

Shoprite Group

The Promotion of Access to Information Act No. 2 of 2000 Manual

Document Properties

Entities: Collectively the "Shoprite Group" or "Shoprite"	Shoprite Holdings Limited Shoprite Insurance Company Ltd Shoprite Investments Ltd Shoprite Checkers (Pty) Ltd Computicket (Pty) Ltd Entry Ninja (Pty) Ltd Flicape (Pty) Ltd Flicape Asset Management (Pty) Ltd Freshmark (Pty) Ltd Fresta Holdings Ltd	Metcash Seven Eleven (Pty) Ltd Parys Development Properties (Pty) Ltd Rogel Wholesalers (Pty) Ltd Rainmaker Media (Pty) Ltd Shoprite Money Transfers (Pty) Ltd Shoprite DTMC (Pty) Ltd Transpharm (Pty) Ltd Welmed Marketing (Pty) Ltd
Document name	The Promotion of Access to Information Act No. 2 of 2000 Manual ("The PAIA Manual")	
Applicability	This manual only applies to those entities carrying on a trade or business and does not relate to our dormant companies. A full list of all the dormant companies within the Group is available on request from our Deputy Information Officer.	
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Internal Reviewers

Name	Department	Function/Role	Version
Rene Langenhoven and Pieter Immelman	Legal and Internal Audit	Senior Legal Advisor and Group Internal Audit Executive	V2
Mareon Basson and Marie van Heerden	Legal and Group Compliance	Legal Advisor and Group Compliance Manager	V3

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 "PAIA": Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.2 "POPIA": Protection of Personal Information Act No.4 of 2013
- 1.3 "Regulator": Information Regulator

2. INTRODUCTION TO PAIA AND POPIA

- 2.1 The Promotion of Access to Information Act, No. 2 of 2000 (the "PAIA") seeks to give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.
- 2.2. The PAIA establishes certain statutory rights of requesters to access records of a private body if:
 - 2.2.1. that record is required for the exercise or protection of any rights;
 - 2.2.2. that requester complies with all the procedural requirements; and
 - 2.2.3. access is not refused in terms of any ground referred to in the PAIA.
- 2.3 The Protection of Personal Information Act, No. 4 of 2013 (the "POPIA") seeks to give effect to the constitutional right to privacy as contained in section 14 of the Bill of Rights. The POPIA seeks to safeguard personal information by regulating the manner in which it may be processed by public and private bodies.
- 2.4 The POPIA provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPIA.
- 2.5 One of the requirements specified in the PAIA, is the compilation of an information manual that provides information which includes the types and categories of records held by a private body (this relates to PAIA) as well certain information relating to the processing of personal information (this relates to the POPIA).
- 2.6 The PAIA and the POPIA are collectively referred to in this document as the "Acts".

3. SCOPE

- 3.1 The scope of this manual includes Shoprite Holdings Limited's corporate entities (collectively referred to as the "Shoprite Group" or "Shoprite").
- 3.2. This document serves as the Shoprite Group's information manual and provides reference to the records held by Shoprite as well as the personal information processed by Shoprite from time to time.

4. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to-

- 4.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 4.2 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;

- 4.3 know the description of the records of the body which are available in accordance with any other legislation;
- 4.4 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;
- 4.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 4.6 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;
- 4.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 4.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 4.9 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
- 4.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE SHOPRITE GROUP

Information Officer	Deputy Information Officer
Shoprite Holdings Ltd	
Name: Pieter Gerrit Du Preez	Name: Joseph Brönn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Shoprite Insurance Company Ltd	
Name: Pieter Gerrit Du Preez	Name: Le Roux Hoffmann
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Shoprite Investments Ltd	
Name: Pieter Gerrit Du Preez	Name: Mirandi Du Bruyn
Tel: 021 980 4000	Tel: 011 456 7089
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Shoprite Checkers (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Joseph Brönn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Computicket (Pty) Ltd	
Name: Kurt James Drennan	Name: Paul Masterson
Tel: 011 340 8000	Tel: 011 340 8000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Entry Ninja (Pty) Ltd	
Name: Kurt James Drennan	Name: Paul Masterson
Tel: 011 340 8000	Tel: 011 340 8000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za

Flicape (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Joseph Brönn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Flicape Asset Management (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Joseph Brönn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Freshmark (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Quintin Paladin
Tel: 021 980 4000	Tel: 021 980 8894
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Fresta Holdings Ltd	
Name: Pieter Gerrit Du Preez	Name: Anton De Bruyn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Metcash Seven Eleven (Pty) Ltd	
Name: Pieter Christiaan Engelbrecht	Name: Pieter Gerrit Du Preez
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Parys Development Properties (Pty) Ltd	
Name: Pieter Christiaan Engelbrecht	Name: Pieter Gerrit Du Preez
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Rogel Wholesalers (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Anton De Bruyn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Rainmaker Media (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Tanja De Korte
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Shoprite Money Transfers (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Jean Olivier
Tel: 021 980 4000	Tel: 021 980 4998
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Shoprite DTMC (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Anton De Bruyn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Transpharm (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Jaco Engelbrecht
Tel: 021 980 4000	Tel: 012 377 9110
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za
Welmed Marketing (Pty) Ltd	
Name: Pieter Gerrit Du Preez	Name: Joseph Brönn
Tel: 021 980 4000	Tel: 021 980 4000
Email: privacy@shoprite.co.za	Email: privacy@shoprite.co.za

5.2 Access to information general contacts

Email: privacy@shoprite.co.za

5.3 National or head Office

Postal Address: P.O. Box 215
Brackenfell
7561

Physical Address: Cnr William Dabbs Street and Old Paarl Rd
Brackenfell
7560

Telephone: 021 980 4000

Email: privacy@shoprite.co.za

Website: <https://www.shopriteholdings.co.za/>

6. INFORMATION REGULATOR

In the event that Shoprite did not adequately assist you or resolve your query, you may direct your queries and/or complaints to the Information Regulator as set out below:

Address:	JD House 27 Stiemens street Braamfontein Johannesburg 2001	P O Box 31533 Braamfontein Johannesburg 2017
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Website: www.justice.gov.za

Email: inforeg@justice.gov.za or complaints.IR@justice.gov.za

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

7.1 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.

7.2 The Guide is available in each of the official languages and in braille.

7.3 The aforesaid Guide contains the description of-

7.3.1 the objects of PAIA and POPIA;

7.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1 the Information Officer of every public body, and

7.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

7.3.3 the manner and form of a request for-

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.

- 7.3.3.1 access to a record of a public body contemplated in section 11³; and
- 7.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 7.3.4 the assistance available from the Information officer of a public body in terms of PAIA and POPIA;
- 7.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6 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-
 - 7.3.6.1 a complaint to the Regulator; and
 - 7.3.6.2 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;
- 7.3.7 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;
- 7.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10 the regulations made in terms of section 92¹¹.
- 7.4 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.
- 7.5 The Guide can also be obtained-
 - 7.5.1 upon request to the Information Officer;
 - 7.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 7.6 .A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 7.6.1 English; and

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-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) 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-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) 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
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

8. RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Type of the Record	Available on Website	Available upon request
Brochures and Newsletters	X	X
Integrated Annual Report	X	X
All information contained on our website	X	

9. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

9.1 Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in Appendix "A" to this manual (as amended from time to time); however, due to the number of laws applicable to the Shoprite Group, the list of legislation may not be exhaustive.

9.2 Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the relevant Information Officer / Deputy Information the opportunity to consider the request in light thereof

10. DESCRIPTION OF THE SUBJECTS ON WHICH RECORDS AND CATEGORIES OF RECORDS ARE HELD

10.1 The information contained in this section is intended to identify the main categories of records held by The Shoprite Group and to help the requester to gain a better understanding of the main business activities of the Shoprite. Further assistance in identifying the records held by the Shoprite Group can be obtained from the relevant Information Officer / Deputy Information Officer.

10.2. Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the non-exhaustive aspects of the Shoprite Groups' businesses and operations in Appendix "B".

11. PROCESSING OF PERSONAL INFORMATION

11.1 Purpose of Processing Personal Information

We process your personal information to provide our products and services to you or to establish a business relationship with you / regulate the employment relationship with you, including:

- 11.1.1 to carry out actions for the conclusion or performance of a contract;
- 11.1.2 to comply with obligations imposed by law;
- 11.1.3 to protect the legitimate interests of the data subjects; or
- 11.1.4 where it is necessary for pursuing the legitimate interests of the Companies.

The above list is non-exhaustive.

11.2 Categories of Data Subjects

Categories of Data Subjects	
Customers / Clients	Website/Application end users
Service Providers / Suppliers/Vendors	Consultants
Employees	Investors
Non-executive directors	Other third parties with whom Shoprite conducts business with
Visitors	

The above list is non-exhaustive.

11.3 Categories of Information

Categories of Information	
Natural persons	Juristic persons
Name, identifying number (identity or passport number), date of birth, citizenship, age, gender, race, marital status, language, telephone number(s), email address(es), physical and postal addresses, income tax number, banking information, disability information, employment history, background checks, fingerprints, CVs, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures.	Name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, BEE certificates, payment details (including bank accounts), invoices and contractual agreements.

The above list is non-exhaustive.

11.4 Categories of Recipients to whom Personal Information may be supplied

Categories of recipients
Other companies in the Group
Management, employees, temporary staff
Sub-contracted Operators
Stakeholders and shareholders
Service providers
Medical aid, pension or provident funds
Auditing and accounting bodies (internal and external)
Third parties with whom the Companies have contracted for the retention of data
Relevant authorities, government departments, statutory bodies or regulators; and
A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules

The above list is non-exhaustive.

11.5 **Planned Trans-border flows of Personal Information**

We may disclose personal information we process to any of our offshore subsidiaries, associate entities or third-party service providers with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or right to do so. We will in this regard endeavour to enter into written agreements to ensure that other parties comply with POPIA and our confidentiality and privacy requirements.

11.6 **Information Security Measures**

We take your privacy and the security of your personal information seriously.

We have implemented reasonable security safeguards to protect the personal information that you give us. For example, sensitive data (such as your credit card information) is protected by SSL encryption when it is exchanged between your web browser and our website.

You can play a role in protecting your information by never sharing your username, PIN or password with anyone or submitting it to a website you don't recognise. Always log off after a web session and change your password regularly.

We regularly monitor our systems for possible vulnerabilities and attacks. No system is perfect so we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.

Please note that any email you send to us is not encrypted and may be monitored by us. Please do not send us sensitive or confidential personal information by email.

We will inform you if your privacy is ever compromised.

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy. Should there be a data breach where your personal information is directly affected, we will follow the guidelines provided by data privacy legislation in order to inform you.

11.7 **Data Subject's Rights**

11.7.1 You have the right to request the correction, deletion or destruction of your personal information. Please refer to Form A, Appendix "C".

11.7.2 You may object to the processing of your personal information. Please refer to Form B, Appendix C

11.7.3 You have the right to request access to personal information as per the provisions of POPIA in terms of PAIA. Please refer to Form C, Appendix "C". This process is outlined below.

12. **ACCESS REQUESTS**

12.1 **Completion of Request for Access Form**

To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form C ,Appendix "C".

12.1.1. The Access Request Form, attached as Appendix "C" hereto, must be completed.

12.1.2 Proof of identity is required to authenticate the identity of the requester – in addition to the Access Request Form, requesters will be required to supply a certified copy of their identification document or a valid passport

document, or if a legal entity, a certified copy of the Company Registration Certificate.

- 12.1.3 Type or print in BLOCK LETTERS an answer to every question.
- 12.1.4 If a question does not apply, state "N/A" in response to that question.
- 12.1.5 If there is nothing to disclose in reply to a particular question state "NIL" in response to that question.
- 12.1.6 If there is insufficient space on the printed form, additional information may be provided on an additional attached folio.
- 12.1.7 When the use of an additional folio is required, precede each answer with the applicable title.

Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the PAIA.

If it is suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

12.2 **Submission of Access Request Form**

- 12.2.1 The completed Access Request Form, together with a certified copy of the requester's identity document, must be addressed to the relevant Information Officer / Deputy Information Officer and submitted to privacy@shoprite.co.za.
- 12.2.3 An initial request fee based on the Prescribed Fees as set out in Appendix "D" is payable on submission of the Access Request Form.
- 12.2.4 A request for access to information which is not housed under Form C, Appendix "C" or which does not comply with POPIA or PAIA will be rejected and returned to you.

12.3 **Payment of Fees**

- 12.3.1 Payment details can be obtained from the relevant Information Officer / Deputy Information Officer indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied via the contact details stated in paragraph 5.
- 12.3.2 If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in Appendix "D" hereto. The access fee must be paid prior to access being given to the requested record.

12.4 **Notification**

- 12.4.1 The relevant Information Officer / Deputy Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

12.4.2 This 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original 30 (thirty) day period. The requester will be notified in writing should an extension be sought.

If it is suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

12.5 **Grounds for Refusal**

12.5.1 There are various grounds upon which your request for access to a record may be refused. They are:

12.5.1.1 the protection of personal information of a third party (who is a natural person) from unreasonable disclosure;

12.5.1.2 the protection of commercial information of a third party. (For example, trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);

12.5.1.3 refusing access to a record if it would result in the breach of a duty of confidence owed to a third party;

12.5.1.4 refusing access to a record if it would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;

12.5.1.5 refusing access to a record that was produced;

12.5.1.6 during legal proceedings, unless that legal privilege has been waived;

12.5.1.7 refusing access to a record containing trade secrets, financial or sensitive information or any information that would put the Shoprite Group at a disadvantage in negotiations or prejudice it in commercial competition; and

12.5.1.8 refusing access to a record containing information about research being carried out or about to be carried out on behalf of a third party or by the Shoprite Group.

12.5.2 Section 70 of the Act contains an overriding provision. Disclosure is compulsory if it would reveal a substantial contravention of, or failure to comply with the law, or imminent and serious public safety or environmental risk and the public interest in the disclosure of the record clearly outweighs the harm contemplated by its disclosure.

12.5.3 If your request does affect a third party, we will need to inform the third party within 21 (Twenty-One) days of receiving your request. By this we mean that if the record you request affects any third party in any way, that third party will have to be informed that you are requesting access to the above record.

12.5.4 The third party then has 21 (Twenty-One) days to make representations and/or submissions regarding the granting of access to the record.

12.6 Remedies available to a Requester on refusal of access

- 12.6.1 If an Information Officer decides to grant a requester access to the particular record such success may be granted within 30 (thirty) days of being informed of the decision.
- 12.6.2 Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requestor. There is no internal appeal procedure.
- 12.6.3 In the event that you are not satisfied with the outcome you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.
- 12.6.4 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

13. INFORMATION ON RECORDS NOT FOUND

- 13.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the record does not exist, then Shoprite will notify the requestor, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 13.2 The affidavit or affirmation will provide a full account of all the steps taken to find the records or to determine the existence thereof, including details of all communications by Shoprite with every person who conducted the search.
- 13.3 If the record in question should later be found, the Requestor shall be given access to the record in the manner stipulated by the requestor unless access is refused by Shoprite as permitted by the Act.

14. AVAILABILITY OF THE MANUAL

- 14.1 A copy of the Manual is available-
 - 14.1.1 on <https://www.shopriteholdings.co.za>;
 - 14.1.2 at the head office of Shoprite Ltd for public inspection during normal business hours;
 - 14.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 14.1.4 to the Information Regulator upon request.
- 14.2 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.

15. UPDATING OF THE MANUAL

The Information Officer, Pieter Gerrit du Preez will update this manual on a regular basis.

RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

Companies Act No 71 of 2008
Documents of Incorporation
Memorandum of Incorporation
Trust Deeds
Minute books, general and special resolutions passed at any meeting of Shareholders of the Company or any class of Shareholders
Register of Members / Shareholders / Directors / Company Secretary / Public Officers
Branch registers
Annual Financial Statements
Books of Account required by the Act
All other records required by the Act
Employment Equity Act No. 55 of 1998, as amended
Employment Equity Plan
Workforce Profile
All other records required by the Act
Basic Conditions of Employment Act No. 75 of 1977
Records of the following: <ul style="list-style-type: none"> - Each employee's name and occupation; - Time worked by each employee; - Remuneration paid to each employee; and - All other records required by the Act
Labour Relations Act No. 66 of 1995
All records required in compliance with any collective agreement, arbitration award or determination made in terms of the National Minimum Wage Act 9 of 2018
All records of the prescribed details of any strike, lock-out or protest action involving the Company's employees
All disciplinary records
All other records required by the Act
Occupational Health and Safety Act No. 85 of 1993
A copy of the Act
An incident register certificate of compliance (in respect of all electrical installations)
First Aid certificate (valid for 3 years)
Refrigeration / air-conditioning record book
All other records required by the Act
Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
The register or other record of the earnings and other prescribed particulars of all employees, for example, wages paid, time worked and payment made for piecework and overtime
Broad-Based Black Economic Empowerment Act No. 53 of 2003
All records required by the Act and the relevant Codes
Skills Development Act No. 97 of 1998
Annual training reports and the annual training plan
Skills Development Levies Act No. 97 of 1998
All records required by the Act
Unemployment Insurance Act No. 30 of 1966
Records detailing the contributions employed by the employer in respect of earnings

paid, time worked, payments made for piece work and overtime
Pension Funds Act No. 24 of 1956
All records required by the Act
Income Tax Act No. 58 of 1962
All ledgers, cash books, journals, cheque books, bank statements, deposit slips, pay cheques, invoices, stock lists and all other books of account
Signed copy of Annual Financial Statements
Books of Account recording information required by the Companies Act
Invoices – issued and received
All other records required by the Act
Value Added Tax Act No. 89 of 1991
Books of account, documents recording the supply of goods to or by the vendor, invoices, tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques
All other records required by the Act
National Credit Act No. 34 of 2005
All records which may be required by the Act
Customs and Excise Act No. 91 of 1964
Bills of entry
Books of account required by the Act
Records of the person from whom imported goods were obtained and, if he is the importer or manufacturer or owner, as to the place where the duty due thereon was paid, the date of payment, the particulars of the entry for home consumption and the marks and numbers of cases, packages, bales and other articles concerned
Electronic Communications and Transactions Act No. 25 of 2002
All records required by the Act
Competition Act No. 89 of 1998
All records required by the Act
General Notice 2219, 31 October 1980 Export Incentive Scheme
Documents evidencing claims for products exported on or after 01 September 1980
Liquor Products Act No. 60 of 1989
Import Certificate
All records required by the Act
Regulation of Interception of Communications and Provision of Communication related Information amendment Act No. 48 of 2008
All records required by the Act
National Liquor Act No. 27 of 1989
All records of liquor licenses in respect of all stores
Legal Metrology Act No. 9 of 2014
All records required by the Act
Standards Act No. 29 of 1993
All records required by the Act
Merchandise Marks Act No. 17 of 1941
All records required by the Act
Fertilizers Farm Feeds Agricultural Remedies and Stock Remedies Act No. 36 of 1947
All records required by the Act
Financial Advisory and Intermediary Services Act No. 37 of 2002
All records required by the Act
Financial Intelligence Centre Act No. 38 of 2001
All records required by the Act
Agricultural Products Standards Act No. 119 of 1990

All records required by the Act
Marketing of Agricultural Products Act No. 47 of 1996
All records required by the Act
Foodstuffs, Cosmetics and Disinfectants Act No. 54 of 1972
All records required by the Act
Businesses Act No. 71 of 1991
Licenses held in terms of the Act
Banks Act No. 94 of 1990
All records required by the Act
Financial Markets Act No. 19 of 2012
All records required by the Act
Financial Sector Regulation Act No. 9 of 2017
All records required by the Act
Hazardous Substances Act No. 15 of 1973
All records required by the Act
Films and Publications Act No. 65 of 1996
All records required by the Act
Pharmacy Act No. 53 of 1974
All records required by the Act
Spatial Planning and Land Use Management Act No. 16 of 2013
All records required by the Act
Medicines and Related Substances Act No. 101 of 1965
All records required by the Act
Immigration Act No. 413 of 2002
All records required by the Act
Patents Act No. 57 of 1978
All records required by the Act
Trademarks Act No. 194 of 1993
All records required by the Act
Designs Act No. 195 of 1993
All records required by the Act
Medical Schemes Act No. 131 of 1998
All records required by the Act
National Building Regulations and Building Standards Act No. 103 of 1977
All records required by the Act
Consumer Protection Act No. 68 of 2008
All records required by the Act
Protection of Personal Information Act No. 4 of 2013
All records required by the Act

Whilst all reasonable endeavours have been made to provide a complete list of applicable legislation above, it is possible that the above list may be incomplete. Wherever it comes to Shoprite's attention that existing or new legislation allows a requester access on a basis other than that set out in the PAIA, the above list will be updated.

Appendix "B"

DESCRIPTION OF THE SUBJECTS ON WHICH RECORDS AND CATEGORIES OF RECORDS ARE HELD

Administrative Records / Company Records
Correspondence
Company policies and directives
Records of all local subsidiaries and other juristic persons in which it has direct or indirect interest
Records required in terms of JSE Listing Requirements
Insurance policies
Registered designs, trademarks and patents
Operational records
Material licenses, permits and authorisations
Legal records
Human Resources Records
Recruitment records
Employment contracts
Employee records
Code of Conduct and other employment policies
Conditions of employment
Confidentiality agreements
Restraint of trade agreements
CCMA records
Medical aid records
Retirement records
Pension fund records
Training records and schedules
Remuneration and other employee benefit records
Disciplinary records
Agreements with trade unions
Service agreements
Commission agreements
Casual employee records
Leave/absence from work records
Registrations with Department of Labour, Unemployment Insurance Fund, Compensation Fund and in terms of the Skills Development Levies Act
Records of Unemployment Insurance Fund contributions
Records relating to employee benefits
Health and safety records
Building security, surveillance and monitoring data
Other internal records
Company Secretarial Records
Register of Directors
Incorporation Documents
Minute Books
Share register
Share certificates
Annual Returns
The public officer and other officers

Powers of Attorney
Dividend and interest payment list
Financial Records
Annual Financial Statements
Accounting records including journals and ledgers
Budgets and projection
Financial Transactions
Banking details
Treasury related information
Internal Audit records
Management Accounts
Purchase and Order information
Tax records (company and employee)
Debtors records
Creditors records
Insurance records
Delivery notes, orders, invoices, statements, receipts and vouchers
Customer records and Credit Services
Customer records
Sales records
Debtors information
Suretyship Agreements
Terms and Conditions
Transaction records
Supplier Records
Supplier on-boarding documents
Service Level Agreements
Supply terms and conditions
Purchase Order Information
Records relating to all distribution centres
Account information
Property records, Building and Premises
Title deeds
Lease agreements
Contracts in respect of properties
Visitor access records
Maintenance records
Security, surveillance and monitoring data
Franchise records
All franchise records in respect of local and foreign franchisees
Information Technology Records
Business and data information
IT Technology capabilities
Systems and User manuals
Support and maintenance agreements
Incident reporting log
Playbooks and IT Policies and Procedures
Hardware
Databases
Telephone and other lines
Operating systems and other operational records
Product Records

Product specification records in respect of private label products, including recipes, approved ingredients, final products and standards
Reports of chemical testing on all private label food products
General product testing results
Records for the costs of goods acquired for re-sale and the selling price of such goods
Communications
Internal communications and memoranda
External correspondence
Meeting minutes
Marketing
Marketing and advertising records
Records pertaining to health and safety and the environment
Records of other Third Parties
Records are kept in respect of other parties, including without limitation, contractors, commercial banks, auditors and consultants, suppliers, joint venture companies and service providers and general market conditions. Such other parties may process records belonging to the Shoprite Group. The following records fall under this category:
Personnel, customer or Shoprite records which are held by another party as opposed to being held by Shoprite
Records held by Shoprite pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about the contractors or suppliers.

Prescribed Forms

FORM A

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION 2018

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable. Mark the appropriate box with an "X".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A. DETAILS OF DATA SUBJECT	
Name(s), surname / registered name of data subject:	
Unique Identifier / Identity Number	
Residential, postal or business address:	
	Code:
Contact number(s):	
E-mail address:	

B. DETAILS OF RESPONSIBLE PARTY	
Name(s), surname / registered name of responsible party:	
Residential, postal or business address:	
	Code:
Contact number(s):	
E-mail address:	

C. INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED

D. REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)

Signed at _____ on this _____ day of _____ 20 ____

Signature of Data Subject / Designated Person

FORM B
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A. DETAILS OF DATA SUBJECT					
Name(s), surname / registered name of data subject:					
Unique Identifier / Identity Number					
Residential, postal or business address:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr> <td style="text-align: right; padding: 2px 5px;">Code:</td> <td style="width: 50px; padding: 2px 5px;"></td> </tr> </table>			Code:	
Code:					
Contact number(s):					
E-mail address:					

B. DETAILS OF RESPONSIBLE PARTY					
Name(s), surname/registered name of responsible party:					
Residential, postal or business address:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr> <td style="text-align: right; padding: 2px 5px;">Code:</td> <td style="width: 50px; padding: 2px 5px;"></td> </tr> </table>			Code:	
Code:					
Contact number(s):					
E-mail address:					

C. REASONS FOR OBJECTING IN TERMS OF SECTION 11(1)(D) TO (F) - PLEASE PROVIDE DETAILED REASONS FOR OBJECTION

Signed at _____ on this _____ day of _____ 20 ____

Signature of Data Subject / Designated Person

FORM C
REQUEST FOR ACCESS TO RECORD

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A. PARTICULARS OF PRIVATE BODY
The Head:

B. PARTICULARS OF PERSON REQUESTING ACCESS TO RECORD
<ol style="list-style-type: none">a. The particulars of the person who requests access to the record must be given below.b. The address and/or fax number in the Republic to which the information is to be sent must be given.c. Proof of the capacity in which the request is made, if applicable, must be attached.
Full names and surname:
Identity number:
Postal address:
Fax number:
Telephone number:
E-mail address:
Capacity in which request is made, when made on behalf of another person:

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE
This section must be completed ONLY if a request for information is made on behalf of another person.
Full names and surname:

Identity number:
D. PARTICULARS OF RECORD
<p>a) 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.</p> <p>b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.</p>
1. Description of record or relevant part of the record:
2. Reference number, if available:
3. Any further particulars of record:

E. FEES
<p>a. A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>b. You will be notified on the amount required to be paid as the request fee.</p> <p>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.</p> <p>d. If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>
Reason for exemption from payment of fees:

F. FORM OF ACCESS TO RECORD
If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.
Disability:

Form in which record is required:

Mark the appropriate box with an "X"

Notes:

- a. Compliance with your request in the specified form may depend on the form in which the record is available.*
- b. Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.*
- c. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

1. If the record is in written or printed form:

Copy of record *	Inspection of record
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2. If record consists of visual images

(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images	Copy of the images*	Transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack (audio cassette, compact disk, recording)	Transcription of soundtrack* (written or printed document)
--	--

4. If record is held on computer or in an electronic or machine-readable form:

Printed copy of record*	Printed copy of information derived from the record*	Copy in computer readable form* (memory stick, stiffy or compact disc)
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* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	------------	-----------

G. PARTICULARS OF THE RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

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:

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ on this _____ day of _____ 20 _____

Signature of data subject / person
on whose behalf request is made

Appendix "D"

PRESCRIBED FEES IN RESPECT OF REQUESTS FOR INFORMATION

Government Gazette No. 22125, Regulation No. 223 of 9 March 2001: Promotion of Access to Information Act 2000, Regulations relating to the promotion of access to information

Copy of the manual as contemplated in regulation 9(2)(c) *(for every photocopy of an A4 size page or part thereof)	*R1.10
The fees for reproduction referred to in regulation 11(1) are as follows:	
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or party thereof held on a computer or in electronic or machine-readable form	R0.75
For a copy in a computer-readable form on: a) Stiffy disc b) Compact disk	R7.50 R70.50
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2)	R50.00
The access fees payable by a requester referred to in regulation 11(3) are as follows:	
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
For a copy in a computer-readable form on a) Stiffy disc b) Compact disc	R7.50 R70.00
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
To search for and prepare the record for disclosure for each hour or part thereof reasonably required for such search and preparation	R30.00