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# PAIA MANUAL

South African Livestock Agents (Pty) Ltd

Registration No. 2020/007306/07

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

**Version:** 2.0

**Issue Date:** 13 April 2026

**Next Review Date:** April 2027

**Information Officer:** Ryan Dean Bruwer

**IO Registration No.:** 2026-007306

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

ABBREVIATION	DEFINITION
CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
SALA	South African Livestock Agents (Pty) Ltd

## 2. INTRODUCTION

South African Livestock Agents (Pty) Ltd (SALA) is a private company incorporated in the Republic of South Africa, operating primarily as a pork product manufacturer and agri-business. Founded in 1989, SALA is committed to conducting its business with transparency and accountability. Georgie's is a registered trade mark of SALA.

Section 32 of the Constitution of the Republic of South Africa, 1996, guarantees every person the right of access to information held by the state, and any information held by another person that is required for the exercise or protection of any rights. The Promotion of Access to Information Act 2 of 2000 (PAIA) gives effect to this constitutional right.

SALA acknowledges its obligations under PAIA and under the Protection of Personal Information Act 4 of 2013 (POPIA) and has prepared this Manual in compliance with section 51 of PAIA. This Manual assists members of the public in understanding how to access records held by SALA and how SALA processes personal information.

## 3. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is intended to assist the public to:

- Check the categories of records held by SALA which are available without submitting a formal PAIA request;
- Have a sufficient understanding of how to make a request for access to a record of SALA, including a description of subjects on which SALA holds records and the categories of records held on each subject;
- Know the description of the records of SALA which are available in accordance with any other legislation;
- Access all relevant contact details of the Information Officer and Deputy Information Officer;
- Know how to obtain the Regulator's Guide on how to use PAIA;
- Understand how SALA processes personal information, the purpose of processing, and the categories of data subjects and information processed;
- Know the recipients or categories of recipients to whom personal information may be supplied;
- Know whether SALA plans to transfer personal information outside the Republic;
- Understand the security measures SALA implements to protect personal information; and
- Know the prescribed fees applicable to requests for access to records.

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## 4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SALA

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### 4.1 Information Officer

**Full Name:** Ryan Dean Bruwer  
**Designation:** Information Officer / Director  
**IO Reg. No.:** 2026-007306 (registered 13 April 2026)  
**Tel:** 031 785 1885  
**Email:** ryan@salapork.co.za  
**Fax:** N/A

### 4.2 Deputy Information Officer

**Full Name:** Ryan David Thompson  
**Designation:** Deputy Information Officer  
**Tel:** 031 785 1885  
**Email:** ryant@salapork.co.za  
**Fax:** N/A

### 4.3 General Access to Information Contact

**Email:** ryan@salapork.co.za

### 4.4 Head / Registered Office

**Postal Address:** PO Box 8, Cato Ridge, 3680  
**Physical Address:** Lot 115 Goodwill Place, Camperdown, 3720  
**Telephone:** 031 785 1885  
**Email:** ryan@salapork.co.za  
**Website:** www.georgies.co.za

### 4.5 Information Regulator

Requests, complaints or queries relating to PAIA or POPIA may also be directed to the Information Regulator:

**Website:** <https://inforegulator.org.za>  
**Physical Address:** 54 Maxwell Drive, Woodmead, Johannesburg, 2191  
**Tel:** 010 023 5200 | Toll-free: 0800 017 160  
**General Enquiries:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)  
**PAIA Complaints:** [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)  
**POPIA Complaints:** [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)

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## 5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

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**5.1** The Regulator has, in terms of section 10(1) of PAIA (as amended), updated and made available a revised Guide on how to use PAIA, in an easily comprehensible form, as may reasonably be required by a person who wishes to exercise any right under PAIA or POPIA.

**5.2** The Guide is available in each of the official languages and in Braille.

**5.3** The Guide contains descriptions of: the objects of PAIA and POPIA; contact details of Information Officers and Deputy Information Officers of public and private bodies; the manner and form of requests for access; available remedies (including internal appeals, complaints to the Regulator and court applications); fee notices; and applicable regulations.

**5.4** Members of the public may inspect or obtain copies of the Guide from:

- The offices of SALA during normal business hours;
- The offices of the Information Regulator during normal business hours;
- The Information Regulator's website: <https://info regulator.org.za>; and
- Upon request to SALA's Information Officer.

**5.5** The Guide is available at SALA's offices in the following official languages: English and Afrikaans.

## 6. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL PAIA REQUEST

The following categories of records are voluntarily made available by SALA in terms of section 52 of PAIA, without a person having to submit a formal request:

CATEGORY OF RECORDS	TYPE OF RECORD	AVAILABLE ON WEBSITE	AVAILABLE ON REQUEST
Statutory Information	VAT Number & Directors	Yes	Yes
Livestock / Products	Price lists and auction records		Yes
Livestock / Products	Consignment notes (de-identified)		Yes
Compliance	FSA Certification status	Yes	Yes

## 7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

The following categories of records are maintained by SALA pursuant to other applicable legislation. Access may be requested under PAIA, subject to applicable grounds for refusal:

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
Memorandum of Incorporation	Companies Act 71 of 2008
Financial / Accounting Records	Companies Act 71 of 2008; Income Tax Act 58 of 1962
Employee Records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Payroll / Tax Records	Income Tax Act 58 of 1962
Health & Safety Records	Occupational Health and Safety Act 85 of 1993
Agricultural / Livestock Records	Animal Diseases Act 35 of 1984; Meat Safety Act 40 of 2000
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Records	Protection of Personal Information Act 4 of 2013

## 8. SUBJECTS ON WHICH SALA HOLDS RECORDS AND CATEGORIES OF RECORDS

SUBJECT	CATEGORIES OF RECORDS
Strategic Documents & Plans	Annual reports, strategic plans, annual performance plans
Human Resources	HR policies and procedures, advertised posts, employee records, EE plan, disciplinary records, performance records
Finance	Accounting records, invoices, bank statements, tax records, payroll records
Operations	Standard operating procedures, auction records, consignment notes, client/principal records
Health and Safety	Audit results, health and safety registers and plans, incident reports
Compliance & Regulatory	PAIA manual, POPIA records, licences, permits, FSA certification records

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1 Purpose of Processing Personal Information

SALA will collect and process personal information only for a legitimate purpose related to its livestock agency and agri-business operations. This includes, but is not limited to:

- Performance of services requested by clients, principals, and other parties;
- Undertaking know-your-client and related background or compliance checks required by law or industry practice;
- Recruitment and related HR activities;
- Financial and accounting administration (invoicing, payments, tax compliance);
- Marketing and related communications;
- Compliance with legal and regulatory obligations; and
- Any further purpose ancillary to the above activities.

Although providing personal information is generally voluntary, SALA reserves the right to decline to transact with any person who fails to provide personal information that SALA deems necessary. This also applies where consent is withdrawn or where a data subject objects to processing.

### 9.2 Categories of Data Subjects and Personal Information Processed

CATEGORY OF DATA SUBJECT	PERSONAL INFORMATION THAT MAY BE PROCESSED
Customers / Clients	Name, address, ID/registration numbers, employment status, bank details, contact details
Service Providers	Name, registration number, VAT number, address, bank details, trade references
Employees	Name, ID number, address, contact details, qualifications, employment history, gender, race, salary/payroll records, tax records, performance and disciplinary records
Job Applicants	Name, contact details, ID number, CV, qualifications, employment history, references
Suppliers / Farmers	Name, registration number, contact details, bank details, product/delivery records

### 9.3 Recipients of Personal Information

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS / CATEGORIES OF RECIPIENTS
Identity number and names (criminal checks)	South African Police Services (SAPS)
Qualifications (verification)	South African Qualifications Authority (SAQA)
Credit and payment history	Credit Bureaux
Tax and payroll information	South African Revenue Service (SARS)
Employee information	Department of Employment and Labour
General processing (cloud / IT services)	Numata (IT service provider) — subject to data processor agreement

### 9.4 Planned Transborder Flows of Personal Information

SALA does not currently plan to transfer personal information to recipients outside the Republic of South Africa. Note: SALA's IT service provider (Numata) may utilise cloud-based infrastructure where servers may be located outside South Africa. Any such transfer or processing is subject to the requirements of section 72 of POPIA, and appropriate data processor agreements are in place to ensure that personal information receives a comparable level of protection.

### 9.5 Information Security Measures

SALA implements reasonable and appropriate security measures to protect personal information against loss, damage, unauthorised access, interference, modification, or disclosure:

SECURITY MEASURE	DESCRIPTION
Access Controls	Role-based access controls and password policies are applied to all systems. Only authorised personnel may access personal information relevant to their role.
Antivirus & Cybersecurity	SALA's IT service provider (Numata) implements antivirus scanning, firewalls, and ongoing monitoring of SALA's systems.
Encryption	Personal information transmitted electronically is encrypted in transit. Cloud-based storage utilises encryption at rest where supported.
Physical Security	SALA's premises are access-controlled. Physical records containing personal information are stored securely.
Data Backups	Regular backups of electronic records are performed to ensure business continuity and data availability.
Staff Awareness	Staff who handle personal information are made aware of their obligations under POPIA.
Data Processor Agreements	Written data processor agreements are in place with third-party service providers (including Numata) who process personal information on SALA's behalf.
Incident Response	SALA will notify affected data subjects and the Information Regulator of any security compromise as required by section 22 of POPIA.
Retention & Disposal	Personal information is retained for so long as SALA maintains a relationship with the data subject and as required by applicable legislation (e.g., 5 years for SARS records; 7 years for Companies Act records). Thereafter, personal information is securely destroyed or anonymised.

## 10. HOW TO MAKE A REQUEST FOR ACCESS TO RECORDS

- 10.1** A request for access to a record of SALA must be made on the prescribed Form 2 (Request for Access to a Record of a Private Body) in terms of Regulation 7 of the PAIA Regulations.
- 10.2** Form 2 is available from the Information Regulator's website (<https://inforegulator.org.za>) and from SALA's Information Officer upon request.
- 10.3** The completed Form 2 must be submitted, together with proof of payment of the prescribed request fee, to SALA's Information Officer at the contact details set out in Section 4.
- 10.4** The requester must provide sufficient particulars to enable SALA to identify the record(s) requested and the rights sought to be exercised or protected.
- 10.5** SALA's Information Officer will acknowledge receipt and respond within 30 days of receipt, as contemplated in section 56 of PAIA. This period may be extended by a further 30 days under section 57 in certain circumstances.

## 11. FEES APPLICABLE TO REQUESTS FOR ACCESS TO RECORDS

In terms of section 54 of PAIA, SALA must require a requester to pay the prescribed request fee before processing a request. Current prescribed fees are as follows:

ITEM	FEE
Request fee (private body) — payable before processing	R 140.00
Photocopy / printed page (A4, black & white)	R 2.00 per page
Search and preparation (per hour after the first hour)	R 145.00 per hour
Copy on USB / flash drive (requester provides medium)	R 40.00
Copy on CD (requester provides medium)	R 40.00
Copy on CD (SALA provides medium)	R 60.00
Reproduction of any other form	As prescribed

Note: A personal requester seeking access to their own personal information is exempt from the request fee. All fees are subject to amendment by the Minister by notice in the Gazette. The fees above may be amended from time to time by the regulator.

## 12. REMEDIES: INTERNAL APPEAL, COMPLAINTS AND COURT APPLICATIONS

- 12.1** Internal Appeal: In terms of section 74 of PAIA, a requester whose request has been refused (in full or in part), or who is aggrieved by a decision of SALA's Information Officer, may lodge an internal appeal with the head of SALA (the Director) within 60 days of notification of the decision.
- 12.2** Complaint to the Information Regulator: A requester may lodge a complaint with the Information Regulator if dissatisfied with the outcome of a request or internal appeal. Complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za).
- 12.3** Court Application: A requester may approach a court of competent jurisdiction for relief in terms of section 82 of PAIA, including to compel access where a request has been refused.
- 12.4** POPIA Complaints: Complaints relating to the processing of personal information in violation of POPIA may be lodged with the Information Regulator at: [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za).

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### 13. AVAILABILITY OF THIS MANUAL

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A copy of this Manual is available:

- On SALA's website: [www.georgies.co.za](http://www.georgies.co.za) (Privacy Policy / PAIA Manual page);
- At SALA's head office (Lot 115 Goodwill Place, Camperdown, 3720) for public inspection during normal business hours;
- To any person upon request, subject to payment of the prescribed copying fee (see Section 11); and
- To the Information Regulator upon request.

### 14. ANNUAL PAIA REPORTING

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SALA is required to submit annual PAIA reports to the Information Regulator via the eServices portal (<https://inforegulator.org.za>). The Information Officer (Ryan Dean Bruwer) is responsible for ensuring that SALA's annual PAIA report is submitted timeously to the Regulator.

### 15. UPDATING OF THE MANUAL

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The Information Officer of SALA will review and update this Manual at least annually, or earlier if required by legislative amendments or significant operational changes. The date of the most recent update is reflected on the cover page of this Manual.

#### ISSUED BY



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Ryan Dean Bruwer  
Information Officer | Director  
South African Livestock Agents (Pty) Ltd  
Date: 13/4/26

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## **ANNEXURE A — REQUEST FORM (FORM 2)**

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In terms of Regulation 7 of the PAIA Regulations, a request for access to a record of a private body must be made on Form 2 — Request for Access to a Record of a Private Body.

Form 2 is available from:

- The Information Regulator's website: <https://inforegulator.org.za> (under 'PAIA Forms'); and
- SALA's Information Officer upon written request.

The completed Form 2, together with proof of payment of the prescribed request fee (R 140.00), must be submitted to SALA's Information Officer at the contact details set out in Section 4.

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## ANNEXURE B — INFORMATION OFFICER REGISTRATION CONFIRMATION

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SALA's Information Officer and Deputy Information Officer are duly registered with the Information Regulator in terms of section 55(2) of POPIA. Registration details are as follows:

FIELD	DETAIL
Organisation Name	South African Livestock Agents
Organisation Type	Private Organisation — Private Company [(Pty) Ltd]
Regulator Registration No.	2026-007306
Regulator Registration Date	13 April 2026
Certificate Reference	M2007013144
Information Officer	Bruwer, Ryan Dean
Deputy Information Officer	Thompson, Ryan David
Issued by	Mr M Mosala, Chief Executive Officer, Information Regulator
Certificate Issued	13 April 2026

The original certificate is held at SALA's head office and is available for inspection upon request.