

**MANUAL PREPARED IN ACCORDANCE WITH  
SECTION 15 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT  
(ACT NO. 2 OF 2000) (THE “ACT”)**

**FOR**

**WOOTWARE COMPUTERS (PTY) LTD  
(Registration number: 2017/428004/07)  
 (“WOOTWARE”)**

# 1. INTRODUCTION

Wootware is a private body conducting business as an online retailer.

This manual sets out the procedure to be followed by a requester when requesting access to information or documents including personal information from Wootware as contemplated in terms of the Act read together with POPIA.

This manual may be amended from time to time and the latest version will be made public as soon as any amendments have been finalised.

Any requester is advised to contact Matthew James Fairbairn Berry ([legal@wootware.co.za](mailto:legal@wootware.co.za)) should the requester require any assistance in respect to the utilisation of this manual and/or the requesting of documents or information including personal information from Wootware.

**In this manual, unless the context indicates otherwise:**

<b>Term</b>	<b>Description</b>
<b>“the Act”</b>	Shall mean the Promotion of Access to Information Act No. 2 of 2000 as amended, together with all relevant regulations published;
<b>“Data Subject”</b>	Shall mean the person to whom personal information relates in terms of section 1 of POPIA;
<b>“Information Regulator”</b>	Shall mean the Information Regulator established in terms of section 39 of POPIA;
<b>“the/this manual”</b>	Shall mean this manual together with all annexures thereto as available from the offices or website of Wootware and the Information Regulator from time to time;
<b>“personal information”</b>	Shall mean that as defined under section 1 of POPIA namely, 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"> <li>a) Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person.</li> <li>b) Information relating to the education or the medical, financial, criminal or employment history of a person.</li> <li>c) Any identifying number, symbol email address, physical address, telephone number, location information, online identifier or other particular assignment to the person.</li> </ul>

	<ul style="list-style-type: none"> <li>d) The biometric information of the person.</li> <li>e) The personal opinions, views or preferences of the person.</li> <li>f) Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.</li> <li>g) The views or opinions of another individual about the person.</li> <li>h) 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;</li> </ul>
<b>“POPIA”</b>	Shall mean the Protection of Personal Information Act No 4. Of 2013 as amended, together with all relevant regulations published;
<b>“the Republic”</b>	Shall mean the Republic of South Africa;
<b>“requester”</b>	Shall mean any person or entity requesting information or documents from Wootware as contemplated in terms of the Act and POPIA; and
<b>“SAHRC”</b>	Shall mean the South African Human Rights Commission.

## 2. CONTACT DETAILS

(Section 51(1)(a) of the Act as amended by POPIA)

<b>Name of the body:</b>	Wootware Computers (Pty) Ltd.
<b>Directors:</b>	Rory David Magee Kevin Shane Magee Matthew James Fairbairn Berry
<b>Appointed Information Officer</b>	Matthew James Fairbairn Berry
<b>Physical Address</b>	Unit 4 52 Delson Circle Somerset West Business Park Somerset West Western Cape 7130
<b>Postal Address</b>	PO Box 3273, Somerset West, 7130
<b>Telephone</b>	-
<b>Fax</b>	-
<b>Email</b>	legal@wootware.co.za

### **3. DESCRIPTION OF THE GUIDE IN TERMS OF SECTION 10 OF THE ACT AND POPIA**

(Section 51(1)(b)(i) of the Act as amended by POPIA)

The Act and POPIA grant a requester access to records of a private body, if the records are required for the exercise of protection of any rights. If the requester is a public body, it must lodge a request to access of the records of a private body acting in the public interest.

Requests in terms of the Act and POPIA shall be made in accordance with the prescribed procedures. The request form and prescribed fees are set out in paragraphs 8 and 9 of this manual.

A guide has been compiled by the SAHRC which must be updated by the Information Regulator in terms of section 10 of the Act read together with POPIA. The updated guide is made available as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and POPIA. The guide is available in all of the official languages of the Republic.

The guide is available from the Information Regulator and the SAHRC.

### The contact details of the Information Regulator:

<b>Physical address</b>	33 Hoofd Street, Forum 3, 3 <sup>rd</sup> Floor Braampark, Braamfontein, 2017 P.O Box 31533
<b>Telephone</b>	n/a
<b>Fax</b>	n/a
<b>Website</b>	<a href="https://www.justice.gov.za/inforeg/index.html">https://www.justice.gov.za/inforeg/index.html</a>
<b>Email</b>	<a href="mailto:inforeg@justice.gov.za">inforeg@justice.gov.za</a>

### The contact details of the SAHRC:

<b>Physical address</b>	33 Hoofd Street, Forum 3, 3 <sup>rd</sup> Floor Braampark, Braamfontein, 2017 Private Bag X2700, Houghton, 2041
<b>Telephone</b>	011 877 3600
<b>Fax</b>	011 403 0668
<b>Website</b>	<a href="https://www.sahrc.org.za/">https://www.sahrc.org.za/</a>
<b>Email</b>	<a href="mailto:mnyuswa@sahrc.org.za">mnyuswa@sahrc.org.za</a> (Deputy Information Officer)

#### **4. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION**

(Section 51(1)(b)(iii) of the Act as amended by POPIA)

Wootware keeps such information/documents including personal information as required in accordance with the following legislation (please note that this is not an exhaustive list):

- Basic Conditions of Employment Act No. 75 of 1997
- 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
- Consumer Protection Act No. 68 of 2008
- Customs and Excise Act No. 91 of 1964
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Promotion of Access to Information Act No. 2 of 2000
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 9 of 1999
- Trade Marks Act No. 194 of 1993
- Unemployment Insurance Act No. 63 of 2001
- Value-Added Tax Act No. 89 of 1991

## 5. REQUESTING ACCESS TO INFORMATION

(Section 51(1)(iv) of the Act as amended by POPIA)

A request for access to information must be made by the categories of subjects as described below:

- A customer of Wootware can request access to information through, and in accordance with, the respective Customer Privacy Policies available on the website.
- An employee of Wootware can request access to information through Human Resources, by emailing [hr@wootware.co.za](mailto:hr@wootware.co.za).
- All other third parties (general public requests) can request access to information in the prescribed form (Form C) set out in Annexure A below, to the appointed information officer indicated in paragraph 2 above by emailing [legal@wootware.co.za](mailto:legal@wootware.co.za). The prescribed form is also available on the webpage of the Information Regulator at <https://www.justice.gov.za>. All required fields in "Form C" must be completed in full and in a legible form. The form (as well as any additional pages attached hereto) must be signed by the requester. Once Form C has been properly submitted, the appointed information officer will notify the requester of the prescribed fee (if any) payable before further processing the request.

All requesters must provide sufficient details to enable Wootware to identify:

- The record(s) requested;
- The requester;
- If the request is made on behalf of a person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head,

- The form of access required;
- The address of the requester in the Republic;
- The right the requester is seeking to exercise or protect and an explanation of why the requested record is required for the exercise or protection of that right; and
- If the requester wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof.

The categories of records are as described below:

### **Webpages**

The webpages of Wootware are accessible to anyone with access to the internet, including but are not limited to the following categories of records:

- Company profile and information (including but not limited to history, contact details, banking details and career opportunities),
- Online retail products (including but not limited to product images, prices, information, description, reviews and categories),
- Retail terms and policies (including but not limited to terms and conditions for the use of the website, exchange and return policy, frequently asked questions and answers),
- Secured personal user account (including but not limited to login page, personal details, order history, address book, invoices)

## **Other**

The documents listed herein below pertain to the day-to-day management of the business of Wootware.

- Standard employment contracts
- Human resources policies and procedures
- List of trademarks and pending applications
- Insurance policies
- Other commercial contracts
- Marketing material
- Company policies
- Statutory records
- Financial records

It is recorded that any and all documents or information requested pertaining to the aforesaid shall always be made available to a requestor subject to the provisions of the Act and POPIA.

## **6. PURPOSE OF PROCESSING YOUR INFORMATION**

(Section 51 (1)(c)(i) of the Act as amended by POPIA)

When processing personal information, Wootware will ensure that:

- the data subject consents to the processing;
- the processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- the processing complies with the obligation imposed by law; or
- the processing protects a legitimate interest of the data subject or the responsible party.

## **7. CATEGORIES OF DATA SUBJECTS, INFORMATION AND RECIPIENTS**

(Section 51(1)(ii) to (iii) of the Act as amended by POPIA)

- Customers of Wootware in terms of which the information processed and categories of recipient are set in the Customer Privacy Policies, available on the website.
- Suppliers of Wootware in terms of which the categories of information include but are not limited to transactional documentation pursuant to the performance of contractual undertaking and correspondence.
- An employee of Wootware in terms of which the information processed and categories of recipients are set out in the Human Resources Privacy Policy.

## **8. TRANSBORDER FLOWS OF PERSONAL INFORMATION**

(Section 51(iv) of the Act as amended by POPIA)

Wootware may transfer certain personal information outside the geographic borders of South Africa to service providers for purposes of, inter alia, providing goods and services as well as for data storage and backup purposes to ensure the integrity of our systems.

When we transfer your personal information outside of the geographic borders of South Africa, Wootware will ensure that all information or documents including personal information is subject to laws, binding corporate rules or binding agreements comparable to those under the Act and POPIA.

## **9. INFORMATION SECURITY MEASURES**

(Section 51(v) of the Act as amended by POPIA)

A Compliance Framework has been adopted by Wootware as contemplated in regulations 4(a) of GNR. 1383 of 2018. For each staff member within the company is subject to, inter alia, a Information Security Policy, Data Breach Policy and Retention Policy. The implementation of these policies are monitored by the Information Officer.

## **10. AVAILABILITY OF THE MANUAL**

(Section 51, Section 53 and Section 54 of the Act)

This manual is available for inspection at the offices of Wootware free of charge.

The manual can also be accessed on the website of Wootware at <https://www.wootware.co.za>.

Copies of the manual may be obtained, subject to prescribed fees, at the offices of Wootware.

The request forms are accessible on the website of the Department of Justice and Constitutional Development (<https://www.justice.gov.za>).

The prescribed fees can be obtained on the Department of Justice and Constitutional Development and SAHRC websites (<https://www.justice.gov.za> and <https://www.sahrc.org.za>).

The prescribed fees payable by a requester referred to in section 54(1) of the Act, are R50.

The prescribed request fee payable by a request made in terms of POPIA is subject to the prescribed fee published by the

Minister of the Department of Justice and Constitutional Development in terms of section 111 of POPIA.

The prescribed fee for reproduction referred to in section 52(3) of the Act and access fees payable by the requester referred to in section 54(7) of the Act, unless exempted under section 54(8) of the Act, are as follows:

	<b>Rand amount</b>
<b>a) For every photocopy of an A4-size page or part thereof</b>	1 – 10
<b>b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form</b>	0 – 75
<b>c) For a copy in a computer-readable form on:</b>	
- Stiffy disc	N/A
- Compact disc	70
<b>d) i) for the transcription of visual images, for an A4-size page or part thereof</b>	40
<b>ii) for a copy of visual images</b>	60
<b>e) i) for a transcription of an audio record, for an A4-size page or part thereof</b>	20
<b>ii) For a copy of an audio record</b>	30
<b>f) To search the records for disclosure for each hour or part of an hour reasonably required for such a search</b>	30

For purposes of section 54(2) of the Act, the following applies:

- six hours as the hours to be exceeded before a deposit is payable; and
- one third of the access fee is payable as a deposit by the requester

The actual postage is payable when a copy of a record must be posted to a requester.

**ANNEXURE A ON NEXT PAGE →**



**D. Particulars of record**

- (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.
- (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.

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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**E. Fees**

- (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.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees:

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**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 below, 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 <b>X</b> .	
NOTES:	
(a) Compliance with your request for access 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.	

<b>1. If the record is in written or printed form:</b>					
	copy of record*		inspection of record		
<b>2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>					
	view the images		copy of the images*		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*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
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**G. Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. <b>The requester must sign all the additional folios.</b>
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1. Indicate which right is to be exercised or protected:

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

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**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 ..... this day..... of .....year .....

.....  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE