

MELBRO HOLDINGS (PTY) LTD.

Manual regarding access to information in terms of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") and the Protection of Personal Information Act, No. 4 of 2013 ("POPIA")

Version control: Version 3

Last updated: 13 December 2021

1. INTRODUCTION

It is our policy to conduct our operations in compliance with all legal and regulatory requirements. This Access to Information Manual ("the Manual") regulates access to information and records owned, held by or otherwise under the control of Melbro Holdings (Pty) Ltd. and its South African subsidiaries, namely:

- 1.1. Melbro Trading (Pty) Ltd.
- 1.2. Melbro Properties (Pty) Ltd.
- 1.3. Melbro Wholesale (Pty) Ltd.
- 1.4. Melbro Retail (Pty) Ltd.

(collectively referred to as "Melbro Group") and the release of any such information or records by any of Melbro's directors, officers, employees, agents or anyone acting on its behalf.

Melbro Group is a diversified investment group of companies with interests in the wholesale distribution, retail and industrial property sectors. Its head office is in Cape Town and its operations are concentrated in Southern Africa and Hong Kong.

The Melbro Group was formally constituted in 1970, but its progenitor, Heneck Sacks & Co. commenced trading in the late 1890's.

2. CONTACT DETAILS

- 2.1. Chairman: Martin Isaac Heneck
- 2.2. Legal Counsel: Craig Deon Campbell
- 2.3. Information officer: Ockert Brits
- 2.4. Postal address: PO Box 36, Eppindust 7475

- 2.5. Street address: 15 Packer Avenue, Epping 7475
- 2.6. Telephone number: (021) 505-5500
- 2.7. Email address: PAIA@melbro.co.za
- 2.8. Contact: Craig Deon Campbell - Company Secretary

3. APPLICATION

This Manual applies to information and records owned, held by or otherwise under the control of Melbro and the release of any such information or records.

4. OBJECTIVES

The objectives of this Manual are to:

- 4.1. provide a non-exhaustive list of information, records and other details held by Melbro;
- 4.2. set out the requirements on how to request information in terms of PAIA and/or the POPIA Act, as well as the grounds on which a request may be refused; and
- 4.3. define the manner and form in which a request for information must be submitted.

5. AVAILABILITY

- 5.1. As provided for in terms of section 51 (2) of PAIA this Manual will be updated as and when the need arises and as soon as any amendments have been finalised. The latest version of the Manual will be made public through Melbro's websites.
- 5.2. This Manual is available for inspection during office hours and at no charge.
- 5.3. Should you wish to obtain a copy of this Manual or part thereto such copy can be obtained from the Information Officer at the address set out above subject to payment of applicable fees.

6. REQUESTS FOR INFORMATION IN TERMS OF PAIA

- 6.1. PAIA provides that a person may only request information in terms thereof if that information is required for the exercise or protection of a right.

- 6.2. Requests in terms of PAIA must be made in accordance with the prescribed procedures, against payment of the fees set out below. The forms and fees are dealt with in sections 6 and 7 of PAIA.

7. INFORMATION REGULATOR'S GUIDE

An official guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated guide are available from Information Regulator in the manner prescribed. The Information Regulator's contact details are set out below:

The Information Regulator

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

Website: <http://www.justice.gov.za/infoereg/>

8. APPLICABLE LEGISLATION (This list of categories of data subjects is non-exhaustive)

- 8.1. Income Tax Act, No. 58 of 1962
- 8.2. Basic Conditions of Employment No. 75 of 1997
- 8.3. Companies Act, 2008
- 8.4. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- 8.5. Consumer Protection Act, 2008
- 8.6. Copyright Act No. 98 of 1978
- 8.7. National Credit Act, 2005
- 8.8. Employment Equity Act No. 55 of 1998
- 8.9. Income Tax Act No. 95 of 1967
- 8.10. Labour Relations Act No, 66 of 1995
- 8.11. Occupational Health & Safety Act No. 85 of 1993
- 8.12. Trade Marks Act No. 194 of 1993
- 8.13. Value Added Tax Act No. 89 of 1991

9. SCHEDULE OF RECORDS

Record	Subject	Availability
Public Affairs	<ul style="list-style-type: none"> • Public Product Information • Public Corporate Records • Media Releases 	Freely available on www.crazystore.co.za www.nutribullet.co.za www.henecksacks.co.za
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts 	Not available.
Marketing	<ul style="list-style-type: none"> • Marketing Information • Public Customer Information: <ul style="list-style-type: none"> ○ Product Brochures ○ Owner Manuals • Performance Records • Product Sales Records • Marketing Strategies • Customer Database 	Limited Information available on website. Request in terms of PAIA

10. POPIA REQUIREMENTS PERTAINING TO THE PROCESSING OF INFORMATION

10.1. Purpose of processing

In terms of POPIA, data must be processed for a specified purpose. The purpose for which data is processed by Melbro will depend on the nature of the data and the particular data subject.

This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

10.2. Access to personal information

POPIA provides that a data subject may, upon proof of identity, request the responsible party to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, the responsible party must provide the data subject with a written estimate of the payable amount before providing the service and may require that the Requestor pay a deposit for all or part of the fee.

10.3. Categories of data subjects

Melbro holds information and records on the following categories of data subjects:

- 10.3.1. employees / personnel of Melbro;
- 10.3.2. customers of Melbro;
- 10.3.3. any third party with whom Melbro conducts its business services;
- 10.3.4. contractors of Melbro;
- 10.3.5. suppliers of Melbro; and
- 10.3.6. service providers of Melbro.

(This list of categories of data subjects is non-exhaustive.)

10.4. Categories of recipients to whom the information is supplied

Depending on the nature of the data, Melbro may supply personal information or records of personal information to the following categories of recipients:

- 10.4.1. statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;

- 10.4.2. any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules (i.e. the Competition Commission in terms of the Competition Act No. 89 of 1998);
- 10.4.3. South African Revenue Services, or another similar authority;
- 10.4.4. anyone making a successful application for access in terms of PAIA; and
- 10.4.5. subject to the provisions of POPIA and the National Credit Act No. 34 of 2005, Melbro may share information about a client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which Melbro operates.

10.5. Planned transborder flows of information

If you are visiting our website from a country other than the country in which our servers are located (currently South Africa) the various communications will necessarily result in the transfer of information across international boundaries.

We may need to transfer your information to other Group companies or service providers in countries outside South Africa, in which case we will fully comply with applicable data protection legislation. These countries may not have data-protection laws which are similar to those of South Africa.

10.6. Security measures implemented to ensure the confidentiality and privacy of the information which is to be processed

We are committed to implementing leading data security safeguards.

If we have a contract with another organisation to provide us with services or a service on our behalf to process your personal information, we will make sure they have appropriate security measures and only process your information in the way we have authorised them to. These organisations would not be entitled to use your personal information for their own purposes. If necessary, our security teams will check them to make sure they meet the security requirements we have set.

Communications over the internet (such as e-mails) are not secure unless they've been encrypted. Your communications may go through a number of countries before being

delivered as this is the nature of the internet. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

11. FORM OF REQUEST

To facilitate the processing of your request for information, kindly:

- 11.1. Use the prescribed form, available on the website of the Information Regulator at <https://www.justice.gov.za/infoereg/> and attached hereto as Annexure A.
- 11.2. Address your request to the Information Officer.
- 11.3. Provide sufficient details to enable Melbro to identify:
 - 11.3.1. The record(s) requested;
 - 11.3.2. The requester (and if an agent is lodging the request proof of capacity);
 - 11.3.3. The form of access required;
 - 11.3.4. The postal address or fax number of the requester in the Republic;
 - 11.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 11.3.6. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- 11.4. POPIA provides that a data subject may object, at any time, to the processing of personal information by Melbro, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure B and submit it to the Information Officer at the postal or physical address or electronic mail address set out in this manual.
- 11.5. A data subject may also request Melbro to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Melbro is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information

Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure C.

12. PRESCRIBED FEES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor 	R40.00 R40.00

	<ul style="list-style-type: none"> If provided to the requestor 	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

The following applies to requests (other than personal requests):

- 12.1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 12.2. If the preparation of the record requested requires more than the prescribed hours (six) a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 12.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 12.4. Records may be withheld until the fees have been paid;
- 12.5. The fee structure is available on the website of the Information Regulator at <https://www.justice.gov.za/infoereg/>.



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: _____

Fax number: _____

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):	
Cellular:	
Facsimile	

Full names of person on whose behalf request is made <i>(if applicable)</i> :	
Identity number:	
Postal Address:	
Street Address:	
E-mail Address:	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
PARTICULARS OF RECORD REQUESTED	
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.)	
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 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 or 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

*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.*

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) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason:	
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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 <i>(Please specify)</i>

Signed at _____ on this _____ day of _____ 20_____

Signature of requester / person on whose behalf request is made

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FOR OFFICIAL USE

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2] 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) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal, or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	

Residential, postal, or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of20.....

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Signature of data subject/designated person

Annexure C FORM 2 REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3] 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 THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal, or business address:	
	Code ()
Contact number(s):	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	

Residential, postal or business address:	
Contact number(s):	
Fax number / Email 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 this day of20.....

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Signature of data subject/ designated person