

## PAIA MANUAL FOR SHESHA LIFESTYLE (PTY) LTD ("SHESHA")

Registration number 2013/230600/07

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## 1. INTRODUCTION

Shesha Lifestyle (Pty) Ltd (“Shesha”) is a private company which is the retailer and distributor of various brands. A complete list of all retail stores and brands can be accessed through the following link <http://www.sheshalifestyle.com/>.

Shesha is committed to the Constitution of the Republic of South Africa (“Constitution”) and strives to ensure that the rights of all enshrined in the Bill of Rights are protected and respected. Section 32 of the Constitution gives all citizens of the right to access to information that is required for the protection or exercise of any rights.

The Promotion of Access to Information Act 2002 (“the Act”) gives effect to the rights under the Constitution, and in terms of section 51 of the Act and section 17 of the Protection of Personal Information Act 4 of 2013 (“POPIA”); a private body is required to compile a manual documenting all processing operations under its responsibility. Shesha is a private body as defined in the Act and has compiled this Manual in compliance with the requirements of the Act and POPIA.

## 2. DEFINITIONS

The following definitions apply in this manual:

“Act”	means the Promotion of Access to Information Act No. 2 of 2000, together with all relevant regulations.
“Data Subject”	means the person to whom personal information relates.
“Information Regulator”	means the regulator established in terms of the Protection of Personal Information Act No. 4 of 2013 (“POPIA”).
“Manual”	means this Manual, which is available at the head office of Shesha and on its website.
“Personal Information / PI”	means information relating to an identifiable, living, natural person and where it is applicable, an identifiable, existing juristic person; as defined in POPIA.
“Record”	means any recorded information held by Shesha regardless of form or medium and whether or not it was created by Shesha.
“Requester”	means any person, including, but not limited to, a public body or an official thereof, or any person acting on behalf of such a person requesting access to a record of Shesha.

“Shesha”

means Shesha Lifestyle (Pty) Ltd, a company registered and incorporated in the Republic of South Africa with registration number 2013/230600/07.

### 3. PURPOSE OF THIS MANUAL

This Manual is intended to provide an outline of the types of records and the PI held by Shesha and sets out the procedure to request access to these records and PI, the requirements to meet such requests, as well as the grounds for refusal or partial refusal of such request by Shesha. In addition, it explains how to access PI held by Shesha in terms of Sections 23 - 25 of POPIA.

In addition the Manual also covers all other Shesha subsidiaries trading in South Africa and in the African continent.

### 4. CONTACT DETAILS OF THE INFORMATION OFFICER (“IO”)

S h	
<b>Information Officer/IO</b>	<b>Kathleen Merrifield Powell</b>
<b>Street address:</b>	Building 3, Fernridge Office Park 5 Hunter Street
<b>Postal address:</b>	Building 3, Fernridge Office Park 5 Hunter Street
<b>Telephone:</b>	+ 27 (0) 10 492 3741 (Head Office)
<b>Websites:</b>	<a href="http://www.sheshalifestyle.com">www.sheshalifestyle.com</a>
<b>Email:</b>	<a href="mailto:kathleen@sheshalifestyle.com">kathleen@sheshalifestyle.com</a>

### 5. GUIDE ON HOW TO USE THE ACT

Section 10 of the Act requires the Information Regulator to update and make the existing guide that was compiled by the South African Human Rights Commission (“the Guide”) containing such information, (in an easily comprehensible form and manner) available, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and POPIA.

The Guide must include a description of the following (amongst others):

- (a) Object of the Act, as well as POPIA;
- (b) Manner and form of a request for access to a record of either a public or private body;
- (c) Assistance available from the IO/DIO of a private body;
- (d) Assistance available from the Information Regulator in terms of the Act and POPIA;
- (e) Remedies available in terms of law for any act or failure to act in respect of a duty imposed by the Act or POPIA;
- (f) Provisions requiring a public or private body to compile this Manual and how to access it;

- (g) Notices regarding fees payable for requests for access;
- (h) Any regulations issued under section 92 of the Act.

For a copy of the Guide in English or Afrikaans please click on the following [link](#). A copy of the Guide in all official languages can be obtained from the Information Regulator who may be contacted at:

The Information Regulator	
<b>Physical address:</b>	J D ..
<b>Postal address:</b>	P.O Box 31533 Braamfontein Johannesburg -- --
<b>Telephone:</b>	+27 (0) 10 023 5200
<b>Website:</b>	<a href="https://www.justice.gov.za/inforeg/index.html">https://www.justice.gov.za/inforeg/index.html</a>
<b>E-mail:</b>	<a href="mailto:inforeg@justice.gov.za">inforeg@justice.gov.za</a> .

## 6. CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE

All records regarding the logon details for the website (including registration details), terms and conditions and customer records are automatically available to a Requester without having to request these records in terms of the Act, on receipt of positive proof of identification from the Requester. These records may be requested by contacting the Shesha Information Officer on the details specified in paragraph 8.2 of this Manual.

## 7. RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Shesha keeps information or documents in accordance with the legislation\* listed in Annexure "A" as amended or replaced from time to time (please note that this is not an exhaustive list).

## 8. REQUEST FOR ACCESS TO RECORDS

### 8.1. Who may request access to records?

Any person who requires information for the exercise or protection of any rights may request information from a private body. The Act provides that 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 for 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, Part 3 of the Act.

### 8.2. Procedure to request access of records not automatically available:

# SHESHA

- Requestor must contact the Shesha Information Officer, who will assist with the completion of the prescribed form attached to this Manual as annexure “B”. The Shesha Information Officer can be contacted on:

IO – Kathleen Merrifield Powell

Tel: + 27 (0) 10 492 3741

A completed copy of the form will be provided to the Requester

As an alternative, the requester can complete the prescribed form him/herself and email it to:

Email: [kathleen@sheshalifestyle.com](mailto:kathleen@sheshalifestyle.com)

The form should be completed with all the information necessary for the IO to identify the Requester and locate the records being requested.

Should a Requester be unable to complete the form for disability reasons, the Shesha Information Officer may be contacted telephonically to complete the form on the Requester’s behalf whereafter a copy of the completed form will be provided to the Requester.

## 8.3. Grounds for refusal of access

Chapter 4 of the Act provides circumstances under which a request for access to records may/must be refused by Shesha, which include:

- (a) mandatory protection of privacy of a third party who is natural person; (b) mandatory protection of commercial information of a third party;
- (c) mandatory protection of certain confidential information of a third party;
- (d) mandatory protection of safety of individuals, and protection of property;
- (e) mandatory protection of records privileged from production in legal proceedings;
- (f) commercial information of Shesha;
- (g) mandatory protection of research information of a third party, and protection of research information of Shesha.

## 8.4. Outcome of request

Shesha will process the request within thirty (30) calendar days of receipt of the request, unless the request contains considerations that are of such a nature that an extension of the 30 day time limit is necessitated. Should an extension be required, Shesha will notify the Requester.

The IO will provide the Requester with written notification (in the form of annexure “C” attached to this Manual) of the outcome of the request for access to records. In the event that the request is granted, this notification will include any fees payable or, where required, any deposit that will have to be paid in order for the required records to be retrieved/reproduced.

Should the request be refused the Requester will also receive a written notification of the outcome in the form of annexure “C”, which will contain the reason for the request being declined.

## 8.5. Fees

Should the request for access be granted, Shesha may require payment of the required fees before any access to the records will be provided or any records need to be reproduced, whatever the case may be.

If, in the sole discretion of the IO, Shesha requires more than six hours to search for, and prepare, the requested records, the written notification of the outcome of the request will include the payment of a deposit as a portion of the access fee.

Please see annexure “D” for a full list of the fees payable.

## 9. PROTECTION OF PERSONAL INFORMATION

9.1. Description of categories of Data Subjects and the main types of PI. Please refer to Shesha Privacy Statement on our website, or by clicking on the following [link](#), for additional information.

Category of Data Subject	Main types of Personal Information
Customers and visitors	Name, contact information, identification information, employment information, banking details, credit information, Shesha website preferences, marketing preferences, delivery information and other information shared with Shesha by customers (e.g. via social media or product reviews) and any other
Employees	The same categories as customers but includes other information relating to the employment and possible employment relationship with Shesha, and any other information
Suppliers, service providers and third Parties	Name or company information, contact information, banking details and any other information required to carry out

9.2. We may process PI for the purpose of:

- Performing any duties in terms of any agreement concluded with our customers.
- Conducting credit assessments during Shesha Account application process.
- Managing customers’ Shesha Accounts which includes various correspondences addressed to such customers.
- Developing and/or improving products offered to our customers.
- Recovering debt owed to us.
- Conducting market research, statistical analysis and making strategic business decisions.
- Marketing any products or offerings to customers which may be of interest to them.
- Ensuring that the legitimate interests of Shesha or the Data Subject concerned are protected.
- Complying with Occupational Health and Safety laws when Data Subjects are on Shesha premises.

# SHESHA

- Testing various IT system and application changes and managing employee training.
- Managing our relationship with Shesha employees and suppliers, service providers and third parties for operational reasons.

## 9.3. Categories of recipients of PI

The following categories of Recipients (with a legitimate need to know and process PI for operational requirements) may receive PI:

- Suppliers, service providers, contractors and third parties as required for Shesha business to function.
- Registered credit bureaus, the South African Credit and Risk Reporting Association, and any organization representing credit bureaus.
- The Department of Home Affairs and other sources for purposes of providing Shesha Account.
- Law enforcement, fraud prevention agencies and the SAPS.
- Regulatory authorities, government authorities, industry ombudsmen and local and international tax authorities;
- Financial institutions and payment processing providers.
- Shesha employees.
- Shesha subsidiary companies; and
- Persons to whom we cede our rights and delegate our authority to.

## 9.4. Transborder flows of PI:

Shesha transfers, processes and stores PI outside of South Africa and receives, processes and stores PI from Shesha affiliates outside of South Africa. Where PI crosses South Africa's borders, technical and organisational security measures are in place to ensure the safety of PI and Shesha will also rely on the consent of the Data Subject in this regard and have service level agreements in place with the parties concerned to ensure that the PI is adequately protected (where possible).

## 9.5. General description of the technical and organisational security in place to keep PI secure:

Shesha has taken appropriate and reasonable technical and organisational steps to protect the PI in its possession to ensure that it remains secure, including, physical, technological and procedural safeguards which are in line with industry best practice.

For more detail on these technical and organisation security measures, please refer to Shesha's Privacy Statement which is available on our website.

## 10. AVAILABILITY OF THIS MANUAL

This Manual is available for inspection during office hours, at no cost, at Shesha's Head Office, situated at Building 3, Fernridge Office Park, 3 Hunter Street, Blairgowrie, Randburg, 2194.

A copy of this Manual can also be obtained from either:

- 10.1. Our head office;
- 10.2. The Information Regulator, whose details are set out in paragraph 5 of this Manual;





**Annexure "B"**

**REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

*Note: If requests made on behalf of another person, proof of the capacity in which the request is made, 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 person.

Request is made on behalf of another

Capacity in which request is made <i>(when made on</i>	
Full names of person on whose behalf request is	
Contact	
<b>PARTICULARS OF RECORD REQUESTED</b> <i>Provide full particulars of the record to which access is requested,</i>	

Description of record or relevant part of the	
Reference number	
Any further particulars of record:	
<b>T</b>	
Record comprises virtual images <i>(this includes photographs, slides, video recordings,</i>	
<b>F</b>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and</i>	
Written or printed transcription of virtual images <i>(this includes photographs,</i>	
<b>M</b>	
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</i>	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be</i>	
<b>PARTICULARS OF RIGHT TO BE EXERCISED OR</b>	
Indicate which right	

# SHESHA

protected:	
Explain why the record requested is required for the exercise or	
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	
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:

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of requester / person on whose behalf request is made

-----  
**FOR OFFICIAL USE**

Request received by: (state rank, name and surname of	

\_\_\_\_\_  
Signature of information officer

**Annexure “C”**

**OUTCOME OF REQUEST AND OF FEES  
PAYABLE  
[Regulation 8]**

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any) is payable before your request is processed; and
  - (b) requested Guide/portion of the Guide/record, will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Reference number: \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information 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>	
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which is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

**OR**

**2. You requested:**

Printed copies of the information <i>(including copies of any virtual images, transcriptions and</i>	
<i>Written or printed transcription of virtual images (this includes photographs,</i>	

**3. To be submitted:**

Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be</i>	
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# SHESHA

Kindly note that your request has been:

Approved

Denied, for the following reasons


**4. Fees payable with regards to your request:**

I	Cost per A4-size	Number	T
Images			
	Service to be outsources Will depend on quotation from Service Provider.		

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

Account number: \_\_\_\_\_  
 The amount must be paid into the following Bank account: \_\_\_\_\_

# SHESHA

Branch Code: \_\_\_\_\_  
Reference Nr: \_\_\_\_\_  
Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
*Information Regulator/information officer*

**Annexure "D"**

4.	For a copy in a computer-readable form on: a) Flash drive	a) R0
		Service to be outsourced. Will depend on quotation from
9.	Deposit: If search exceeds 6 hours	One third of amount per request

**Fees payable**