at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- (xi) The record is a computer programme.
- (xii) The record contains information about research carried out or about to be carried out on behalf of a third party or PepsiCo SA or any other PepsiCo Group Company.
- (xiii) Records that cannot be found or do not exist.
- (xiv) If PepsiCo SA has searched for a record and it is believed that the record either does not exist or cannot be found, the requestor will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

## **9. POPIA DATA SUBJECT REQUEST PROCESS**

- 9.1 POPIA provides that a data subject may, upon proof of identity, request PepsiCo SA to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 9.2 POPIA also provides that a data subject may object, at any time, to the processing of personal information by PepsiCo SA, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing.
- 9.3 A data subject may also request PepsiCo SA to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that PepsiCo SA is no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.
- 9.4 If a data subject wishes to:
  - (i) Submit a data subject access request, the data subject must complete the prescribed form (attached to the Manual as **Annexure A**) and submit it to PepsiCo SA's Deputy Information Officer.
  - (ii) Object to the processing of personal information, the data subject must complete the prescribed form (attached to the Manual as **Annexure B**) and submit it to PepsiCo SA's Deputy Information Officer.
  - (iii) Request a correction or deletion of personal information or the destruction or deletion of a record of personal information, the data subject must complete the prescribed form (attached to the Manual as **Annexure C**) and submit it to PepsiCo SA's Deputy Information Officer.

- 9.5 Proof of the data subject's identity (and that of any related third parties acting on behalf of the data subject) must be provided on submitting any of the data subject forms referenced in paragraphs 9.4 (i) to 9.4(iii) to PepsiCo SA's Deputy Information Officer.

## 10. REQUEST FOR ACCESS TO INFORMATION ABOUT THIRD PARTIES

- 10.1 If a request for access to a record contains information about a third party, PepsiCo SA is obliged to attempt to contact the third party to inform them of the request and to give them an opportunity to respond by either consenting to the access or by providing reasons why the access should be denied.
- 10.2 If the third party furnishes reasons for the support or denial of access, the PepsiCo SA's Deputy Information Officer will consider these reasons in determining whether access should be granted, or not.
- 10.3 The Requester may appeal against a refusal of access by the Deputy Information Officer. Please refer to Sections 74, 77, and 78 of the Act for further details on the Appeal Process.

## 11. PRESCRIBED FEES

- 11.1 An initial, non-refundable request fee is payable on submission of the request form as set out in **Annexure A** of this Manual to PepsiCo SA's Deputy Information Officer. The non-refundable fee is set out in the Regulations Relating to The Promotion of Access to Information Act, 2021 (**PAIA Regulations**) which are accessible at the following link on the Regulator's website –
- <https://inforegulator.org.za/wp-content/uploads/2020/07/20210827-gg45057gon757-PAIAreulations-1.pdf>.
- 11.2 **Note:** This fee is not applicable to personal requestors, referring to any person seeking access to records in terms of paragraph 9 above that contain their personal information.
- 11.3 The prescribed access fee, if applicable, as provided for in paragraph 11.1 above, must be paid and proof of payment (e.g. copy of deposit slip or EFT) must be submitted along with your request.
- 11.4 Section 54 of PAIA entitles PepsiCo SA to levy a prescribed fee to a Requester before further processing the request. PAIA provides for two types of fees, namely:
- (i) a request fee, which will be a standard fee; and
  - (ii) an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 11.5 The Requester, other than a personal Requester in terms of paragraph 9 above must pay the prescribed request fee, before submitting the request and provide proof of payment, which must accompany the PAIA access request form as per **Annexure A** attached to this Manual.
- 11.6 If the search for and preparation of the record (for disclosure), including the arrangement to make it available in the PAIA access request form, requires more than the hours prescribed in the Regulations for this purpose, the PepsiCo SA Deputy Information Officer will request you to pay as a deposit being the prescribed portion of the access fee which would be payable if the request is granted (**Deposit**).
- 11.7 PepsiCo SA's Deputy Information Officer may withhold a record until the Requester has paid the prescribed fees set out in the PAIA Regulations.
- 11.8 A Requester whose request 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 making arrangements

to make it available in the access request form.

11.9 You may ask for a refund of the Deposit if your request for access is refused.

## **12. LODGEMENT OF COMPLAINTS**

A Requester may lodge a complaint with the Regulator within 180 days of being advised of the PepsiCo SA's Deputy Information Officer's decision.

## **13. UPDATING OF THE MANUAL**

The Deputy Information Officer of PepsiCo SA may, on a regular basis, update this Manual.

## **14. DISCLAIMER**

14.1 The Manual does not purport to be exhaustive of or to comprehensively deal with every procedure provided for in the Act.

14.2 A Requester is advised to familiarize him/her/itself with the provisions of the Act, before lodging any request with PepsiCo SA.

**ANNEXURE A: REQUEST FOR ACCESS TO A RECORD OF PEPSICO SA****REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer

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(Address)

E-mail address:

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Fax number:

|  |
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|  |
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Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

| PERSONAL INFORMATION                                                         |           |  |                          |
|------------------------------------------------------------------------------|-----------|--|--------------------------|
| Full Names                                                                   |           |  |                          |
| Identity Number                                                              |           |  |                          |
| Capacity in which request is made<br>(when made on behalf of another person) |           |  |                          |
| Postal Address                                                               |           |  |                          |
| Street Address                                                               |           |  |                          |
| E-mail Address                                                               |           |  |                          |
| Contact Numbers                                                              | Tel. (B): |  | Facsimile: <span></span> |
|                                                                              | Cellular: |  |                          |
| Full names of person on whose behalf request is made (if applicable):        |           |  |                          |
| Identity Number                                                              |           |  |                          |
| Postal Address                                                               |           |  |                          |

|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|-----------|
| Street Address                                                                                                                                                                                                                                                                                                                                                                         |          |  |           |
| E-mail Address                                                                                                                                                                                                                                                                                                                                                                         |          |  |           |
| Contact Numbers                                                                                                                                                                                                                                                                                                                                                                        | Tel. (B) |  | Facsimile |
|                                                                                                                                                                                                                                                                                                                                                                                        | Cellular |  |           |
| <p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p> |          |  |           |
| Description of record or relevant part of the record:                                                                                                                                                                                                                                                                                                                                  |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
| Reference number, if available                                                                                                                                                                                                                                                                                                                                                         |          |  |           |
| Any further particulars of record                                                                                                                                                                                                                                                                                                                                                      |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
| <p align="center"><b>TYPE OF RECORD</b></p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>                                                                                                                                                                                                                                                                         |          |  |           |
| Record is in written or printed form                                                                                                                                                                                                                                                                                                                                                   |          |  |           |
| Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>                                                                                                                                                                                                                                                 |          |  |           |
| Record consists of recorded words or information which can be reproduced in sound                                                                                                                                                                                                                                                                                                      |          |  |           |
| Record is held on a computer or in an electronic, or machine-readable form                                                                                                                                                                                                                                                                                                             |          |  |           |

| <b>FORM OF ACCESS</b><br><i>(Mark the applicable box with an "X")</i>                                                                                                |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i> |  |
| Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>            |  |
| Transcription of soundtrack <i>(written or printed document)</i>                                                                                                     |  |
| Copy of record on flash drive <i>(including virtual images and soundtracks)</i>                                                                                      |  |
| Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>                                                                               |  |
| Copy of record saved on cloud storage server                                                                                                                         |  |

| <b>MANNER OF ACCESS</b><br><i>(Mark the applicable box with an "X")</i>                                                                                                                                                                               |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> |  |
| Postal services to postal address                                                                                                                                                                                                                     |  |
| Postal services to street address                                                                                                                                                                                                                     |  |
| Courier service to street address                                                                                                                                                                                                                     |  |
| Facsimile of information in written or printed format <i>(including transcriptions)</i>                                                                                                                                                               |  |
| E-mail of information <i>(including soundtracks if possible)</i>                                                                                                                                                                                      |  |
| Cloud share/file transfer                                                                                                                                                                                                                             |  |
| Preferred language<br><i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>                                                                            |  |

| <b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b><br><i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i> |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Indicate which right is to be exercised or protected                                                                                                                                                                     |  |
|                                                                                                                                                                                                                          |  |
|                                                                                                                                                                                                                          |  |

|                                                                                                          |  |
|----------------------------------------------------------------------------------------------------------|--|
| Explain why the record requested is required for the exercise or protection of the aforementioned right: |  |
|                                                                                                          |  |
|                                                                                                          |  |

| FEES   |                                                                                                                                                                    |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a)     | <i>A request fee must be paid before the request will be considered.</i>                                                                                           |
| b)     | <i>You will be notified of the amount of the access fee to be paid.</i>                                                                                            |
| c)     | <i>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.</i> |
| d)     | <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>                                                               |
| Reason |                                                                                                                                                                    |
|        |                                                                                                                                                                    |
|        |                                                                                                                                                                    |

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

| Postal address | Facsimile | Electronic communication<br>(Please specify) |
|----------------|-----------|----------------------------------------------|
|                |           |                                              |

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

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

|                                                                               |  |
|-------------------------------------------------------------------------------|--|
| Reference number:                                                             |  |
| Request received by:<br>(State Rank, Name And Surname of Information Officer) |  |
| Date received:                                                                |  |
| Access fees:                                                                  |  |
| Deposit (if any):                                                             |  |

\_\_\_\_\_  
**Signature of Information Officer**

**ANNEXURE B: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION****OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021**

[Regulation 2]

Note:

1. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form.*
2. *Complete as is applicable.*

| <b>A</b>                                                   | <b>DETAILS OF DATA SUBJECT</b>                                                                                          |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Name(s) and surname/ registered name of data subject:      |                                                                                                                         |
| Postal or business address:                                |                                                                                                                         |
|                                                            |                                                                                                                         |
|                                                            |                                                                                                                         |
|                                                            | Code ( )                                                                                                                |
| Contact number(s):                                         |                                                                                                                         |
| Fax number / E-mail address:                               |                                                                                                                         |
| <b>B</b>                                                   | <b>DETAILS OF RESPONSIBLE PARTY</b>                                                                                     |
| Name(s) and surname/ Registered name of responsible party: |                                                                                                                         |
| Postal or business address:                                |                                                                                                                         |
|                                                            |                                                                                                                         |
|                                                            |                                                                                                                         |
|                                                            | Code ( )                                                                                                                |
| Contact number(s):                                         |                                                                                                                         |
| Fax number/ E-mail address:                                |                                                                                                                         |
| <b>C</b>                                                   | <b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(3)(a)</b><br><i>(Please provide detailed reasons for the objection)</i> |

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Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/designated person*

## ANNEXURE C: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION

### REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021 [Regulation 3]

**Note:**

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

**Request for:**

- (a) Correction or ☐ deletion ☐ of personal information about the data subject which is in possession or under the control of the responsible party.

*Please select applicable reasons for the selected request:*

- (a) Inaccurate
- (b) Irrelevant
- (c) Excessive
- (d) Out of Date
- (e) Incomplete
- (f) Misleading
- (g) Obtained unlawfully

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- (b) Destruction ☐ or deletion ☐ of a record of personal information about the data subject which is in the possession or under the control of the responsible party who is no longer authorised to retain the record of information.

| A                                                           | DETAILS OF THE DATA SUBJECT                                                                                                                                                                                                                                             |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name(s) and surname / registered name of data subject:      |                                                                                                                                                                                                                                                                         |
| Postal or business address:                                 |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             | Code (      )                                                                                                                                                                                                                                                           |
| Contact number(s):                                          |                                                                                                                                                                                                                                                                         |
| Fax number/E-mail address:                                  |                                                                                                                                                                                                                                                                         |
| B                                                           | DETAILS OF RESPONSIBLE PARTY                                                                                                                                                                                                                                            |
| Name(s) and surname / registered name of responsible party: |                                                                                                                                                                                                                                                                         |
| Postal or business address:                                 |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             | Code (      )                                                                                                                                                                                                                                                           |
| Contact number(s):                                          |                                                                                                                                                                                                                                                                         |
| Fax number/ E-mail address:                                 |                                                                                                                                                                                                                                                                         |
| C                                                           | <b>PERSONAL INFORMATION TO BE CORRECTED/DESTROYED/DELETED</b><br><i>(Please specify the personal information required to be corrected / destroyed / deleted)</i>                                                                                                        |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
| D                                                           | <b>EXPLANATION FOR THE SELECTED REASON FOR A REQUEST</b><br><i>(Please provide detail explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party)</i> |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |
|                                                             |                                                                                                                                                                                                                                                                         |

Signed at ..... this ..... day of .....20.....

.....  
Signature of data subject/ designated person