



HP SOUTH AFRICA (PTY) LTD (REGISTRATION NUMBER 2015/035166/07 (“HP”)

**Information Manual in Terms Of Section 51 of The Promotion Of Access To Information Act 2 of 2000
 (“PAIA”)**

**This Manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of the
 Protection of Personal Information Act 4 of 2014**

(“POPI”)

INTRODUCTION:

PAIA gives effect to section 37(1)(a) & (b) of the Constitution of the Republic of South Africa, Act 108 of 1996, which provides for the right of access to information held by public and private bodies when such information is requested for the exercise or protection of any rights. PAIA, inter alia, sets out the requisite procedural requirements in relation to a request for information, the requirements to be met, and grounds for refusal of the request.

The purpose of this manual is to inform requestors of the procedural and other requirements which a request for information must meet as prescribed by PAIA.

POPI promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPI amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPI and in terms of PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

The purpose of this Manual is to inform requesters of the procedural and other requirements which a request for information must meet as prescribed by PAIA and/or POPI.

We set out below the information prescribed in terms of section 51 of PAIA (as amended in terms of POPI)

A. CONTACT DETAILS [Section 51(1)(a)]

Head of HP: Bradley Michael Pulford

Postal address: Private Bag X1, Wendywood, 2144

Street address: 12 Autumn Street, Rivonia, Sandton, 2128

Tel no: 011 069 6400

E-mail address: <bradley.pulford@hp.com>

B. DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10 [Section 51(1)(b)(i)]

An official guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPI. This guide is made available by the Information Regulator. Copies of the updated guide are available from Information Regulator in the manner prescribed. The Information Regulator's contact details are set out below.

The Information Regulator

Contact Details:

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

Website: <http://www.justice.gov.za/infoereg/>.

C. THE LATEST NOTICE IN TERMS OF SECTION 51(1)(b)(ii)(IF ANY)

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA, however, all

information freely available on HP's website (www.hp.com) is automatically available to any person and it is therefore not necessary to apply for access thereto in terms of PAIA.

D. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION [Section 51(1)(b)(iii)]

Labour Relations Act 66 of 1995

Employment Equity Act 55 of 1998

Basic Conditions of Employment Act 75 of 1997

Compensation for Occupational Injuries and Disease Act 130 of 1993

Companies Act 71 of 2008

Unemployment Insurance Act 63 of 2001

Value Added Tax 58 of 1962

Income Tax Act 58 of 1962

Skills Development Act 9 of 1999

Occupational Health and Safety Act 85 of 1993

Company Act records

- Memorandum of incorporation
- Records relating to the appointment of directors/auditors/secretary/public officer and other officers
- Share Register and other statutory registers
- Minutes of Board of Directors' meetings

Financial Records

- Annual Financial Statements
- Tax returns

- Accounting Records
- Asset Register
- Rental agreements
- Invoices

Income tax records

- Records of payments made to SA Revenue Services on behalf of employees

PAYE records

- Documents issued to employees for income tax purposes
- All other statutory compliances: VAT, Regional Services Levies, Skills Development Levies, UIF, Workmen's Compensation

Personnel documents and records

- Employment contracts
- Employment Equity Plan (if applicable)
- Medical aid records
- Pension fund records
- Disciplinary records
- Salary records
- Disciplinary code
- Leave records
- Training records
- Training Manuals
- Address lists

- Internal Telephone lists
- PROCEDURE FOR REQUEST FOR ACCESS IN TERMS OF PAIA [Section 51(1)(b)(iv)]
- The requester must complete [Form C](#) and submit this form together with the applicable request fee to the Head of HP.
- The form must be submitted to the Head of HP at his address and electronic e-mail address.
- The form must provide sufficient particulars to enable the Head of HP to identify the record/s requested and to:
 - Identify the requester,
 - Indicate which form of access is required,
 - Specify a postal address and/or fax number of the requester in the RSA.
- The requester must identify the right that the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- The requester must indicate, if in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner.
- If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Head of HP.
- HP will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.

- The 30 day period may be extended, in HP's sole discretion, with a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of HP or the records are not located at the premises of HP.

E. POPI REQUIREMENTS PERTAINING TO THE PROCESSING OF PERSONAL INFORMATION [section 51(1)(c)]

- Purpose of processing

In terms of POPI, data must be processed for a specified purpose. The purpose for which data is processed by HP 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.

- Access to personal information

POPI provides that a data subject may, upon proof of identity, request the responsible party 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.

POPI also provides that where the data subject is required to pay a fee for services provided to him/her, the Responsible Party must provide the data subject with a written estimate of the payable amount before providing the service and may require that the Requestor pay a deposit for all or part of the fee.

Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.

POPI provides that a data subject may object, at any time, to the processing of personal information by HP, on reasonable grounds relating to his/her particular situation. The data subject must complete the prescribed form attached hereto as Appendix 2 and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

A data subject may also request HP 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 HP is no longer authorised to retain in terms of POPI's retention and restriction of records provisions. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Appendix 3.

- Categories of data subjects

HP holds information and records on the following categories of data subjects:

- Employees / personnel of HP;
- Customers of HP;
- Any third party with whom HP conducts its business services;
- Contractors of HP;
- Suppliers of HP; and
- Service providers of HP.

(This list of categories of data subjects is non-exhaustive.)

- The categories of recipients to whom the information is supplied

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

- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules (i.e. the Competition Commission in terms of the Competition Act No. 89 of 1998);
- South African Revenue Services, or another similar authority;
- Anyone making a successful application for access in terms of PAIA; and

- Subject to the provisions of POPI and the National Credit Act No. 34 of 2005, HP may share information about a customer's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which HP operates.
- Planned transborder flows of information

If a data subject visits HP's websites, from a country other than the country in HP's servers are located, the various communications will necessarily result in the transfer of information across international boundaries.

HP may need to transfer a data subject's information to other group companies or service providers in countries outside South Africa, in which case HP will fully comply with applicable data protection legislation. This may happen if HP's servers or suppliers and service providers are based outside South Africa, or if HP's services are hosted in systems or servers outside South Africa and/or if a data subject uses HP's services and products while visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa.

- Security measures implemented to ensure the confidentiality and privacy of the information which is to be processed

HP is committed to implementing data security safeguards.

HP has specialised security teams who constantly review and improve HP's measures to protect data subject's personal information from unauthorised access, accidental loss, disclosure or destruction.

HP has policies and processes in place such that if HP has a contract with another organisation to provide HP with services or a service on HP's behalf to process a data subject's personal information, HP will make sure they have appropriate security measures and only process the information in the way HP has authorised them to. These organisations won't be entitled to use a data subject's personal information for their own purposes. HP also has processes in place for checking to make sure they meet the security requirements HP has set.

Communications over the internet (such as emails) are not secure unless they have been encrypted. A data subject's communications may go through a number of countries before being delivered – as this is the nature of the internet. HP cannot accept responsibility for any unauthorised access or loss of personal information that is beyond HP's control.

F. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS [Chapter 4 of PAIA]

- Apart from section 7 of PAIA, and subject to section 70 of PAIA, HP may refuse a request for information, which includes but is not limited to the following:
 - Protection of the privacy of a third party, if that third party is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
 - Protection of commercial information of a third party if the record contains:
 - a. Trade secrets of that third party,
 - b. Financial, commercial, scientific or technical information other than trade secrets of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interest of that third party,
 - c. Information disclosed subject to a confidentiality undertaking between HP and a third party,
 - d. Protection of safety of individuals and protection of property,
 - e. Protection of records which would be regarded as privileged in any legal proceedings.
 - Protection of commercial activities of HP, which includes but is not limited to:
 - a. Trade secrets of HP,
 - b. Financial, commercial, scientific or technical information, disclosure which could cause harm to HP,
 - c. Information which, if disclosed, could put HP at a disadvantage in negotiations or commercial competition,

- d. A computer programme owned by HP and which is protected under copyright,
- e. The research information of HP or a third party on behalf of HP if the disclosure would expose the third party, HP or the researcher to serious disadvantage.

G. REMEDIES AVAILABLE IN REFUSAL OF A REQUEST FOR INFORMATION

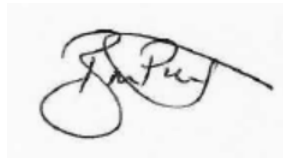
HP does not have an internal appeal procedure and therefore the decision made by the Head of HP is final.

Should the requester be dissatisfied with the decision made by the Head of HP the requester may within 30 days after notification of the refusal apply to a Court of law for the appropriate relief.

H. FEES

In terms of POPI, a data subject has the right to request HP to confirm, free of charge, whether or not it holds personal information about the data subject.

The prescribed fee for requests to private bodies is available on the website of the Information Regulator under the link "access to information/PAIA".



BRADLEY PULFORD

MANAGING DIRECTOR HP SOUTH AFRICA