



PAIA MANUAL

**French Industries SA (Pty) LTD
Trading as Cosma Perfumes**

**Prepared in terms of Section 51 of the
Promotion of Access to Information
Act 2 of 2000 (as amended)**

DATE OF COMPILATION: 01/10/2021
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1. INTRODUCTION

We respect your right to access information. This manual will help you, the requester of the information, to exercise that right and help you to know how to get access to our records. We are required by law to make this manual available to you as per the Promotion of Access to Information Act 2 of 2000 (known as PAIA). If you would like to read the ACT you can do so [here](#):

Our PAIA manual will advise you on what types of information we have and how you can request access to it.

2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF FRENCH INDUSTRIES SA (PTY) LTD TRADING AS COSMA PERFUMES

- 3.1 Chief Information Officer
Name: Mr. Laurent Richard Mauger
Tel: 011 466 3055
Email: laurent@cosmaperfumes.com
Fax number: n/a
- 3.2 Deputy Information Officer
Name: Ms. Kerri Ann Leo
Tel: 011 466 3055

Email: kerri@cosmaperfumes.com
Fax Number: n/a
Name: Mrs. Christine Louise Gunningham
Tel: 011 466 3055
Email: accounts@cosmaperfumes.com
Fax Number: n/a

- 3.3 Access to information general contacts
Email: kerri@cosmaperfumes.com
- 3.4 Head Office
Postal Address: P.O. Box 87493 Houghton, Johannesburg, 2041
Physical Address: Cosma Perfumes, 9 Kyalami Village, 57 Forssman Close, Barbeque Downs, Kyalami, Johannesburg, South Africa, 1684
Telephone: 011 466 3055
E-mail: kerri@cosmaperfumes.com
Website: www.cosmaperfumes.com

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

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA. This can be found [here](#);
- 4.2 The Guide is available in each of the official languages and in braille [here](#);
- 4.3 The aforesaid Guide contains the description of:
 - 4.3.1 the objects of PAIA and POPIA;
 - 4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 4.3.2.1 The Information Officer of every public body, and
 - 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3 the manner and form of a request for:
 - 4.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2 access to a record of a private body contemplated in section 50⁴;
 - 4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Regulator; and
 - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 4.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

- 4.3.10 the regulations made in terms of section 92¹¹.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours:
 Postal Address: P.O. Box 3513, Braamfontein, Johannesburg, 2017
 Physical Address: 54 Maxwell Drive, Woodmead, Midrand, 21911
 Phone Number: 010 023 5200
 General enquiries: enquie@infoeregulator.org.za
 Lodge a complaint: PAIAComplaints@infoeregulator.org.za
- 4.5 The Guide can also be obtained:
- 4.5.1 upon request to the Information Officer;
- 4.5.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:
- 4.6.1 English and Afrikaans

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-
 that record is required for the exercise or protection of any rights;
 that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
 access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
 any matter which is required or permitted by this Act to be prescribed;
 any matter relating to the fees contemplated in sections 22 and 54;
 any notice required by this Act;
 uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
 any administrative or procedural matter necessary to give effect to the provisions of this Act.”

5. CATEGORIES OF RECORDS OF THE OF PRIVATE BODY: FRENCH INDUSTRIES SA (PTY) LTD TRADING AS COSMA PERFUMES WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

These are the records which we make automatically available:

All of the below may be requested either telephonically on 011 466 3055 or by e-mail on

kerri@cosmaperfumes.com

Type of Record	Available on Website	Available upon request by e-mail
Director's Name		X
Memorandum of Incorporation		X
Documents of Incorporation		X
Banking Details		X
Information About Us	X	
BEE Certificate		X
Terms and Conditions	X	
PAIA Manual	X	

6. DESCRIPTION OF THE RECORDS OF FRENCH INDUSTRIES SA (PTY) LTD TRADING AS COSMA PERFUMES WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY FRENCH INDUSTRIES SA (PTY) LTD TRADING AS COSMA PERFUMES

Subjects on which the body holds records	Categories of records	Request for Access
Strategic Documents, Plans, Proposals	Annual Reports	x
Human Resources	HR policies and procedures Employees records Skills Development and Training Plan	x

Operational Policies/Plans/procedures/Frameworks	Supplier contracts Operating Procedures Human Resources Finance Management	x
Legal, Policy, Research	Research Strategy and Plan	x
Corporate Governance	Organisational and Business Plans Asset Register Evacuation Procedures	x
Information Technology	Asset issuing and custodian information Policies and Procedures Network Maintenance	X
Manual and Guide	Regulators Manual and Guide on how to use PAIA	X
Publicity and Marketing Material	None	
Publications	None	
Media	None	
Events, Functions, Seminars, Conferences	None	X
Registers	Information Officers Fixed Asset	X
Reports/Minutes/Decisions	None	X
Supply Chain Matters	Purchase Orders Quotations	X
Investigation and Compliance	None	
Finances	Financial Accounting Financial Reporting Asset Register Quotes Invoices Statements Audit records Tax returns	X

Regulatory Documents	SDS COA TDS IFRA Certificate Allergen Certificate	X
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8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The purpose of us processing personal information is that we require the personal information received from clients, potential clients and suppliers, in order to process orders of our clients requirements to fulfill their fragrance needs and to deliver to them accordingly and invoice them appropriately for the products supplied.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	Names, id numbers, address, contact details, qualifications, gender and race

8.3 The recipients or categories of recipients to whom the personal information may be supplied;

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services

8.4 Planned transborder flows of personal information

8.4.1 Cosma Perfumes has not planned Transborder flows of personal information. However, should it become necessary to transfer personal information to another country for any lawful purposes, Cosma Perfumes will ensure that anyone to whom it will pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as Cosma perfumes is obliged under POPIA.

8.4.2 Some information may be stored in the Cloud at a future date.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

- 8.5.1 Cosma Perfumes continuously establishes and maintains appropriate, reasonable, technical, and organizational measures by taking appropriate, reasonable, technical and organizational measures to prevent:
 - 8.5.1.1 loss of, or damage to or unauthorized destruction of personal Information; and
 - 8.5.1.2 unlawful access to processing of personal information
- 8.5.2 Cosma Perfumes has taken reasonable measures, as contained in 8.5.3 below to
 - 8.5.2.1 identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;
 - 8.5.2.2 establish and maintain appropriate safeguards against the risks identified;
 - 8.5.2.3 regularly verify that the safeguards are effectively implemented; and
 - 8.5.2.4 ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.
- 8.5.3 Measures taken by Cosma Perfumes include, amongst others:
 - 8.5.3.1 Access control;
 - 8.5.3.2 Data encryption;
 - 8.5.3.3 Defensive measures;
 - 8.5.3.4 Robust monitoring, auditing and reporting capabilities;
 - 8.5.3.5 Data back-ups;
 - 8.5.3.6 Anti virus and anti malware solutions;
 - 8.5.3.7 Awareness and vigilance;
 - 8.5.3.8 Agreements are concluded with operators to implement security controls.

9. AVAILABILITY OF THE MANUAL

- 9.1 A copy of the Manual is available-
 - 9.1.1 On www.cosmaperfumes.com ;
 - 9.1.2 head office of the Private Body: French Industries SA (Pty) LTD Trading as Cosma Perfumes for public inspection during normal business hours;
 - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4 to the Information Regulator upon request enquiries@inforegulator.or.za
- 9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of French Industries SA (Pty) LTD, Trading as Cosma Perfumes, will update this manual whenever we make material changes to it.

Issued by



Mr. Laurent Richard Mauger
C.E.O and Director of French Industries SA (PTY) LTD Trading as Cosma Perfumes