



# MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000) QUAFFEE (PTY) LTD Revision 1.0 — June 2025

## 1. Introduction

This Manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 (PAIA). It outlines Quaffee's approach to information requests and serves to promote transparent engagement with the public.

## 2. Company Contact Details

**Company Name:** Quaffee (Pty) Ltd

**Registration Number:** 2006/025871/07

**Information Officer:** Warren Machanik

**ID Number:** 6512155195082

**Position:** Director

**Email:** [warrenm@quaffee.co.za](mailto:warrenm@quaffee.co.za)

**Telephone:** +27 21 794 2988

**Website:** [www.quaffee.co.za](http://www.quaffee.co.za)

**Physical/Delivery Address:**

Quaffee at Buitenverwachting Klein Constantia Rd Constantia Cape Town South Africa 7806

**Postal Address:**

PostNet Suite 55 Private Bag X26 Tokai Cape Town 7966

## 3. Description of Business Activities

Quaffee is a specialty coffee roastery based in Cape Town. We roast and sell fresh coffee beans and also offer a curated range of coffee equipment for resale.

## 4. Applicable Legislation

Relevant legislation that may govern our recordkeeping includes:

- Companies Act No. 71 of 2008
- Income Tax Act No. 58 of 1962
- Value-Added Tax Act No. 89 of 1991
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Unemployment Insurance Act No. 63 of 2001
- Protection of Personal Information Act No. 4 of 2013 (POPIA)

## 5. Categories of Records Held

### 5.1 Personnel and HR Records

- Employment contracts and leave registers
- Payroll, PAYE and UIF records
- Performance and disciplinary records

### 5.2 Financial and Customer Records

- Tax invoices, purchase orders, payment histories
- Contact details and communication records
- Sales and purchase histories
- VAT, Tax, PAYE and UIF registrations

### 5.3 Supplier and Operational Documentation

- Supplier agreements
- Delivery and logistics documentation

- Equipment inventory and warranties

## 5.4 Legal and Compliance Records

- POPIA compliance documentation
- PAIA request records
- Standard operating procedures and business policies

## 6. Decision-Making Process (PAIA Requests)

All PAIA requests are evaluated by the **Information Officer** to determine:

1. **Whether the request is valid and complete** (i.e., submitted in writing and accompanied by adequate proof of identity).
2. **Whether the information requested exists** and is held by Quaffee (Pty) Ltd.
3. **Whether access would not result in the unreasonable disclosure** of third-party, personal, or protected information as per POPIA or other applicable laws.
4. **Whether the requestor has demonstrated sufficient grounds** to exercise or protect a legitimate right.

If a request is approved, the record will be provided in the preferred format (where reasonably practical). If refused, written reasons will be given in accordance with PAIA provisions.

## 7. Procedure to Request Access to Information

Requests must be submitted using **Form C**, available on the Information Regulator's website:  
<https://inforegulator.org.za/forms>

Please include:

- Clear description of the record(s) requested
- Identity document or verification
- Any applicable fees or proof thereof
- Preferred format of access (e.g., email, photocopy)

Send requests to **warrenm@quaffee.co.za** or hand-deliver to the company's listed address.

## 8. Availability and Updates of This Manual

This manual is available:

- As an electronic copy from Quaffee, via email upon request.
- Digitally on our website: [www.quaffee.co.za](http://www.quaffee.co.za)

This manual will be **updated as required** to ensure accuracy and alignment with relevant legislative changes and operational updates.

**Revision Number:** 1.0 **Revision Date:** June 2025