



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

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Purpose of this Manual

This manual applies to the Cape Winemakers Guild (hereinafter “**CWG**”), which constitutes a private body as defined in the Promotion of Access to Information Act 2 of 2000.

CWG is a voluntary, non-profit association operating within the South African wine sector. It is primarily engaged in the administration of a membership-based organisation, the promotion of excellence in winemaking, and the implementation of education, training, and transformation initiatives within the wine industry, both locally and internationally.

The purpose of this Manual is to set out the procedure to be followed by any person requesting access to records held by **CWG** and to describe the categories of records held by **CWG** in accordance with PAIA.

The provisions of this manual are subject to the mandatory provisions of the Promotion of Access to Information Act 2 of 2000 (hereinafter “**PAIA**”) and should be read in conjunction with PAIA, the Protection of Personal Information Act 4 of 2013 (hereinafter “**POPIA**”), and the applicable regulations.

1. Interpretation And Definitions

In this Manual:

1.1 Clause headings are for convenience and reference purposes only and shall not be used in the interpretation thereof;

1.2 Any gender includes all other genders, and a natural person includes a juristic person and *vice versa*;

1.3 All the annexures (if any) hereto are incorporated herein and shall have the same force and effect as if they were set out in the body of this manual;

1.4 The following words and/or expressions shall, unless the context indicates otherwise, bear the meaning assigned to them below and in the act:

1.4.1. “**Data Subject**” means the Person to whom the Personal Information relates;

1.4.2. “**Employee**” means a permanent, fixed-term or temporary employee of **CWG**;

1.4.3. “**Information Officer**” means the information officer of **CWG** as contemplated in section 1 of PAIA and section 55 of POPIA and includes any duly authorised Deputy Information Officer appointed in terms thereof.

1.4.4. “**Information Regulator**” means the independent body established in terms of section 39 of POPIA, responsible for monitoring and enforcing compliance with POPIA and PAIA.

1.4.5. “**Person**” means any natural or juristic person, including a company, close corporation, trust, partnership or other legal entity.

1.4.6 “**Personal Information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

1.4.6.1 information relating to the race, gender, sex, pregnancy, marital status, nationality, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;

1.4.6.2 information relating to the educational, medical, financial, criminal or employment history of the person;

1.4.6.3 any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

1.4.6.4 the biometric information of the person;

1.4.6.5 the personal opinions, views or preferences of the person;

1.4.6.6 correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence;

1.4.6.7 the views or opinions of another individual about the person; and

1.4.6.8 the name of the person if it appears with other Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person;

1.4.7 “**Requester**” means any person or entity requesting access to a record that is under the control of **CWG**; and

1.4.8 “**Records**” means any record under the control of **CWG**, regardless of its form or medium.

1.4.9 “**PAIA**” means the Promotion of Access to Information Act 2 of 2000, as amended, together with the regulations issued thereunder.

1.4.10 “**POPIA**” means the Protection of Personal Information Act 4 of 2013, as amended, together with the regulations issued thereunder.

2. Details of CWG

NAME OF PRIVATE BODY:	Cape Winemakers Guild
REGISTRATION NUMBER:	18/11/14/13
PHYSICAL ADDRESS:	Block H, Olive Grove Business Park, Old Paardevlei Road, Somerset West
TELEPHONE NUMBER:	+27 (0)21 852 0408
WEBSITE:	www.capewinemakersguild.com

3. Information Officer

The Information Officer is responsible for evaluating requests for access to records and ensuring that the procedures outlined in this Manual are properly followed.

The designated Information Officer of CWG is the following person, whose details are set out below:

Name & Surname:	Martie Nauschutz
Contact Number:	+27 (0)83 946 2736
Email:	martie@capewinemakersguild.com

4. Processing of Personal Information (POPIA)

In accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA"), CWG processes Personal Information in a lawful and reasonable manner that does not infringe the privacy of data subjects.

4.1 Purpose of Processing Personal Information

CWG processes Personal Information for purposes which include, but are not limited to:

- the administration and management of its operations;
- compliance with applicable legal and regulatory obligations;
- communication with members, employees, service providers and stakeholders;
- financial, accounting, audit and record-keeping purposes; and
- any purpose reasonably necessary to carry out its functions and activities.

4.2 Categories of Data Subjects

CWG may process Personal Information relating to the following categories of data subjects:

- 4.2.1 members and clients;
- 4.2.2 employees, service providers and contractors;

- 4.2.3 suppliers and service providers; and
- 4.2.4 other persons with whom CWG engages in the ordinary course of business.

4.3 Types of Personal Information processed by CWG

The types of Personal Information processed by CWG may include identifying information such as names and identity numbers, contact details, financial and banking information, and employment-related information, to the extent necessary for the purposes set out in paragraph 3.1 above.

4.4 Recipients of Personal Information

Personal Information may be supplied to or made available to regulatory authorities or statutory bodies where required by law, to CWG's professional advisers (including auditors and legal advisers), and to service providers engaged by CWG to perform services on its behalf. Disclosure may also take place where permitted or required in terms of applicable law.

4.5 Cross-Border Transfers

CWG does not routinely transfer Personal Information outside the Republic of South Africa. However, in circumstances where Personal Information is processed or stored outside South Africa (including through the use of cloud-based services), CWG ensures that such processing is subject to appropriate safeguards in accordance with POPIA.

4.6 Information Security Measures

CWG takes reasonable technical and organisational measures to safeguard Personal Information against loss, unauthorised access, disclosure or misuse. These measures include access controls, secure storage, and confidentiality obligations imposed on employees and service providers.

5. Information Regulators Guide

5.1 The Information Regulator has compiled a guide which specifically assists a Requestor to access information and use PAIA in an easily comprehensible form and manner.

5.2 The guide is available in all the official languages of the Republic of South Africa as well as in Braille.

5.3 Copies of the guide are available from the Information Regulator but can also be obtained from the Information Officer (or any duly authorised Deputy Information Officer, if appointed) upon written request, during normal working hours.

5.4 Any enquiries regarding the guide should be directed to the Information Officer or Deputy Information Officer, whose details appear above or to the Information Regulator at:

Address: JD House
27 Stiemens Street, Braamfontein
PO Box 31533,
Braamfontein, Johannesburg 2017

Telephone Number: 010 023 5200

Email: info@justice.gov.za

Website: www.inforegulator.org.za

6. Records Available Without a Formal PAIA Request

CWG makes certain Records available through various mediums to persons without the need to formally request them in terms of this Manual.

CWG may also have under its control Records that are of a non-confidential nature, and which may be accessed without the need to submit a formal application. Such records will only be made available upon appointment to view, provided with reasonable notice, and will still be subject to the fees applicable as outlined in this Manual.

7. Categories of Records Held

CWG holds records in the categories set out below. Access to these records is not automatic and may be refused where the grounds for refusal contemplated in PAIA apply, or where the procedural requirements of this Manual have not been complied with.

Category of Records	Description
Company and Governance Records	Records relating to the incorporation, structure, governance and administration of the Company.
Financial and Tax Records	Records relating to the financial information of CWG, including accounting and tax records.
Human Resources and Employment Records	Records relating to employees, employment relationships and human resources administration.

Commercial and Contractual Records	Records relating to commercial agreements, suppliers, service providers and business relationships.
Client Records	Records relating to clients and the provision of services, including records required in terms of applicable legislation.
Information Technology and Communication Records	Records relating to information systems, electronic communications and IT infrastructure.

8. Request Procedure

A Requester must complete the prescribed PAIA request form (**Form 2**) attached to this Manual as Annexure A and submit it, together with any applicable fees, to the Information Officer at the physical or electronic address set out above.

The Requester must ensure that the form is completed accurately and in sufficient detail to enable the Information Officer of **CWG** to identify the record requested. The Information Officer will notify the Requester in writing of the decision within **30 days** of receipt of the request, subject to any extension permitted in terms of PAIA.

- Where access is granted, the record will be made available in the form requested, where reasonably possible.
- Where access is refused, the Requester will be informed of the reasons for refusal and may lodge a complaint with the Information Regulator or approach a court with appropriate jurisdiction.

9. Applicable Fees

A Requester may be required to pay the prescribed request and access fees in accordance with the PAIA Regulations.

The fees prescribed for private bodies are set out in the table on **page 9** of this manual:

Service	Amount
Request fee (non-refundable)	R50.00
Photocopy of an A4 page (per page)	R1.10
Printed copy of an A4 page (digital/electronic)	R0.75
Transcription of visual images (per A4 page)	R40.00
Copy of visual images	R60.00
Transcription of an audio record (per A4 page)	R20.00
Copy of an audio record	R30.00
Search & preparation (per hour or part thereof)	R30.00

10. Grounds for Refusal of Access

Access to records may be refused in accordance with the grounds for refusal set out in Chapter 4 of PAIA.

Without limiting the generality of the foregoing, access may be refused where the record:

- contains Personal Information of a third party;
- contains confidential commercial, financial or proprietary information of the Guild or a third party;
- is subject to legal privilege or relates to legal proceedings; or
- where disclosure could reasonably be expected to endanger the life or physical safety of an individual.

11. Availability and Amendments of the Manual

11.3 CWG may amend this Manual from time to time to ensure continued compliance with PAIA; and/or

11.4 for any other reason which CWG, in its sole discretion, may deem reasonable or necessary.

This Manual is available for inspection at the registered offices of Cape Winemakers Guild during normal business hours, and may also be accessed upon request by email to the Information Officer or via the CWG website at www.capewinemakersguild.com.

Date of Last Update: January 2026

Signed by: Martie Nauschut

Designation: Information Officer



Annexure A: PAIA Form 2: Request for Access to Record of a Private Body

(Section 53(1) of the Promotion of Access to Information Act, 2000)

[In accordance with Regulation 3]

A. Particulars of Private Body

Head of Body: _____

Information Officer: _____

B. Particulars of Person Requesting Access to the Record

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

Full names and Surname	
Identity Number	
Postal Address	
Fax Number	
Telephone Number	
E-mail address	
Capacity in which the request is made, when made on behalf of another person	

C. Particulars of Person on Whose Behalf Request is Made (if applicable)

Full names and Surname	
Identity Number	

D. Particulars of Record

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

Description of record or relevant part of the record:

Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing Personal Information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified* of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form *in which access* is required and the reasonable time *required* to search for and prepare the record.

F. Form of Access to Record

If you are prevented from reading, viewing, or listening to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	
Form in which the record is required:	
Mark the appropriate box with an X.	
NOTES:	
(a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:				
	copy of record		inspection of the record	
2. If the record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)				
	view the images		copy the images	transcription of the images
3. If the record consists of recorded words or information which can be reproduced in sound:				
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack (written or printed document)	
4. If the record is held on a computer or in an electronic or machine-readable form:				
	printed copy of record*		printed copy of information derived from the record	copy in a computer-readable form

G. Particulars of Right to be Exercised or Protected

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

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of Decision regarding Request for Access

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

☐ By telephone _____

☐ By email _____

Signed at Thisday of20.....

SIGNATURE OF THE REQUESTER/PERSON
ON WHOSE BEHALF THE REQUEST IS MADE