

PAIA Manual

OHMI Coffee Co (Pty) Ltd · Registration number 2024/665206/07

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1. The private body

1.1 OHMI Coffee Co (Pty) Ltd, registration number 2024/665206/07. Address: Unit 42 Wesley Road, Galloway Centre, Strand, Western Cape, 7200. Telephone: 082 650 3393. Email: sales@ohmicoffee.co.za. Website: <https://ohmicoffee.co.za>.

1.2 Information Officer: Thomas Brandon Marriott, at the address and email above. Registration with the Information Regulator is in progress. There is no Deputy Information Officer.

2. The Guide

2.1 The Information Regulator publishes a Guide on how to use the Act, available at <https://infoeregulator.org.za> and from its offices, in the official languages. We will assist a requester who cannot obtain it.

3. Records we hold

3.1 Company and statutory records under the Companies Act; financial and tax records; customer and order records; Member and Affiliate records, including who introduced whom; commission, reward and payment records; identity and bank verification records; support records; supplier and PMTB customer records; personnel records; and information technology and security records.

3.2 Records available without a request under this Act: our published terms, policies, plan and income disclosure at <https://ohmicoffee.co.za>; your own account, orders, statements and activity, in the app.

4. How to request a record

4.1 Complete Form 2 under the PAIA Regulations, available from the Information Regulator, and send it to the Information Officer at sales@ohmicoffee.co.za or the address above. State the record you want, the form of access, your contact details, and, if you act for another person, your authority. Pay the prescribed request fee where it applies; a personal requester pays no request fee.

4.2 We decide within thirty days and may extend once by up to thirty days with reasons. We may refuse a record on a ground in the Act, including the protection of a third party's personal information or commercial information, and will give reasons. You may apply to a court, or to the Information Regulator where the Act allows, if a request is refused.

5. Personal information

5.1 We process personal information for the purposes, and disclose it to the recipients, set out in our Privacy Notice, which forms part of this manual. Information is processed in South Africa and by the operators and in the countries named in that notice. We protect it as that notice describes.

6. Availability and review

6.1 This manual is available at <https://ohmicoffee.co.za> and at our principal place of business. It is owned by the Information Officer and reviewed when records, officers, processing or law change, and at least annually.