

TRADEFED PROPRIETARY LIMITED

(Registration Number: 2020/539253/07)

("THE COMPANY")

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act, 2000

as amended by the Protection of Personal Information Act, 2013

("Manual")

1. INTRODUCTION

- 1.1 This Manual provides an outline of the type of records and the personal information that the Company holds, and explains how to:
- submit requests for access to those records in terms of the Promotion of Access to Information, Act 2 of 2000 (“**PAIA**”); and
 - object to the processing of personal information held by the Company or request the correction or deletion of the personal information, in terms of Sections 11 and 24 of the Protection of Personal Information Act (4 of 2013) (“**POPIA**”). [For the purposes of this Manual all reference to “personal information” shall be defined in terms of POPIA.]
- 1.2 PAIA gives effect to the Constitutional right of access to information where such information is required for the exercise or protection of a right. It gives natural and juristic persons the right to access records held by either a private or public body, subject to certain limitations. Where a requester is able to show that a record is required for the exercise or protection of a rights then provided that there are no grounds of refusal a private body must disclose the information.
- 1.3 POPIA balances the need for access to information against the need to ensure the protection of personal information and grants data subjects various rights in relation to their personal information.

2. CONTACT DETAILS

- 2.1. All requests submitted to the Company for information in terms of the PAIA and POPIA must be addressed to the Information Officer.

Information Officer	
Name:	Robin Schofield
Tel:	011 670 6681
Email:	info@tradedfed.co.za

2.2. General Contact Details

Postal Address: 68 Fifth Street, Albertville, Randburg, South Africa
Street Address: 68 Fifth Street, Albertville, Randburg, South Africa
Email: [info@tradedfed.co.za]
Website: www.tradedfed.co.za

2.3. Information Regulator’s Details

JD House 27 Stiemens Street Braamfontein Johannesburg, 2001	General Enquiries E-mail: infoereg@justice.gov.za
Website: www.infoeregulator.org.za	Complaints E-mail: complaints.IR@justice.gov.za

3. PAIA GUIDE

- 3.1. The Information Regulator (“**Regulator**”) has compiled an official guide relating to the right of access to information in terms of PAIA.
- 3.2. This Guide is available from the Regulator and is available in each of the official languages and in braille. The Guide can be obtained:
- 3.2.1. upon request to the Information Officer;

3.2.2. from the website of the Regulator- listed above.

3.3. A copy of the Guide is also available, in the following two official languages on our website and at our offices (for inspection during normal office hours in-
3.3.1. ENGLISH AND AFRIKAANS

3.4. The Regulator has also published various POPIA related Guidelines- which are available on its website.

4. RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

4.1. General information about the Company can be accessed via the internet on our website at www.tradefed.co.za and on all of our associated social media pages

5. RECORDS AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

5.1. Certain records held by the Company are available in terms of difference pieces of legislation (other than PAIA). The specific records which are available in terms of such legislation are set out therein and these records may in certain instances only be accessed by the persons specified in the relevant legislation. This legislation includes (but may not be limited to):

- Constitution of the Republic of South Africa Act 108 of 2008
- Companies Act 71 of 2008
- Income Tax Act 58 of 1962
- Tax Administration Act 28 of 2011
- Value Added Tax Act 89 of 1991
- Pension Funds Act 24 of 1956
- Unemployment Insurance Act 63 of 2001
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Broad Based Black Economic Empowerment Act 53 of 2003
- Labour Relations Act 66 of 1995
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- National Credit Act 34 of 2005
- Cooperatives Act 34 of 2005
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Securities Transfer Tax Administration Act 26 of 2007
- Insolvency Act 24 of 1936
- Electronic Communications Act 36 of 2005
- Protection of Personal Information Act 4 of 2013
- Electronic Communications and Transactions Act 25 of 2002
- Consumer Protection Act 68 of 2008

6. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE COMPANY

6.1. The subjects on which the Company holds records and the categories on each subject in terms of Section 51(1)(e) of PAIA are as listed below (which may not be an exhaustive list).

6.2. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of PAIA (and POPIA):

6.3. Human Resources:

- Employee records
- Contracts
- Guidelines, policies and procedures

6.4. Corporate:

- Shareholder records
- Records relating to the incorporation of the Company
- Statutory records
- Board minutes and resolutions

6.5. Financial:

- Tax records (the Company and Staff)
- Annual financial statements
- Bank statements
- Purchase Orders/Invoices
- Asset Register
- Insurance information

6.6. Operational:

- Operational reviews
- Vendor records
- Guidelines, policies and procedure
- Contracts
- Internal and external correspondence
- Records provided by a third party
- Databases
- Information technology

6.7. For further information, please see our Privacy Policy available on our website at www.tradefed.co.za.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

8.1.1 Please refer to our Privacy Policy on our website for further information.

8.1.2 In general, the Company processes personal information for reasons including but not limited to completing or processing an order/return (including sharing information with Sellers, logistics providers, payment service provers and other key service providers); evaluating, developing or improving the Company's service, , keeping clients and customers informed about relevant services; providing clients an efficient and smooth customer experience, dealing with customers, complaints, for procurement purposes, records management, security, employment and related matters

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	The Company may collect information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to- <ul style="list-style-type: none">• information relating to the gender, sex, marital status, national, ethnic or social origin, colour, age, physical or mental health, well-being, disability, religion, language and birth of the person;• information relating to the education or the medical, financial, criminal or employment history of the person;• any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;• the personal opinions, views or preferences of the person;• correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further
Service Providers	
Employees /Job Applicants	
Other Third Parties that the Company conducts Business with	

	<p>correspondence that would reveal the contents of the original correspondence;</p> <ul style="list-style-type: none"> • the views or opinions of another individual about the person; • the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person; • race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or • the criminal behaviour of a data subject to the extent that such information relates to the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.
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8.3 The recipients or categories of recipients to whom the personal information may be supplied

8.3.1 Depending on the nature of the personal information, the Company may supply information or records with different categories of associated or third-party recipients, but we will always do so in applicable laws.

8.3.2 Please refer to the Company's Privacy Policy for further information.

Planned transborder flows of personal information

8.4

8.4.1 We may, subject to applicable law, transfer personal information cross-border (i.e., outside of South Africa) where the relevant business transactions or situation requires trans-border processing or where the data subject has consented to the transfer of their personal information to parties in foreign countries or on the basis of another legally recognised ground.

8.4.2 Where we do share information cross-border we will take steps to ensure that the recipients of such personal information are bound by laws, binding corporate rules or binding agreements that provide for an adequate level of protection and uphold the principles for reasonable and lawful processing of personal information, in terms of POPIA.

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 The Company implements various safeguards to ensure the confidentiality and integrity of personal information, in our possession.

8.5.2 We take appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage

8. PRESCRIBED REQUESTS. PROCESSES AND FORMS

8.1 PAIA – Access Request

8.1.1 We have authorised and designated our Information Officer to deal with all matters relating to and our obligations under PAIA (and POPIA).

8.1.2 If you wish to request access to a record, you need to comply with all the procedural requirements contained in PAIA relating to requests for access to a record. All requests must be submitted in a form that substantially corresponds with **Form 2** of Annexure A to Government Notice No. R.757 dated 27 August 2021 (as amended or updated from time to time).

8.1.3 We have attached an example of this “**Form 2**”, as **Annexure A** hereto for reference purposes only. It is your responsibility to ensure you use the correct standard form.

8.1.4 Please submit a completed request form to our Information Officer together with the relevant request fee (see clause 9 below) to the Information Officer at the postal or physical address or electronic mail address set out above.

8.1.5 Please ensure that the completed form:

8.1.5.1 has enough information for the information officer to identify you, the requested records, and which form of access you require;

8.1.5.2 specifies your email address, postal address, or fax number;

8.1.5.3 describes the right that you seek to exercise or protect;

8.1.5.4 explains why you need the requested record to exercise or protect that right;

8.1.5.5 provides any other way you would like to be informed of our decision other than in writing; and

8.1.5.6 provides proof of the capacity in which you are making the request if you are making it **on** behalf of someone else (we will decide whether this proof is satisfactory).

8.1.6 If you do not use the prescribed form:

8.1.6.1 we may reject the request due to lack of procedural compliance;

8.1.6.2 we may refuse it if you do not provide sufficient information; or

8.1.6.3 it may delay the process.

8.1.7 Grounds for refusal and notifications

8.1.7.1 We may have to refuse you access to certain records in terms of PAIA to protect:

8.1.7.1.1 someone else's privacy;

8.1.7.1.2 another company's commercial information;

8.1.7.1.3 someone else's confidential information;

8.1.7.1.4 the safety of individuals and property;

8.1.7.1.5 records privileged from production in legal proceedings; or

8.1.7.1.6 research information.

8.1.8 We will notify you in writing whether your request has been approved or denied within 30 calendar days after receipt of a completed request form. If we cannot find any requested record or such does not exist, we will notify you by way of affidavit that it is not possible to give access to the particular record.

8.1.9 How we will give you access

8.1.9.1 We will evaluate and consider all requests. If we approve your request, then we will decide how to provide access to you – unless you have asked for access in a specific form.

8.1.9.2 The publication of this Manual does not give rise to any rights to access information records, except in terms of PAIA.

8.2 POPIA – Objection, Correction or Deletion Requests

8.2.1 Section 11(3) of POPIA provides that a data subject may object, at any time, to the processing of personal information on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing.

8.2.2 If you wish to object to the processing of any of your personal information, at any time, you must complete the prescribed form (available on the Regulator's website) and submit it to the Information Officer at the postal or physical address, or electronic mail address set out above.

- 8.2.3 A data subject may also request the correction or delete of any personal information about the data subject that is in our possession or under our control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or was obtained unlawfully; or may request that we destroy or delete a record of personal information about the data subject that we are no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.
- 8.2.4 If you wish to request a correction or deletion of your personal information or the destruction or deletion of a record of your personal information, you must submit a request to the Information Officer on the prescribed form (available on the Regulator's website) at the postal or physical address, or electronic mail address set out above

9. PRESCRIBED FEES

9.1 Depending on your request, we may be entitled to charge you certain fees. The fees which may be payable are prescribed and available on the Information Regulator website.

9.2 Before attending to your request, we will advise you of the total fees you will need to pay

10. AVAILABILITY OF THE MANUAL

10.1 Copies of this Manual are available for inspection, free of charge" -

10.1.1 on our website: www.tradefed.co.za

10.1.2 at head office during normal business hours;

11. UPDATING OF THE MANUAL

This Manual may be updated or amended from time to time.

Issued by

Robin Schofield
(Information Officer)

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:

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Fax number:

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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 (if applicable):			
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 <i>(Mark the applicable box with an "X")</i>	
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>
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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)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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:	

<i>Deposit (if any):</i>	
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Signature of Information Officer