

Shoprite Group

The Promotion of Access to Information Act No. 2 of 2000 Manual

Document Properties

Entities: Collectively the "Shoprite Group" or "Shoprite"	Shoprite Holdings Limited Shoprite Insurance Company Ltd Shoprite Investments Ltd Shoprite Checkers (Pty) Ltd Computicket (Pty) Ltd Flicape (Pty) Ltd Flicape Asset Management (Pty) Ltd Parys Development Properties (Pty) Ltd	Pretoria IT Services (Pty) Ltd Rogel Wholesalers (Pty) Ltd Rainmaker Media (Pty) Ltd Rainmaker Services (Pty) Ltd Shoprite Money Transfers (Pty) Ltd Shoprite DTMC (Pty) Ltd Transpharm (Pty) Ltd Welmed Marketing (Pty) Ltd
Document name	The Promotion of Access to Information Act No. 2 of 2000 Manual	
Applicability	This manual only applies to those entities carrying on a trade or business and does not relate to our dormant companies. A full list of all the dormant companies within the Group is available on request from our Deputy Information Officer.	
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Internal Reviewers

Name	Department	Function/Role	Version
Rene Langenhoven and Pieter Immelman	Legal and Internal Audit	Senior Legal Advisor and Group Internal Audit Executive	V2

Annual Review and Approvals

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1. Executive Summary

Shoprite Holdings Ltd is an investment holding company with a primary listing on the JSE (“Johannesburg Stock Exchange”) and secondary listings on the Namibian and Zambian Stock Exchanges which conducts retail, pharmaceutical, insurance, and finance operations through its various subsidiary companies. Shoprite Checkers (Pty) Ltd is the main subsidiary in the Shoprite Group, trading under various banners in the fast moving consumer goods retail industry.

2. Introduction

- 2.1 This manual is published in terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 (“the Act” or “PAIA”). The Act gives effect to the provisions of Section 32 of the Constitution of the Republic of South Africa 108 of 1996, which provides for the right to access of information held by the State and to information held by another person that is required for the exercise and/or protection of any right.
- 2.2 The aim of this manual is to assist persons in requesting access to information from the Shoprite Group as contemplated in the Act.
- 2.3 This manual is further to be utilised when persons wish to request personal information held by the Shoprite Group regarding them or another individual (if duly authorised), as contemplated in the Protection of Personal Information Act 4 of 2013 (“POPI”).
- 2.4 This manual may be amended from time to time and, once amendments have been affected, the latest version of this Manual will be distributed and published in accordance with the Act.

3. Contact Details for PAIA / POPI requests for all companies

Shoprite Checkers (Pty) Ltd will deal with all requests made in terms of PAIA or POPI relating to any of the Shoprite Group of Companies. All requests should be directed to the Deputy Information Officer who has been duly appointed by the Chief Executive Officer to deal with these requests:

Deputy Information Officer:	Pieter Gerrit du Preez
Street Address:	Cnr William Dabbs Street and Old Paarl Road Brackenfell 7560
Postal Address:	P.O. Box 215 Brackenfell 7561
Telephone:	021 980 4000
Fax:	021 980 4050
E-mail:	grouprisk@shoprite.co.za
Website:	https://www.shopriteholdings.co.za

4. The South African Human Rights Commission Guide to the Act

- 4.1 Section 10 of the Act requires the South African Human Rights Commission (“SAHRC”) to compile a guide to be available in each official language, to assist individuals in

understanding how to exercise their rights contained in the Act. The Guide describes the purpose of the Act and generally how to go about making use of the provisions in the Act.

- 4.2 This Guide, published in 2014, can be downloaded from the website of the SAHRC or can be requested from the SAHRC directly at:

The South African Human Rights Commission

Address: Private Bag 2700
Houghton
2041
Tel: +27 011 877 3600
Fax: +27 011 484 0625
Website: www.sahrc.org.za
E-mail: lidlamini@sahrc.org.za

5. Information Regulator

In the event that Shoprite did not adequately assist you or resolve your query, you may direct your queries and/or complaints to the Information Regulator as set out below:

The Information Regulator

Address: 33 Hoofd Street Forum III
3rd Floor Braampark
Braamfontein
Johannesburg
2001
P O Box 31533
Braamfontein
Johannesburg
2017
Website: www.justice.gov.za
Email: infoereg@justice.gov.za

6. Records held in terms of applicable Legislation [Section 51(1)(d)]

Shoprite and its entities are required, by law, to keep certain records. These records are enumerated in various Acts of Parliament. Please refer to Appendix "C" for further particulars of these records.

7. Records held as a matter of standard practice [Section 51(1)(e)]

The Shoprite Group of companies keep certain records in the conduct of their day to day business activities and as a matter of standard practice and good governance. See Appendix "D" hereto containing the subjects and categories of the records that are held by the Shoprite Group of companies.

8. Records which are automatically available without having to make a request in the prescribed form

- 8.1 In-house brochures and newsletters;
- 8.2 Integrated Annual Reports; and
- 8.3 All information contained on our websites.

9. Making a request in terms of the Act or POPI

- 9.1 The first step in the process is to obtain "Request Form C" (attached hereto as Appendix "B").
- 9.2 You will be able to obtain the form together with a list of applicable fees from our Head Office, as indicated in paragraph 2 hereof, alternatively you can download the form from our website. You will be informed of the amount of your fees once you have submitted your request. The Minister may exempt certain persons from having to pay the fees referred to in the Act. To date, no such exemptions have been published.
- 9.3 Once you have completed the form you will need to submit it to the Deputy Information Officer at the postal address, fax number or electronic mail address listed in paragraph 2 above.
- 9.4 The requester may also contact the Deputy Information Officer to obtain guidance on the process to follow when sending documentation containing personal information. This includes application forms and proof of identification documents.
- 9.5 Proof of identification of the Requestor (and related third parties acting on behalf of the Requestor) must be provided on submitting the request form.
- 9.6 The requester must specify the right that they are seeking to protect or that they wish to exercise and provide an explanation as to why the requested records are required for the protection or exercise of that right.
- 9.7 If the request is made on behalf of another person, then proof is required of the capacity in which the requester is making the request.
- 9.8 If the record you have requested exists and allowing access to it does not affect a third party your request will be processed within 30 (Thirty) days. The aforementioned period may be extended once for a further 30 (Thirty) days, if:
 - 9.8.1 the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the day to day activities of the Shoprite Group;
 - 9.8.2 the request requires a search for records in, or collection thereof from and office of Shoprite not situated in the same town or city as the office of the Deputy Information Officer and this search cannot reasonably be completed within the original 30 (Thirty) days;
 - 9.8.3 consultation among divisions of the Shoprite Group or with another private body is necessary or desirable to decide upon the request and this consultation cannot reasonably be completed within the original period;
 - 9.8.4 more than one of the circumstances contemplated in 9.8.1, 9.8.2 and 9.8.3 exist in respect of the request making compliance with the original period not reasonably possible; or
 - 9.8.5 you, as the requestor, consent in writing to such extension.
- 9.9 For more information on how we obtain, process and safeguard your personal information, please see our Privacy Policy.

10. Categories of Requestors

The capacity under which a Requestor makes a request for records defines the category in which the Requestor will fall into. There are four categories of Requestors:

- A Data Subject who makes requests about themselves;
- A Representative who makes a request on behalf of the Data Subject(s);

- A Third Party who requests information about a Data Subject; or
- A Public Body who requests information in the public interest.

11. Grounds for Refusal

- 11.1 There are various grounds upon which your request for access to a record may be refused. They are:
- 11.1.1 the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
 - 11.1.2 the protection of commercial information of a third party. (For example trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
 - 11.1.3 refusing access to a record if it would result in the breach of a duty of confidentiality owed to a third party;
 - 11.1.4 refusing access to a record if it would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - 11.1.5 refusing access to a record that was produced during legal proceedings, unless that legal privilege has been waived;
 - 11.1.6 refusing access to a record containing trade secrets, financial or sensitive information or any information that would put the Shoprite Group at a disadvantage in negotiations or prejudice it in commercial competition; and
 - 11.1.7 refusing access to a record containing information about research being carried out or about to be carried out on behalf of a third party or by the Shoprite Group.
- 11.2 Section 70 of the Act contains an overriding provision. Disclosure is compulsory if it would reveal a substantial contravention of, or failure to comply with the law, or imminent and serious public safety or environmental risk and the public interest in the disclosure of the record clearly outweighs the harm contemplated by its disclosure.
- 11.3 If your request does affect a third party then we will first need to inform the third party within 21 (Twenty One) days of us receiving your request. By this we mean that if the record you request affects any third party in any way, that third party will have to be informed that you are requesting access to the above record.
- 11.4 The third party then has 21 (Twenty One) days to make representations and/or submissions regarding the granting of access to the record.

12. Information or records not found

- 12.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the record does not exist, then Shoprite will notify the requestor, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 12.2 The affidavit or affirmation will provide a full account of all the steps taken to find the records or to determine the existence thereof, including details of all communications by Shoprite with every person who conducted the search.
- 12.3 If the record in question should later be found, the Requester shall be given access to the record in the manner stipulated by the requestor unless access is refused by Shoprite as permitted by the Act.

13. The Deputy Information Officer’s Decision and Requester’s Recourse

- 13.1 Once the Deputy Information Officer of the Shoprite Group has heard all the submissions, he or she will make a decision as to whether or not access to the record will be granted.
- 13.2 The requestor will be granted access to the record within 30 (Thirty) days of being informed of a positive decision.
- 13.3 In the event that the Deputy Information Officer decides not to grant the requestor access to a record that he/she/it believes he/she/it is entitled to, the requestor may appeal the decision. The requestor is entitled to receive clear reasons as to why the request was refused. Should the requestor wish to appeal the decision he/she/it must lodge such appeal with the High Court.
- 13.4 In the event that the Information Officer does decide to grant the requestor access to the record, any third party that has been affected by this decision will have 30 (Thirty) days in which to appeal the decision, which appeal is also to be lodged in the High Court. If no appeal is lodged within 30 (Thirty) days, the requestor will be granted access to the record.

14. Other Information

The table below outlines the time periods, which are applicable to this Act. This will enable you to understand the process whereby requests for access to records are considered and the time periods.

Section	Description of Activity	Time Period
10	The Guide published by the South African Human Rights Commission to assist in the use of this Act must be published	It is meant to be available from August 2003
56	Deputy Information Officer to decide whether to grant a request for access to a record that does not relate to a third party and notify the requestor.	Within 30 (Thirty) days after the request has been received
57	Deputy Information Officer to notify third party of an extension of the 30 (Thirty) day time period with reasons for the extension	Within 30 (Thirty) days of receiving the request (this may only be done once and only for the reasons in this section)
71	Deputy Information Officer to notify third party of request for access to information that relates to him/her	Within 21 (Twenty One) days of request for access to record affecting the third party has been received
71	Third party to give written consent or written/oral submissions to the Deputy Information Officer	Within 21 (Twenty One) days of being informed by the Deputy Information Officer of the request for access to the record

73	Deputy Information Officer to make a decision about the granting of access to a record which relates to a third party and requestor	30 (Thirty) days after every third party has been informed of the request
73	Deputy Information Officer to give requestor access to the record if a decision has been made to grant access	Within 30 (Thirty) days of notifying requestor of the decision to allow access
74	If access to a record is denied, the requestor has 30 days in which to lodge an application at court to appeal against the refusal.	30 (Thirty) days from the date of notification by the Deputy Information Officer of the decision
74	If access to a record which affects a third party is granted, the third party may lodge an application at court to appeal the decision of the Deputy Information Officer	Within 30 (Thirty) days of notification by the Deputy Information Officer of the decision
75	If no appeals lodged by a third party, the Deputy Information Officer must give access to the record	Within 30 (Thirty) days of notification by the Deputy Information Officer

PRESCRIBED FEES IN RESPECT OF REQUESTS FOR INFORMATION

Government Gazette No. 22125, Regulation No. 223 of 9 March 2001: Promotion of Access to Information Act 2000, Regulations relating to the promotion of access to information

Copy of the manual as contemplated in regulation 9(2)(c) *(for every photocopy of an A4 size page or part thereof)	*R1.10
The fees for reproduction referred to in regulation 11(1) are as follows:	
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or party thereof held on a computer or in electronic or machine-readable form	R0.75
For a copy in a computer-readable form on: a) Stiffy disc b) Compact disk	R7.50 R70.50
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2)	R50.00
The access fees payable by a requester referred to in regulation 11(3) are as follows:	
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75
For a copy in a computer-readable form on a) Stiffy disc b) Compact disc	R7.50 R70.00
For a transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
For a transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
To search for and prepare the record for disclosure for each hour or part thereof reasonably required for such search and preparation	R30.00

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

- a) Six hours as the hours to be expected before a deposit is payable; and
- b) 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.

Prescribed Forms

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

A: PARTICULARS OF PRIVATE BODY
The Head:

B: PARTICULARS OF PERSON REQUESTING ACCESS TO RECORD
<p>a. The particulars of the person who requests access to the record must be given below.</p> <p>b. The address and/or fax number in the Republic to which the information is to be sent must be given.</p> <p>c. Proof of the capacity in which the request is made, if applicable, must be attached.</p>
Full names and surname:
Identity number:
Postal address:
Fax number:
Telephone number:
E-mail address:
Capacity in which request is made, when made on behalf of another person:

C: PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE
This section must be completed ONLY if a request for information is made on behalf of another person.
Full names and surname:
Identity number:

D: PARTICULARS OF RECORD
<p>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.</p> <p>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.</p>
1. Description of record or relevant part of the record:
2. Reference number, if available:
3. Any further particulars of record:
E. FEES
<p>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.</p> <p>b. You will be notified on the amount required to be paid as the request fee.</p> <p>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.</p> <p>d. If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>
Reason for exemption from payment of fees:
F. FORM OF ACCESS TO RECORD
<p>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 hereunder, state your disability and indicate in which form the record is required.</p>
Disability:
Form in which record is required:

Mark the appropriate box with an "X"				
<p><i>Notes:</i></p> <p>a. Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>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.</p> <p>c. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>				
1. If the record is in written or printed form:				
Copy of record*	Inspection of record			
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)				
View the images	Copy of the images*	Transcription of the images*		
3. If record consists of recorded words or information which can be reproduced in sound:				
Listen to the soundtrack (audio cassette, compact disk, recording)	Transcription of soundtrack* (written or printed document)			
4. If record is held on computer or in an electronic or machine-readable form:				
Printed copy of record*	Printed copy of information derived from the record*	Copy in computer readable form* (memory stick, stiffer 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.		<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO			
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. The requester must sign all the additional folios.				
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:				

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 _____ 20____

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

RECORDS KEPT IN TERMS OF APPLICABLE LEGISLATION (SECTION 51(1)(d))

1: COMPANIES ACT NO 71 OF 2008
Certificate of Incorporation
Certificate of Change of Name (if any)
Certificate to Commence Business
Memorandum of Incorporation and/or Articles of Association
Minute books, general and special resolutions passed at any meeting of Shareholders of the Company or any class of Shareholders
Register of Members / Shareholders / Directors / Company Secretary / Public Officers
Branch registers
Annual Financial Statements
Books of Account required by the Act
All other records required by the Act.
2: EMPLOYMENT EQUITY ACT NO. 55 OF 1998
Employment Equity Plan
Workforce Profile
All other records required by the Act
3: BASIC CONDITIONS OF EMPLOYMENT ACT NO. 55 OF 1998
Records of the following: <ul style="list-style-type: none"> - Each employee's name and occupation; - Time worked by each employee; - Remuneration paid to each employee; and - All other records required by the Act
4: LABOUR RELATIONS ACT NO. 66 OF 1995
All records required in compliance with any collective agreement, arbitration award or determination made in terms of the National Minimum Wage Act 9 of 2018
All records of the prescribed details of any strike, lock-out or protest action involving Shoprite's employees
All disciplinary records
All other records required by the Act
5: OCCUPATIONAL HEALTH AND SAFETY ACT NO. 85 OF 1993
A copy of the Act
An incident register certificate of compliance (in respect of all electrical installations)

First Aid certificate (valid for 3 years)
Refrigeration / Air-conditioning record book
All other records required by the Act
6: COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES ACT NO. 130 OF 1993
The register or other record of the earnings and other prescribed particulars of all employees, for example: wages paid, time worked and payment made for piece-work and overtime.
7: BROAD BASED BLACK ECONOMIC EMPOWERMENT ACT NO. 53 OF 2003
All records required by the Act and the relevant Codes
8: SKILLS DEVELOPMENT ACT NO. 97 OF 1998
Annual training reports and the annual training plan
9: SKILLS DEVELOPMENT LEVIES ACT NO. 9 OF 1999
All records required by the Act
10: UNEMPLOYMENT INSURANCE ACT NO. 30 OF 1966
Records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime
11: PENSION FUNDS ACT NO. 24 OF 1956
All records required by the Act
12: INCOME TAX ACT NO. 58 OF 1962
All ledgers, cash books, journals, cheque books, bank statements, deposit slips, pay cheques, invoices, stock lists and all other books of account
Signed copy of Annual Financial Statements
Books of Account recording information required by the Companies Act
Invoices – issued and received
All other records required by the Act
13: VALUE ADDED TAX ACT NO. 89 OF 1991
Books of account, documents recording the supply of goods to or by the vendor, invoices, tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques
All other records required by the Act
14: NATIONAL CREDIT ACT NO. 89 OF 1991
All records which may be required by the Act
15: CUSTOMS AND EXCISE ACT NO. 91 OF 1964
Bills of entry
Books of account required by the Act

Records of the person from whom imported goods were obtained and, if he is the importer or manufacturer or owner, as to the place where the duty due thereon was paid, the date of payment, the particulars of the entry for home consumption and the marks and numbers of cases, packages, bales and other articles concerned

16: ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT NO. 25 OF 2002

All records required by the Act

17: COMPETITION ACT NO. 89 OF 1998

All records required by the Act

18: GENERAL NOTICE 2219, 31 OCTOBER 1980 0 EXPORT INCENTIVE SCHEME

Documents evidencing claims for products exported on or after 01 September 1980

19: LIQUOR PRODUCTS ACT NO. 60 OF 1989

Import certificate

20: REGULATION OF INTERCEPTION OF COMMUNICATIONS AND PROVISION OF COMMUNICATION RELATED INFORMATION AMENDMENT ACT NO. 48 OF 2008

All records required by the Act

21: LIQUOR ACT NO. 27 OF 1989

All records of liquor licenses in respect of all stores

22: LEGAL METROLOGY ACT NO. 9 OF 2014

All records required by the Act

23: STANDARDS ACT NO. 29 OF 1993

All records required by the Act

24: MERCHANDISE MARKS ACT NO. 17 OF 1941

All records required by the Act

25: AGRICULTURAL PRODUCTS STANDARDS ACT NO. 119 OF 1990

All records required by the Act

26: FOODSTUFFS, COSMETICS AND DISINFECTANTS ACT NO. 54 OF 1972

All records required by the Act

27: BUSINESSES ACT NO. 71 OF 1991

License held in terms of the Act

28: PATENTS ACT NO. 57 OF 1978

All records required by the Act

29: TRADEMARKS ACT NO. 194 OF 1993

All records required by the Act

30: DESIGNS ACT NO. 195 OF 1993
All records required by the Act
31. CONSUMER PROTECTION ACT NO. 68 OF 2008
All records required by the Act
32. PROTECTION OF PERSONAL INFORMATION ACT NO. 4 OF 2013
All records required by the Act

***** From time to time, Shoprite may be required to comply with other legislation as a result of the products and services being provided to customers operating in different sectors.***

RECORDS KEPT AS A MATTER OF GENERAL PRACTICE (SECTION 51(1)(e))

1: COMPANY DOCUMENTS AND LEGAL RECORDS
Company policies
Company directives
Records of all local subsidiary companies
Names of Directors
Operational records
Trademarks and patents
Registered designs, including all visual presentations and store designs
Legal records
Domain name registrations
Insurance policies
Operational records
Internal policies and procedures
2: EMPLOYMENT RECORDS / HUMAN RESOURCES
Recruitment records
Employment contracts
Service Agreements
Employment conditions and policies
Confidentiality Agreements
Restraint of Trade Agreements
Commission Agreements
Casual employee records
Employee records (employment history, health records, third party records provided to Shoprite on its personnel, interval evaluation records)
Employee Tax information
Disciplinary records
The Commission for Conciliation, Mediation and Arbitration ("CCMA") records
Pension Fund records
Retirement records

Remuneration and benefits records
Medical Aid records
Agreements with Trade Unions
Training schedules and material
3: SHARE REGISTRATION DOCUMENTS
Share certificates
Share register
Share / stock transfer forms
Dividend and interest payment list
4: PROPERTY RECORDS
Title Deeds
Lease Agreements
Contracts in respect of properties
5: CUSTOMER RECORDS AND CREDIT SERVICES
Customer records
Transaction records
Sales records
Suretyship Agreements
Terms and conditions of purchase
Debtors information
Debtors with Credit Bureaus (e.g. ITC) and/or Attorneys for collection
Records which customers have provided to a third party acting for and on behalf of Shoprite
6: SUPPLIER RECORDS
Contracts with suppliers
Purchase order information
Records pertaining to all distribution centres
Records generated by or within Shoprite pertaining to suppliers, including transactional records
7: PRODUCT RECORDS
Product specification records in respect of all food products, including recipes, approved ingredients, final products and standards
General product testing reports
Records of the cost of goods acquired for resale and the selling price of such goods

8: FRANCHISE RECORDS
All franchise records pertaining to local franchises
9: COMMUNICATION
Internal correspondence and memos
Correspondence to persons outside of Shoprite
Minutes of meetings
10: FINANCIAL AND ACCOUNTING RECORDS
Financial records and reports
Accounting records
Audit records and reports
Sundry debtors records
Company risk and controls profile
Legal records
Banking details
Treasury related records
Fraud information
Tax returns
Management accounts and records
Purchase and order records
11: MARKETING
Records of competitions
Marketing and advertising records
12: INFORMATION TECHNOLOGY
Business and data information
Computer software
IT Technology capabilities
System and user manuals
Support and maintenance agreements
IT policies and procedures
Asset register for IT-related material
System performance records
13: RECORDS OF OTHER PARTIES

Records are kept in respect of other parties, including without limitation, contractors, commercial banks, auditors and consultants, suppliers, joint venture companies and service providers and general market conditions.

Such other parties may process records belonging to the Shoprite Group. The following records fall under this category:

Personnel, customer or Shoprite records which are held by another party as opposed to being held by Shoprite

Records held by Shoprite pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about the contractors or suppliers.