



Promotion of Access to Information Act (“PAIA”) Manual for Mr Price Group Limited and its subsidiaries

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1. INTRODUCTION

The Promotion of Access to Information Act of 2000 (herein after referred to as “the Act”) was enacted with the purpose of addressing Section 32 (2) of the Constitution, which provides that any person has a right to gain access to any information held by a public or private body. If the record is requested from a private body, which the Mr Price Group (“Group”) is in terms of this Act, the requester (or data subject as defined in the Protection of Personal Information Act (“POPIA”)) must prove that the record is required for the exercise or protection of a right.

One of the main requirements specified in the Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the Act, a private body includes any former or existing juristic person.

This document serves as the PAIA Manual (“Manual”) in terms of the above-mentioned Act, to provide a reference as to the records held and the process that needs to be followed to request access to such records.

2. COMPANY OVERVIEW

Mr Price Group Limited

1933/004418/06

Upper Level

North Concourse

65 Masabalala Yengwa Avenue

Durban

4001

The Group and its subsidiaries form a retail group operating in South Africa and Africa. Today the Group is listed in the general retailers’ sector of the JSE Securities Exchange South Africa, under the share code of MRP. The Group is a high growth, omni-channel fashion value retailer of clothing, footwear, accessories, homewares and sporting equipment. Its retail operations are conducted in six retail divisions, namely:

- **Mr Price**
Mr Price is a fashion-leading clothing, footwear, cosmetics and accessories retailer that offers on-trend and differentiated merchandise at extraordinary value to ladies, men and kids.
- **Mr Price Home**
Mr Price Home’s purpose is to provide our customers with contemporary, fashionable homeware and furniture at great value; and our promise is to surprise and delight, and always keep it real.
- **Mr Price Sport**
Mr Price Sport makes active, sport and an outdoor lifestyle accessible to all of South Africa through its affordable Maxed, Maxed Elite and Maxed Terrain brands.

- **Miladys**
We get women. As a business, we employ over 1500 women. And as women, we know what is important to our customers, so we interpret trends in a way that feels right for you.
- **Sheet Street**
At Sheet Street we strive to be the value champion in home textiles, offering a wide range of tasteful, affordable and wanted homeware products at exceptional value; allowing our customers to create the home they love and are proud of on a budget they can afford.
- **Power Fashion**
Power Fashion is an everyday low priced fashion retailer, serving the needs of the whole household. Located in the hearts of our communities, the Power Fashion family work hard to deliver relevant and memorable shopping experiences, in an uplifting retail environment.
- **Mr Price Money**
Our vision is to be the leading lifestyle enabler in South Africa by adding value to our customers lives with innovative payment solutions, on-trend mobile connections and relevant insurance and value-added services. Mr Price Money is an authorised Financial Services and Credit Provider.

Mr Price Group Limited is the holding company of a group of local and foreign subsidiary companies, which are collectively referred to as “the Group”. These subsidiary companies are as follows.

- The following subsidiary companies operate retail stores within the respective countries:
 - **Mr Price Botswana (Pty) Limited** (incorporated in Botswana)
 - **Mr Price (Lesotho) (Pty) Limited** (incorporated in Lesotho)
 - **Mr Price Group (Namibia) (Pty) Limited** (incorporated in Namibia)
 - **Mr Price Chain Stores International Limited** (incorporated in Nigeria)
 - **Mr Price Chain Stores International Limited** (incorporated in Ghana)
 - **Mr Price Zambia Limited** (incorporated in Zambia)
- **Associated Credit Specialists (Pty) Limited** (incorporated in South Africa)
Recovers overdue debts from credit customers of the Group.
- **Millem’s Fashions (Johannesburg) (Pty) Limited** (incorporated in South Africa)
Develops and leases premises to Group operations.
- **Mr Price Mobile (Pty) Limited** (incorporated in South Africa)
Operates as a cellular MVNO (mobile virtual network operator) in South Africa and is a 55% held subsidiary company.

The following dormant subsidiary companies exist.

- **Hughes Extension 17 Township (Pty) Limited** (incorporated in South Africa)

3. CONTACT DETAILS

The Group Compliance Officer is responsible for dealing with all requests made in terms of the Act.

Name: Clare Williamson
Postal address: PO Box 912; Durban; 4000
Physical address: Upper Level; North Concourse; 65 Masabalala Yengwa Avenue; Durban; 4001
Phone number: +27 31 310 8000
Fax number: +27 31 304 3725
Email: privacy@mrpg.com
Website: www.mrpricegroup.com

4. GUIDE FOR REQUESTERS ON HOW TO USE THE ACT

The South African Human Rights Commission (SAHRC) compiled a guide, in terms of Section 10 of the Act, to facilitate ease of use of the Act for requesters. This guide is available, in all 11 official languages, from the South African Human Rights Commission and must be updated when required and published at intervals of not more than 2 years. Contact details for SAHRC are as follows:

Physical address: 27 Stiemens Street,
Braamfontein
South Africa

Postal address: Private Bag X2700
Houghton
2041

Phone: +27 (11) 877 3600
Fax: +27 (11) 403 0625
Email: Section51.PAIA@sahrc.org.za
Website: www.sahrc.org.za

5. VOLUNTARY DISCLOSURE OF CERTAIN RECORDS

The following categories of information are automatically available for inspection or photocopying in accordance with the prescribed fees in appendix B. It is not necessary to request this information in terms of the Act as it may be downloaded at will from the Group website of www.mrpricegroup.com.

- Group overview and governance material, including:
 - Board of Directors

- Board Committees
- Board Charter
- Committee Mandates
- Code of Conduct
- King III Application Register;
- Annual Financial Statements, including:
 - Annual accounts
 - Directors' Report
 - Auditor's Report;
- Interim reports;
- Information about the Group's performance of the current and previous years;
- SENS notices; and
- Other literature intended for public viewing.

6. PROTECTION OF PERSONAL INFORMATION ACT ("POPIA")

Regarding POPIA the following is documented in the Mr Price Group Privacy Policy which can be found on the group website or on request:

1. the purpose of the processing;
2. a description of the categories of data subjects and of the information or categories of information relating to data subjects;
3. recipients or categories of recipients to whom the personal information may be supplied; and
4. planned transborder flows of personal information.

Details regarding the information security measures implemented by the Mr Price Group, as the responsible party, to ensure the confidentiality, integrity and availability of the information being processed can be found in various policies as follows:

- Information Security Policy
- Security Incident Response Policy
- Acceptable Use Policy
- Vulnerability Policy
- Bring Your Own Device Policy

This list of policies is not exhaustive.

7. RECORD SUBJECTS AND CATEGORIES AVAILABLE IN TERMS OF THE ACT

The following information including personal information, are categories of records held by the Group to assist requestors in their request for information.

1. Statutory Company Information

- Certificate of Incorporation
- Certificate to Commence Business
- Certificates of Change of Name
- Copies of forms lodged with the Companies and Intellectual Property Commission
- Directors' attendance register
- Memorandum of Incorporation
- Minute books
- Records of all subsidiary companies
- Register of directors and officers
- Register of directors' shareholdings
- Register of members

2. Financial and Accounting Records

- Accounting records (inclusive of books of account)
- Administrative records
- Internal and external audit reports
- Supporting schedules and documentation to books of account

3. Tax Records

- Customs and Excise records
- Income tax returns and other documentation
- PAYE records
- Regional Services Council records
- Skills Development Levies records
- Stamp Duties records
- Value Added Tax records

4. Legal Records

- Documentation pertaining disputes, litigation or arbitration
- General agreements
- Licenses, permits and authorisations
- Group Records Retention Guideline

5. Insurance Records

- Claims records
- Details of insurance coverage, limits and insurers
- Insurance policies

6. Employee Records

- Employee Attendance registers
- CCMA records including arbitration awards
- Code of conduct
- Company tax submissions in respect of employees
- Disciplinary records
- Performance appraisal records
- Employment termination records
- Employee personal details or personal information
- Employee recruitment and assessment records
- Employment conditions and policies
- Employment contracts
- Employment equity plan
- Medical aid records
- Records of strikes, lockouts or protest action
- Remuneration and benefits records
- Restraint of trade agreements
- Retirement and Pension fund records
- Share option schemes registers
- Share option schemes rules
- Share purchase scheme register

- Share purchase scheme rules
- Training schedules and material

7. Share Registration Documents

- Dividend payment list
- Share register

8. Marketing

- Marketing and advertising records
- Brochures and other promotional records
- Competition records

9. Product Records

- Quality testing procedures and records
- Records of the cost of goods acquired for resale and their selling price

10. Customer Records and Credit Services

- Credit application forms
- Customer detail records
- Debtors with collection agents
- Records of customer details and payment performance listed with credit bureaus
- Sales records
- Terms and conditions of sale
- Transaction records
- Customer complaints records

11. Supplier Records

- Code of Conduct
- Terms and conditions for dealing with suppliers and buying agents
- Transactional records and supporting information

12. Information Technology

- Business and data information

- Domain name registrations
- IT technology capabilities
- Software license agreements

13. Fixed Property and Fixed Assets

- Financial lease agreements
- Fixed asset registers
- Property lease agreements
- Property plans

14. Intellectual Property

- Trademarks, trade names and protected names
- Agreements pertaining to intellectual property.

8. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Where applicable to our operations, information including personal information is available in accordance with the following legislation and regulations, including but not limited to:

- Basic Conditions of Employment Act No.75 of 1997
(including Sectoral Determination 9: Wholesale and Retail Sector)
- Broad Based Black Economic Empowerment Act, No 53 of 2003
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
- Competition Act No. 89 of 1998
- Constitution of the Republic of South Africa No 108 of 1996
- Consumer Protection Act No 68 of 2008
- Copyright Act No. 98 of 1978
- Counterfeit Goods Act No 37 of 1997
- Currency and Exchanges Act No. 9 of 1933 (and Exchange Control Regulations)
- Customs and Excise Act No. 91 of 1964
- Debt Collectors Act No. 114 of 1998
- Designs Act No 195 of 1993
- Electronic Communications Act 36 of 2005
- Electronic Communication and Transactions Act No. 25 of 2002

- Employment Equity Act No. 55 of 1998
- Employment Tax incentive Act No. 26 of 2013
- Financial Advisory and Intermediary Services Act No 37 of 2002
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Markets Act No. 19 of 2012
- Financial Services Board Act No. 97 of 1990
- Income Tax Act No. 58 of 1962
- Insolvency Act 24 of 1936
- International Trade Administration Act No. 71 of 2002
- Immigration Amendment Act No 13 of 2002
- JSE Limited Listings Requirements
- King 3 Code on Corporate Governance
- Labour Relations Act No. 66 of 1995
- Lotteries Act No. 57 of 1997
- Magistrates Court Act No. 32 of 1944 (Garnishee and Administration orders)
- Medical Schemes Act No. 131 of 1998
- Merchandise Marks Act No. 17 of 1941
- National Building Regulations and Building Standards Act No. 103 of 1977
- National Credit Act No 34 of 2005
- National Environmental Management Act No 107 of 1998
- National Environmental Management Waste Act No 59 of 2008
- Non-profit Organisations Act No. 71 of 1997
- Occupational Health and Safety Act No 85 of 1993
- Patents Act No 57 of 1978
- Pension Funds Act No. 24 of 1956
- Prevention of Organised Crime Act No. 121 of 1998
- Prevention and Combating of Corrupt Activities No. 12 of 2004
- Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- Protected Disclosures Act No. 26 of 2000
- Protection of Business Act No. 99 of 1978
- Protection of Personal Information Act No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication-related Information Act No 70 of 2002

- Securities Transfer Tax Act No 25 of 2007
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 9 of 1999
- South African Qualifications Authority Act No. 58 of 1995
- South African Revenue Services Act No 34 of 1997
- Takeover Regulation Panel Guidelines, Practice Notes and Regulations
- Tax on Retirement Funds Act No. 38 of 1996
- Trademarks Act No. 194 of 1993
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Value Added Tax Act No. 89 of 1991.

9. ACCESS REQUEST PROCEDURE

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to records held by the Group which includes a request in terms of personal information as defined in POPIA.

It is important to note that an application for access to information, excluding personal information of a data subject, may be refused if the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record.

Note:

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

Completion of Access Request Form

For the Group to respond to requests in a timely manner, the Access Request Form, attached as Appendix A, should be completed, taking due cognisance of the below instructions:

- The Access Request Form (Appendix A) must be completed in the English Language;
- Proof of identity is required to authenticate the identity of the requester or data subject in terms of POPIA, which is required in the form of a copy of the requester's identification document;
- Type or print in BLOCK LETTERS an answer to every question;
- If a question does not apply, state "N/A" in response to that question;

- If there is nothing to disclose in reply to a particular question, state “NIL” in response to that question;
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio;
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question; and
- All additional folios must be signed by the requestor.

Submission of Access Request Form

The completed Access Request Form together with a copy of the requester’s or data subject’s identity document must be submitted either via email to privacy@mrpg.com, conventional mail, or fax and must be addressed to the contact person as indicated above.

An initial, non-refundable R57.50.00 (incl VAT) request fee is payable on submission. (This fee is not applicable to requesters that are seeking access to records that contain their PI as defined in POPIA).

Payment of Fees

Payment details can be obtained from the contact person as indicated on page 3 of this manual and payment can be made either via a direct deposit. Proof of payment must be supplied.

Note:

If the request for access is successful, an access fee will be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed, as set out in Appendix B. The access fee must be paid prior to any further processing taking place regarding the requested record.

Notification

Requests will be evaluated and the requester notified within 30 days of receipt of the completed Access Request Form. Notifications may include:

- **Notification of Extension Period** (if required)

The requester may be notified whether an extension period is required for the processing of their requests, including:

- The required extension period, which will not exceed an additional 30-day period;
- Adequate reasons for the extension; and
- Notice that the requester may lodge a complaint to the Information Regulator or an application with a court against the extension and the procedure, including the period for lodging the application.

- **Payment of Deposit** (if applicable)

The requester may be notified whether a deposit is required. A deposit will be required depending on certain factors such as the volume and/or format of the information requested and the time required for search and preparation of the record(s). The notice will state:

- The amount of the deposit payable (if applicable); and
- That the requester may lodge a complaint to the Information Regulator or an application with a court against the payment of the deposit and the procedure, including the period, for lodging the application.

Note:

If access is refused to the requested record, the full deposit will be refunded to the requester.

- **Decision on Request**

If no extension period or deposit is required, the requester will be notified, within 30 days of the decision on the request.

If the request for access to a record is **successful**, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record (if any);
- An indication of the form in which the access will be granted;
- Notice that the requester may lodge a complaint to the Information Regulator or an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

If the request for access to a record is not successful, the requester will be notified of the following:

- Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal below); and
- That the requester may lodge a complaint to the Information Regulator or an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

Third Party Information

If access is requested to a record that contains information about a third party, the Group is obliged to attempt to contact this third party to inform them of the request as soon as reasonably possible and within 21 days of receiving the request. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied which must be made in writing to the information officer within 21 days of being informed. Once a third-party has furnished reasons for the granting or denial of access, our designated person will consider these reasons in determining whether access should be granted, or not, and must do so within 30 days after the third-party/s has been notified, unless a complaint has been lodged. The third-party must be notified of the final decision made.

Where a third-party has not been informed, but all reasonable steps have been taken to inform the third-party, the decision to grant access will be based on the fact that the third-party has not had an opportunity to make representation as to why a request should be refused.

Grounds for Refusal

The Group may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the Group may refuse access include:

- Protecting personal information that the Group holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
- Protecting commercial information that the Group holds about a third party or the Group (for example trade secrets: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organisation or the third party);
- If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- If disclosure of the record would endanger the life or physical safety of an individual;
- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the records would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- If disclosure of the record would prejudice or impair the protection of the safety of the public;
- The record is privileged from production in legal proceedings, unless the legal privilege has been waived;
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of the Group;
- Disclosure of the record would put the Group at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and
- The record contains information about research being carried out or about to be carried out on behalf of a third party or the Group.

Records that cannot be found or do not exist

If the Group has taken all reasonable steps to find a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

Availability of the Manual of Mr Price Group Limited

This Manual is available on the Mr Price Group website, for inspection at the offices of Mr Price Group Limited and upon request to any person or regulator that requests it.



Updates to this Manual

This manual will be updated when material changes are made to current information or amendments to applicable legislation.

APPENDIX A

PAIA ACCESS REQUEST FORM

Page 1 of 5	FOR OFFICE USE ONLY	Reference Number: Received by:
(Section 53(1)(e) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 10]		
1) PARTICULARS OF BODY Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below: MR PRICE GROUP LIMITED Contact person: Clare Williamson Postal address: PO Box 912 Durban 4000 Physical address: Upper Level, North Concourse 65 Masabalala Yengwa Avenue Durban 4001 Telephone number: +27 31 310 8000 Fax number: +27 31 304 3725 E – mail : privacy@mrpg.com Website : www.mrpricegroup.com		

2b PARTICULARS OF REQUESTER (if a Legal Entity)

- (a) *Particulars of the entity that requests access to the record must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Name of entity: _____

Registration number: _____

Postal address: _____

Postal Code: _____

Phone number: (_____) _____

Fax number: (_____) _____

3 PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must ONLY be completed if an information request is made on behalf of another person.

Full names and surname: _____

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

4 PARTICULARS OF RECORD

- (a) *Provide full particulars of the record to which access is requested including personal information as defined in POPIA, including the reference number if it is known to you, to enable the record to be located.*
- (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.***

Description of record or relevant part of the record: _____

Reference number, if available: _____

Any further particulars of record: _____

5 FEES

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **non-refundable request fee of R57.50 (incl VAT)** has been paid.

(b) 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 the record.

(c) You will be notified of the amount required to be paid as the **access fee**.

(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: _____

6a FORM OF ACCESS TO RECORD

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 under certain circumstances. In such a case, you will be informed whether 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

2. If record consists of visual images:

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

View the images Copy of the images* Transcription of the images*

3. If the record consists of recorded information that can be reproduced in sound:

Listen to the soundtrack Transcription of soundtrack*
(audio cassette) (written or printed document)

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

(including photographs, slides, video recordings, computer-generated images, sketches, etc)

Printed copy of record* Printed copy of
Information derived Copy in computer
from the record* readable form*

* 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

6b IN THE EVENT OF DISABILITY

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 above, state your disability and indicate the form in which the record is required.

Disability: _____ **Form in which record is required:** _____

7 PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the space provided is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all additional folios.

1. Indicate the right to be exercised or protected: _____

**2. Explain why the record requested is required for the exercise or protection of the
aforementioned right:** _____

8 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?** _____

9 AUTHORISED SIGNATURE

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE

YOU MUST:

1. Complete all necessary spaces.
2. Sign the access request form.
3. Sign additional folios completed.

SEND WITH THIS APPLICATION:

1. Proof of payment of R57.50 (incl VAT) (if not personal requester) request fee.
2. Any additional folios completed.

APPENDIX B
PRESCRIBED FEES

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 11 (3)]	
1 PLEASE NOTE THAT ALL PRICES FOR THE ITEMS LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)	
(a) For every photocopy of an A4-size page or part thereof	R 1.27
(b) For every printed copy of an A4-size page of part thereof held on a computer or in an electronic or machine-readable form.	R 0.86
(c) For a copy in a computer-readable form on compact disc	R80.50
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R46.00
(ii) For a copy of visual images	R69.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R23.00
(ii) For a copy of an audio record	R34.50
(f) To search for and prepare the record for disclosure – for each hour or part thereof (as is reasonably required for such search and preparation).	R34.50
For purposes of section 54(2) of the Act, the following applies:	
(g) Six hours as the hours to be exceeded before a deposit is payable	
(h) One third of the access fee is payable as a deposit by the requester	
(i) The actual postage fee is payable when a copy of a record must be posted to a requester.	

