



---

**PAIA MANUAL PREPARED IN TERMS OF SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT 2 of 2000, AS AMENDED**

---

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as amended)
“POPIA”	Protection of Personal Information Act No.4 of 2013

## 2. PURPOSE OF PAIA MANUAL

2.1 This PAIA Manual is useful for the public to:

- 2.1.1 check the categories of records held by Unilever which are available without a person having to submit a formal PAIA request;
- 2.1.2 have a sufficient understanding of how to make a request for access to a record of Unilever, by providing a description of the subjects on which Unilever holds records and the categories of records held on each subject;
- 2.1.3 know the description of the records of Unilever which are available in accordance with any other legislation;
- 2.1.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 2.1.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 2.1.6 know if Unilever will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.1.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.1.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.1.9 know if Unilever has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.1.10 know whether Unilever has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION HELD BY UNILEVER**

#### **CONTACT DETAILS**

Name of Private Body:	Unilever South Africa Proprietary Limited
Designated Information Officer:	Philile Sithole
Email address for access to information:	UnileverSA.Privacy@unilever.com
Postal address:	P O Box 4923, Durban, 4000
Street address:	15 Nollsworth Crescent, Nollsworth Park, La Lucia Ridge Office Estate, La Lucia, 4051
Phone number:	031 570 3000
Fax number:	031 570 3600
Website:	<a href="http://www.unilever.co.za">www.unilever.co.za</a>

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

4.1 The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA. The Guide is available in each of the official languages and in braille.

4.2 The aforesaid Guide contains the description of:

4.2.1 the objects of PAIA and POPIA;

- 4.2.2 the postal and street address, phone and fax number and, if available, electronic mail address of –
  - 4.2.2.1 the Information Officer of every public body, and
  - 4.2.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 4.2.3 the manner and form of a request for –
  - 4.2.3.1 access to a record of a public body contemplated in section 11; and
  - 4.2.3.2 access to a record of a private body contemplated in section 50;
- 4.2.4 The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.2.5 The assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.2.6 All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging –
  - 4.2.6.1 an internal appeal;
  - 4.2.6.2 a complaint to the Information Regulator; and
  - 4.2.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
- 4.2.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.2.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.2.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.2.10 the regulations made in terms of section 92(1).

4.3 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Information Regulator, during normal working hours.

4.4 The Guide can also be obtained from the website of the Information Regulator (<https://inforegulator.org.za/>).

**5. CATEGORIES OF RECORDS AVAILABLE FROM UNILEVER WITHOUT A PERSON HAVING TO REQUEST ACCESS**

<b>Category of records</b>	<b>Types of the Record</b>	<b>Availability</b>
Company information	Local leadership, general company information	Website
Product Information	Information relating to our products and services	Website
Public facing policies and notices	Privacy Notice, Cookie Notice, Terms and Conditions, Copyright notice, PAIA Manual	Website
Careers	Vacancies available	Website

**6. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION, AS APPLICABLE**

Records are available in accordance with the following legislation:

6.1 Income Tax Act 58 of 1962;

6.2 Unemployment Insurance Act 63 of 2001;

6.3 Value Added Tax Act 89 of 1991;

6.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993;

6.5 Occupational Health and Safety Act 85 of 1993 and Occupational Health and Safety Regulations;

- 6.6 Labour Relations Act 66 of 1995;
- 6.7 Basic Conditions of Employment Act 75 of 1997;
- 6.8 Employment Equity Act 55 of 1998;
- 6.9 Skills Development Levies Act 9 of 1999;
- 6.10 Pension Funds Act 24 of 1956;
- 6.11 Companies Act 71 of 2008;
- 6.12 Close Corporations Act 69 of 1984;
- 6.13 Skills Development Act 97 of 1998;
- 6.14 Stock Exchanges Control Act 1 of 1985 (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof);
- 6.15 Unemployment Contributions Act 4 of 2002;
- 6.16 The records that are required in terms of section 134 of the Insolvency Act 24 of 1936;
- 6.17 Consumer Protection Act 68 of 2008; and
- 6.18 Protection of Personal Information Act 4 of 2013.

## **7. RECORDS HELD BY UNILEVER AND CATEGORIES HELD ON EACH SUBJECT**

- 7.1 In the absence of the Section 52(2) of PAIA notice, certain records are freely available without request on Unilever's website: [www.unilever.co.za](http://www.unilever.co.za) .
- 7.2 The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) of PAIA are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of PAIA:

### **7.2.1 HUMAN RESOURCES DEPARTMENT**

- 7.2.1.1 Unilever administration policies and procedures

- 7.2.1.2 List of contractors / sub-contractors
- 7.2.1.3 Registrations with Department of Labour: UIF, COIDA and Skills Development Levies Act
- 7.2.1.4 Address lists and internal telephone lists
- 7.2.1.5 Personnel files
- 7.2.1.6 Letters of appointment
- 7.2.1.7 Fringe benefit breakdown
- 7.2.1.8 Leave forms
- 7.2.1.9 Employee contracts of employment
- 7.2.1.10 List of employees
- 7.2.1.11 Payroll records
- 7.2.1.12 Recruitment records
- 7.2.1.13 Training records, manuals, materials and reports
- 7.2.1.14 UIF returns
- 7.2.1.15 CCMA records
- 7.2.1.16 Disciplinary hearings
- 7.2.1.17 Salary packages
- 7.2.1.18 Employment equity records and reports

## 7.2.2 **SECRETARIAL AND LEGAL**

- 7.2.2.1 Company statutory records
- 7.2.2.2 Share certificates
- 7.2.2.3 Powers of attorney / proxies
- 7.2.2.4 Central contracts register
- 7.2.2.5 Record of major litigation / arbitration proceedings
- 7.2.2.6 Insurance policies
- 7.2.2.7 Title deeds
- 7.2.2.8 Mortgage bonds
- 7.2.2.9 Trade mark, copyright, patent, service mark certificates and registrations

## 7.2.3 **FINANCIAL ACCOUNTS**

- 7.2.3.1 Audited financial statements
- 7.2.3.2 Accounting records
- 7.2.3.3 Debtors and creditors information
- 7.2.3.4 Assets registers
- 7.2.3.5 Public utility accounts

## 7.2.4 **TREASURY**

- 7.2.4.1 Banking information and mandates
- 7.2.4.2 VAT registration certificate
- 7.2.4.3 Income tax records
- 7.2.4.4 Tax records
- 7.2.4.5 Monthly receipts from SARS

## 7.2.5 SAFETY, HEALTH AND ENVIRONMENT

- 7.2.5.1 Complete Safety, Health and Environment Risk Assessment
- 7.2.5.2 Environmental Managements Plans
- 7.2.5.3 Inquiries, inspections, examinations by environmental authorities

## 7.2.6 MARKETING DEPARTMENTS

- 7.2.6.1 Advertising and promotional material

## 7.2.7 SALES DEPARTMENTS

- 7.2.7.1 Customer details
- 7.2.7.2 Credit application information
- 7.2.7.3 Information and records provided by a third party

## 7.2.8 IT DEPARTMENT

- 7.2.8.1 Information technology systems and user manuals

## 7.2.9 CORPORATE AFFAIRS

- 7.2.9.1 Records of all donations to education and society

7.3 General information about Unilever can be accessed via the internet on [www.unilever.co.za](http://www.unilever.co.za), which is available to all persons who have access to the internet.

## 8. PROCESSING OF PERSONAL INFORMATION

8.1 In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Unilever will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Unilever's Privacy Policy for further information (found at: <https://www.unilevernotices.com/south-africa/english/privacy-notice/notice.html>).



8.2 It is recorded that the accessibility of the records listed below, may be subject to the grounds of refusal.

8.3 Unilever collects the following categories of personal information:

“**Personal information**” means information that may identify you or may be used to identify you. It may include your name; email and/or physical address; fixed or mobile phone number; location; online identifier; race or ethnic origin; gender; age; religious or philosophical beliefs; health or biometric information; culture; language; education; medical, financial, criminal or employment history, including allegations of commissioning offences and proceedings in respect of these allegations; your personal opinions, views or preferences; and another person’s views or opinions about you.

Categories of data subjects	Personal Information that may be processed
Consumers and Customers (including potential and previous consumers and customers)	personal/special personal information, including for example:
	<ul style="list-style-type: none"> <li>• Name and surname; contact information</li> </ul>
	<ul style="list-style-type: none"> <li>• biometric information (like photographs)</li> </ul>
	<ul style="list-style-type: none"> <li>• surveillance information (e.g. CCTV footage)</li> </ul>
	<ul style="list-style-type: none"> <li>• customer and consumer contracts</li> </ul>
	<ul style="list-style-type: none"> <li>• location information</li> </ul>
	<ul style="list-style-type: none"> <li>• data collected through cookies and tracking technologies</li> </ul>
	<ul style="list-style-type: none"> <li>• data collected through surveys and promotional competitions</li> </ul>
	<ul style="list-style-type: none"> <li>• other information which Unilever may infer about consumers and customers based on their interaction with our products and services</li> </ul>
Suppliers, service providers, or contractors	Supplier or supplier representative personal information, including for example:
	<ul style="list-style-type: none"> <li>• Supplier contracts</li> </ul>
	<ul style="list-style-type: none"> <li>• Supplier bank details</li> </ul>
	<ul style="list-style-type: none"> <li>• Biometric information of supplier representatives</li> </ul>
	<ul style="list-style-type: none"> <li>• Surveillance information of supplier representatives (e.g. CCTV footage and security voice recordings)</li> </ul>
<ul style="list-style-type: none"> <li>• third-party information, such as the Companies and Intellectual Property Commission (CIPC).</li> </ul>	

Employees (prospective, previous and existing employees)	Employee personal information and special personal information, including for example:
	• Employee education and psychometrics records
	• contact details
	• race
	• religion
	• trade union membership
	• Employee medical information
	• Employee disability information
	• Employee biometric information
	• Employee pension and provident fund information
	• Employee bank details
	• Employee tax and financial information
	• Employee contracts
	• Employee beneficiary information
• Employee vehicle registration	
Employee records	Employee performance records
	Payroll records
	Electronic access records
	Physical access records
	Surveillance records
	Health and safety records
	Training records
	Background checks
	Criminal checks
	Employment history
Job applicants	Curriculum vitae and application forms
	Criminal checks

	Background checks
Family members of employees	Personal information
	Medical and disability information
	Personal information acquired for processing travel documents
Children of employees	Child's personal information processed e.g. birth certificate, etc.
	Child's medical information and disability information
	Child's information acquired for processing travel documents
Visitors	Physical access records
	Electronic access records, scans and photographs
	Surveillance records (e.g CCTV footage and security voice recordings)
	Biometric information

#### 8.4 The purpose of processing personal information

Depending on the category of personal information which is collected, the purposes for processing may include:

- 8.4.1 the provision of information, products or services to data subjects;
- 8.4.2 communication with data subjects;
- 8.4.3 to improve our products or services;
- 8.4.4 conducting research and compiling research reports;
- 8.4.5 provision of support services to data subjects;
- 8.4.6 preparing aggregated and anonymised reports;
- 8.4.7 to manage accounts, receive services and process payments;
- 8.4.8 to assess the suitability of job applicants for employment;
- 8.4.9 meeting legal obligations in respect of employment equity and to comply with other applicable laws; and
- 8.4.10 provision of effective advertising, including direct marketing.

## 8.5 **The recipients or categories of recipients to whom the personal information may be supplied**

Depending on the nature of the personal information, Unilever may supply information or records to the following categories of recipients:

- 8.5.1 other companies within the Unilever group;
- 8.5.2 Unilever's business partners;
- 8.5.3 other parties in response to legal process or when necessary to conduct or protect its legal rights;
- 8.5.4 other parties in connection with certain business transactions. In the event that Unilever restructures or sells any of its businesses or assets, Unilever may disclose data subjects' personal information to the prospective buyer of such business or assets or other transacting party;
- 8.5.5 companies that provide services to Unilever or act on its behalf may have access to information about data subjects. These companies are limited in their ability to use information they receive in the course of providing services to Unilever or data subjects; and
- 8.5.6 third-parties where the data subject provides consent.

## 8.6 **Planned transborder flows of Personal Information**

Unilever will only send personal information collected within a restricted legal framework, such as to e.g. South Africa, the European Economic Area (EEA) or Asian Pacific Economic Cooperation (APEC), and otherwise to countries which do not have data protection laws that are considered to provide appropriate levels of protection in the restricted legal framework in circumstances such as:

- 8.6.1 where you have instructed us to do so;
- 8.6.2 in order to comply with a legal duty; or
- 8.6.3 in order to work with our agents and advisers who we use to help run our business and services.
- 8.6.4 If we do transfer personal information to outside of the restricted legal framework, Unilever will make sure that it is protected in the same way as if it was being used in that restricted legal framework. We'll use one of the following safeguards:

8.6.5 Transfer to another country whose privacy legislation ensures an adequate level of protection of personal information similar or equivalent to the country it was collected in; or

8.6.6 Put in place a contract with the third-party that means they must protect personal information to the same standards as in the country the data was collected in.

**8.7 General description of information security measures to be implemented by Unilever to ensure the confidentiality, integrity and availability of the information**

Unilever takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. Unilever takes appropriate technical and organisational measures designed to ensure that personal information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

**9. AVAILABILITY OF THE MANUAL**

9.1 A copy of this manual is available:

9.1.1 for public inspection at the office of Unilever, free of charge, during normal business hours;

9.1.2 on the Unilever website at [www.unilever.co.za](http://www.unilever.co.za);

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.1.5 A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations to PAIA, shall be payable per each A4-size photocopy made.

**10. CHANGES**

10.1 We will update this manual from time to time. Any changes will be posted on the website [www.unilever.co.za](http://www.unilever.co.za) with an updated revision date.

***Issued by***

Philile Sithole

Designated Information Officer