



HISENSE SA SALES HOLDINGS (PTY) LTD

Registration number: 2012/196073/07

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HISENSE SA MANUFACTURING (PTY) LTD

Registration number: 2012/133235/07

The Promotion of Access to Information Manual

Compiled in accordance with Section 51 of the Promotion of Access to Information Act No. 2
of 2000 (as amended)

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1. DEFINITIONS

- 1.1. **“CEO”** Chief Executive Officer
- 1.2. **“DIO”** Deputy Information Officer;
- 1.3. **“IO”** Information Officer;
- 1.4. **“Minister”** Minister of Justice and Correctional Services;
- 1.5. **“PAIA” or “Act”** Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.6. **“POPIA”** Protection of Personal Information Act No.4 of 2013 (as amended)
- 1.7. **“Regulator”** Information Regulator; and

2. INTRODUCTION

- 2.1. Hisense SA Sales Holdings (Pty) Ltd and Hisense SA Manufacturing (Pty) Ltd (individually and collectively, **“Hisense”**) is one of the leading electronics and white goods companies within the Republic of South Africa.
- 2.2. The Promotion of Access to Information Act No. 2 of 2000 gives effect to the constitutional right, in terms of Section 32 of the Constitution of the Republic of South Africa of access to any information held by the state and any information that is held by another person that is required for the exercise or the protection of any rights.
- 2.3. As a private body, Hisense has compiled this manual (**“Manual”**) in accordance with Section 51 of PAIA and section 23 – 25 of POPIA.

3. PURPOSE OF PAIA MANUAL

- 3.1. This Manual is intended to ensure that Hisense complies with the Act and promote a culture of transparency and accountability by giving effect to the right to access information that is required for the exercise or protection of any right.
- 3.2. The purpose of this Manual is to assist potential requestors on the procedure to be followed when requesting access to information / documents from Hisense as contemplated in terms of the Act.
- 3.3. A person requesting access to records from Hisense (the **“Requester”**) is advised to familiarise themselves with the provisions of the Act before making any requests to Hisense in terms of the Act.
- 3.4. Where this Manual does not deal with a procedure provided for in the Act, the Requester or any other interested party is to look at the Act for guidance in relation thereto.

- 3.5. Hisense makes no representation, undertaking or warranty that any record provided to a Requester is complete or accurate, or that such record is fit for any purpose. All users of such records shall use such records entirely at their own risk, and Hisense shall not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this Manual or of any record provided by Hisense or any error therein.
- 3.6. All users of this Manual and Requesters irrevocably agree to submit to the law of the Republic of South Africa and to the exclusive jurisdiction of the Courts of South Africa in respect of any dispute arising out of the use of this Manual or any records provided by Hisense.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF HISENSE

4.1. Chief Information Officer

Name: Derek Sun
Tel: 021 832 2800
Email: derek.sun@hisense.com

4.2. Deputy Information Officer

Name: Johann Dippenaar
Tel: 021 832 2800
Email: johann.dippenaar@hisense.com

4.3. Access to information general contact

Email: johann.dippenaar@hisense.com

4.4. National or Head Office

Postal Address: 17 Oxbow Crescent, The Estuaries, Century City, Cape Town, 7441, Western Cape

Physical Address: 17 Oxbow Crescent, The Estuaries, Century City, Cape Town, 7441, Western Cape (Hisense SA Sales Holdings)

Corner Charel Uys Dr & Christopher Starke Street, Atlantis Industrial Park, Cape Town, South Africa (Hisense SA Manufacturing)

Telephone: 021 832 2800

Email: reception.cpt@hisense.co.za or reception.jhb@hisense.co.za

Website: <https://hisense.co.za/>

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

- 5.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA (“**Guide**”).
- 5.2. The Guide may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.3. The Guide may be requested from the Regulator using Form 1 Regulation 2 (attached hereto as Annexure ‘A’) alternatively, the Guide may be requested from Hisense using Form 1 Regulation 3 (attached hereto as Annexure ‘B’).

6. RECORDS OF HISENSE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 6.1. Records of a public nature, typically those disclosed on the Hisense website may be accessed without the need to formally request access in terms of PAIA.
- 6.2. Other non-confidential records, such as statutory records maintained at the Companies and Intellectual Property Commission (CIPC), may also be accessed without the need to submit a formal application, however, please note that a request to view such records will still have to be made by contacting our **Deputy Information Officer** using the contact details provided above.

7. RECORDS OF HISENSE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- 7.1. The following legislation creates the obligation for Hisense to keep certain records:
 - 7.1.1. Basic conditions of Employment No. 75 of 1997, as amended;
 - 7.1.2. Broad Based Black Economic Empowerment Act No. 53 of 2003, as amended;
 - 7.1.3. Companies Act No. 71 of 2008, as amended;
 - 7.1.4. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993, as amended;
 - 7.1.5. Consumer Protection Act No. 68 of 2008, as amended;
 - 7.1.6. Copyright Act No.98 of 1978, as amended;
 - 7.1.7. Electronic Communication and Transaction Act No. 25 of 2002, as amended;
 - 7.1.8. Employment Equity Act No. 55 of 1998, as amended;
 - 7.1.9. Income Tax Act No. 95 of 1967, as amended;
 - 7.1.10. Insolvency Act No. 24 of 1936, as amended;
 - 7.1.11. Labour Relations Act No. 66 of 1955, as amended;

7.1.12. Occupational Health and Safety Act No. 85 of 1993, as amended;

7.1.13. Value Added Tax Act No. 89 of 1991, as amended.

7.2. Such records will be made available to only those individuals/entities authorised to request access to such records in terms of the particular legislation. Any other persons must follow the request for access of records procedure as outlined in this Manual.

8. DESCRIPTION OF THE SUBJECTS ON WHICH HISENSE HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY HISENSE

8.1. A description of the subjects on which Hisense holds records and the categories of the records held by each subject can be found below.

Subjects on which Hisense holds records	Categories of records
Human Resources	Policies and procedures Remuneration information Employees records Attendance records Performance records Disciplinary records
Sales	Trade agreements Client database Delivery and dispatch reports
Marketing	Corporate brand data Corporate social investment Sponsorships
Company Secretarial and Legal	Statutory records not available at CIPC Minutes and related meeting information Records of executive, board and shareholder decisions taken and related information Patent and copyright data Various contractual agreements Litigation data
Finance	Financial statements VAT, TAX and PAYE records (company and employees) Accounting and banking records Invoices Asset register Auditors' report; details of Auditors Tax returns
Supplier Records	Company and contact details of relevant individuals; description of goods or services; service agreements; invoices; receipts

Subjects on which Hisense holds records	Categories of records
Competitions and Events	Attendee personal information such as name and contact details; entry forms, results; production information; judges' personal details, CVs and qualifications
Insurance Records	General insurance

9. PROCESSING OF PERSONAL INFORMATION

9.1. Categories of Data Subjects Personal Information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	<p><u>Juristic persons:</u> Company or close corporation identity/registration number and name, business logo, personal/business email addresses, physical and postal address, VAT registration number, banking details, telephone number, location information and correspondence.</p> <p><u>Natural persons:</u> Identity number, full name, email addresses, physical and postal address, VAT registration number, banking details, telephone number and location information.</p>
Service Providers	Company or close corporation identity/registration number and name, business logo, personal/business email addresses, physical and postal address, VAT registration number, telephone number, location information and banking details.
Employees	Full name, biographic data (marital status, Birth date, Identity number, nationality, next of kin, work permit, visa), race, gender, email addresses, physical and postal address, telephone number, qualifications, banking details, private and confidential correspondence.

9.2. Purpose of Processing Personal Information

9.2.1. Hisense may process personal information pertaining to its customers for the purposes of:

- 9.2.1.1. providing the customers with the services, products or offerings requested, and notifying customers about important changes to services, products or offerings;

- 9.2.1.2. creating and/or managing customer accounts or relationships with Hisense and complying with customer requests;
 - 9.2.1.3. detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;
 - 9.2.1.4. enforcing the Hisense Terms and Conditions of Sale and other terms or conditions applicable to the purchase of goods and services from Hisense.
 - 9.2.1.5. complying with customer instructions, assessing and dealing with complaints and requests;
 - 9.2.1.6. operational, marketing, auditing, legal and record-keeping requirements;
 - 9.2.1.7. complying with all applicable laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
 - 9.2.1.8. conducting market research and providing customers with information about our products or services from time to time via email or telephone;
 - 9.2.1.9. improving or evaluating the effectiveness of Hisense's products, services or offerings.
- 9.2.2. Hisense may make certain personal information available to approved service providers (e.g. delivery partners) to ensure that the products and support are provided to the very best of Hisense's abilities and to the highest standards. All service providers will sign documentation confirming that the personal information received from Hisense is to be used solely to the purpose for which it is given to them. Such service providers are prohibited from disclosing the personal information provided to them and will provide undertakings to maintain the confidentiality of the personal information and that acceptable security measures and systems are in place in order to comply with the requirements of POPIA.

9.3. **The recipients to whom the personal information may be supplied**

- 9.3.1. Personal information may be shared to subsidiaries, affiliates and divisions of Hisense, and with selected third-party service providers who process the information on our behalf for the purposes set out in 9.2 above.
- 9.3.2. Hisense may also be required to share personal information to the courts, police and law enforcement agencies if lawfully compelled to do so.

9.4. **Planned Transborder flows of personal information**

- 9.4.1. With the consent from its customers Hisense may transfer, store and process personal information in countries outside South Africa in which Hisense or its service providers or agents maintain facilities. Should personal information

be transferred, stored or processed outside South Africa, Hisense will use its best endeavours to ensure that anyone to whom personal information is transferred provides an undertaking to treat the personal information with the same level of protection and confidentiality as provided by Hisense.

9.5. General description of information security measures implemented by Hisense to ensure the confidentiality, integrity and availability of personal information

9.5.1. Hisense takes all commercially reasonable measures and precautions to keep stored personal information secure and to prevent loss, misuse, unauthorised access or disclosure by following generally accepted security practices, including (i) the use of encryption and logical and physical access control mechanisms; (ii) taking reasonable steps to identify all reasonably foreseeable internal and external risks to the personal information in the possession or control of Hisense; (iii) establishing and maintaining appropriate safeguards against the risks identified; (iv) regularly verifying that the safeguards are effectively implemented; and (v) ensuring that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

9.5.2. Personal information that is stored electronically is protected by anti-virus and anti-malware solutions and backed up to a cloud-based system.

9.6. Requests for access to personal information

9.6.1. Hisense customers, employees and third parties have the right to access the personal information Hisense holds about them.

9.6.2. Hisense will take all reasonable steps to confirm the identity of the person or entity requesting details of their personal information or making changes to their personal information.

9.6.3. If, after a diligent search by Hisense, it is believed that a record containing the requested personal information either does not exist or cannot be located, the Requester will be notified accordingly. This notification will include the steps that were taken by Hisense to attempt to locate the record.

10. REQUEST PROCEDURE

10.1. Any Hisense customers, employees or third parties who wish to access any information held by Hisense must follow the procedural requirements in terms of section 53 of PAIA.

10.2. Information held by Hisense may be requested using Form 02: Request for Access to Record (attached hereto as Annexure C). The Requester must complete this form in full in order for their request to be processed.

10.3. In addition to the completed Form 02, the Requester must submit a copy of their Identity document (or any other legal means of identification) by hand, registered post, or email to the Deputy Information Officer at the address indicated above.

11. FEES LEVIED FOR A REQUEST FOR INFORMATION OR RECORDS

- 11.1. Under section 54 of PAIA Hisense is entitled to levy a prescribed request fee to the Requester before processing the request for information or records. Fees levied are published by the Minister and are displayed in Annexure D below. The Fees published by the Minister are subject to change and at the time of publishing the fees contained in Annexure D were correct.
- 11.2. An initial request fee is payable on submission. This fee is not applicable to persons seeking access to records containing their personal information.

12. GRANTING OR REFUSAL OF REQUESTS

- 12.1. All requests complying with the requirements set out in this Manual will be processed and considered expeditiously. If the request for access is granted, then Hisense will advise the requester on the following:
 - 12.1.1. the prescribed fee for accessing the information or documentation;
 - 12.1.2. the payable deposit fee and balance outstanding;
 - 12.1.3. the form to be completed in which access will be given;
 - 12.1.4. the right to lodge a complaint to the Information Regulator or to lodge a court application against the tender or payment of the request fee or deposit and the procedure (including the period) for lodging the complaint to the Information Regulator or the application;
- 12.2. If the request for access is refused, then Hisense will advise the Requester of the reasons for refusal of access, will repay the deposit to the Requester (if applicable) and may advise the Requester to lodge a court application against the refusal of the request.
- 12.3. Hisense may rely on the following grounds for refusing requests for information in accordance with Chapter 4 of the PAIA:
 - 12.3.1. Mandatory protection of the privacy of a third person who is a natural person;
 - 12.3.2. Mandatory protection of commercial information of a third party;
 - 12.3.3. Mandatory protection of certain confidential information of a third party;
 - 12.3.4. Mandatory protection of the safety of individuals and protection of property;
 - 12.3.5. Mandatory protection of records privileged from legal proceedings;
 - 12.3.6. Commercial information of the private body;
 - 12.3.7. Mandatory protection of research information of third party and protection of research information of private body.
- 12.4. Hisense will give the Requester written notice of its decision within 30 days after such

decision is made on their request to access information. In case of a request being refused, the notification will include the reasons for the refusal.

- 12.5. Hisense may extend the 30-day notice period for a further period not exceeding 30 days after receiving the request, due to the nature of the request and the amount of time required to gather the requested information.
- 12.6. The Requester will, however, be given notice of the extension prior to the expiry of the 30-day period and provided with reasons for the extension.

13. AVAILABILITY OF THE MANUAL

- 13.1. A copy of this manual is available on Hisense's website (<https://hisense.co.za/>) or upon request from the Deputy Information Officer referred to in this Manual.
- 13.2. If a copy of the Manual is requested from the Deputy Information Officer, a prescribed fee shall be payable per each A4-size photocopy made.

14. UPDATING OF THE MANUAL

This manual will be updated as required or when the relevant legislation changes.

Issued by

Derek Sun
Information Officer
Date:



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and offering accurate information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200

Email: PAIACompliance@infoRegulator.org.za

REQUEST FOR A COPY OF THE GUIDE

FORM 1

[Regulation 2]

I,

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

hereby request the following copy(ies) of the Guide:

Language (mark with "X")	No of copies	Language(mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

FORM 2

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

 (Address)

E-mail address: _____

Fax number: _____

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
PARTICULARS OF RECORD REQUESTED				
<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>				
Description of record or relevant part of the record:				
Reference number, if available				
Any further particulars of record				
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>				
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				
FORM OF ACCESS <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	

MANNER OF ACCESS (Mark the applicable box with an "X")	
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 (<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>)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<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) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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 a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

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 (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: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE D: FEES

Item	Description	Amount
1.	Request fee, payable by every Requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	Printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • a flash drive (provided by the Requester) • a compact disc (CD) if the Requester provides the CD to Hisense • a compact disc (CD) if Hisense provides the CD to the Requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the Requester) For a copy of an audio record on compact disc (CD) if the Requester provides the CD to Hisense For a copy of an audio record on compact disc (CD) if Hisense provides the CD to the Requester	R40.00 R40.00 R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed	R145.00 R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.
Hisense, as a private body registered under the Value Added Tax Act, 1991 will add VAT to all the above-mentioned fees.		