

**MANUAL PREPARED IN ACCORDANCE WITH  
SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT  
(ACT NO. 2 OF 2000) (THE "ACT")**

**FOR**

**TAKEALOT ONLINE (RF) (PTY) LTD**

**(Registration number: 2010/020248/07)**

**TRADING AS TAKEALOT.COM**

**("TAKEALOT")**

**AND**

**SUPERBALIST.COM, A DIVISION OF TAKEALOT ONLINE (RF) (PTY) LTD**

**(Registration number: 2010/020248/07)**

**TRADING AS SUPERBALIST.COM**

**("SUPERBALIST")**

**AND**

**MR D FOOD, A DIVISION OF MR DELIVERY (PTY) LTD**

**(Registration number: 1992/004664/07)**

**TRADING AS MR D FOOD**

**("MR D FOOD")**

**AND**

**TAKEALOT DELIVERY TEAM, A DIVISION OF MR DELIVERY (PTY) LTD**

**(Registration number: 1992/004664/07)**

**TRADING AS TAKEALOT DELIVERY TEAM**

**("TAKEALOT DELIVERY TEAM")**

DATE OF COMPILATION: 03/11/2015

DATE OF REVISION: 11/08/2017



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## 1. INTRODUCTION

Takealot and Superbalist are business divisions of a private body conducting business as online retailers. Mr D Food and Takealot Delivery Team are business divisions of a private body conducting business as delivery service providers of restaurant food and other goods.

This manual sets out the procedure to be followed by a requester when requesting access to information / documents from Takealot, Superbalist, Mr D Food and Takealot Delivery Team as contemplated in terms of the Act.

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

Any requester is advised to contact Gary Altini should he / she require any assistance in respect of the utilisation of this manual and/or the requesting of documents / information from Takealot, Superbalist, Mr D Food and Takealot Delivery Team.

In this manual, unless the context indicates otherwise:

“the Act” shall mean the Promotion of Access to Information Act No. 2 of 2000 (as amended), together with all relevant regulations published;

“the/this manual” shall mean this manual together with all annexures hereto as available from the offices or websites of Takealot, Superbalist, Mr D Food or Takealot Delivery Team (as the case may be) as set out in paragraph 8 below and the SAHRC from time to time;

“requester” shall mean any person or entity requesting information / documents from Takealot, Superbalist, Mr D Food or Takealot Delivery Team (as the case may be) as contemplated in terms of the Act; and

“SAHRC” shall mean the South African Human Rights Commission.

## 2. CONTACT DETAILS

(Section 51(1)(a) of the Act)

<b>Name of body:</b>	Takealot Online (RF) (Pty) Ltd trading as Takealot.com	Superbalist.com, a division of Takealot Online (RF) (Pty) Ltd trading as Superbalist.com	Mr D Food, a division of Mr Delivery (Pty) Ltd	Takealot Delivery Team, a division of Mr Delivery (Pty) Ltd
<b>Directors:</b>	Kim Reid Willem van Biljon Lee Jared Fixel Cristina Gabriella Berta Oliver Minho Rippel	Kim Reid Willem van Biljon Lee Jared Fixel Cristina Gabriella Berta Oliver Minho Rippel	Kim Reid Gary Altini	Kim Reid Gary Altini
<b>Authorised head:</b>	Gary Altini	Gary Altini	Gary Altini	Gary Altini

<b>Physical address:</b>	12 <sup>th</sup> floor, 10 Rua Vasco da Gama Plain, Foreshore, Cape Town, 8001	12 <sup>th</sup> floor, 10 Rua Vasco da Gama Plain, Foreshore, Cape Town, 8001	12 <sup>th</sup> floor, 10 Rua Vasco da Gama Plain, Foreshore, Cape Town, 8001	12 <sup>th</sup> floor, 10 Rua Vasco da Gama Plain, Foreshore, Cape Town, 8001
<b>Postal address:</b>	P.O. Box 7628 Roggebaai 8012	P.O. Box 7628 Roggebaai 8012	P.O. Box 7347 Roggebaai 8012	P.O. Box 7347 Roggebaai 8012
<b>Telephone:</b>	+27 87 362 4001	+27 87 362 4001	+27 87 362 4001	+27 87 362 4001
<b>Fax:</b>	-	-	-	-
<b>Email:</b>	<a href="mailto:gary@takealot.com">gary@takealot.com</a>	<a href="mailto:gary@takealot.com">gary@takealot.com</a>	<a href="mailto:gary@takealot.com">gary@takealot.com</a>	<a href="mailto:gary@takealot.com">gary@takealot.com</a>

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

(Section 51(b) of the Act)

The Act grants a requester access to records of a private body, if the records are required for the exercise of protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Request in terms of the Act shall be made in accordance with the prescribed procedures and tariffs. The request form and prescribed tariffs are set out in paragraphs 9 and 10 of this manual.

A guide has been compiled by the SAHRC in terms of section 10 of the Act. The guide *inter alia* contains information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The guide is available in all of the official languages.

The guide is available from the SAHRC.

**The contact details of the South African Human Rights Commission are:**

**Physical address:** Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg

**Postal address:** Private Bag X2700, Houghton, 2041

**Telephone:** +27 11 877 3600

**Fax:** +27 11 403 0668

**Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

**Email:** [paia@sahrc.org.za](mailto:paia@sahrc.org.za)



**4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT**

(Section 51(1)(c) of the Act)

The Minister of Justice and Constitutional Development has to date not published any notice(s) in terms of section 52(2) of the Act.

**5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION**

(Section 51(1)(d) of the Act)

Takealot, Superbalist, Mr D Food and Takealot Delivery Team keep such information / documents as are required in accordance with the following legislation:

- 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
- Liquor Act No. 27 of 1989
- Liquor Act No. 59 of 2003
- National Credit Act No. 34 of 2005
- Occupational Health and Safety Act No. 85 of 1993
- Pension Funds Act No. 24 of 1956
- 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
- Unemployment Insurance Contributions Act No. 4 of 2002
- Value-Added Tax Act No. 89 of 1991

\*Please note that the above is not an exhaustive list.



## 6. INFORMATION / DOCUMENTS HELD IN TERMS OF THE ACT

(Section 51(1)(e) of the Act)

### Takealot and Superbalist webpages

Each of Takealot webpage ([www.takealot.com](http://www.takealot.com)) and Superbalist webpage ([www.superbalist.com](http://www.superbalist.com)), accessible to anyone with access to the internet, include but are not limited to the following categories:

- Company profile and information (including but not limited to, company strategy, news, career opportunities, office and warehouse addresses)
- Online retail products (including but not limited to, product images, prices, information and departments)
- Retail terms and policies (including but not limited to, terms and conditions for the use of the website, returns policy, frequently asked questions and answers)
- Secured personal user account (including but not limited to, login page, personal details, order history, invoices, exchanges and returns)

### Mr D Food webpage

The Mr D Food webpage ([www.mrdfood.com](http://www.mrdfood.com)), accessible to anyone with access to the internet, includes but is not limited to the following categories:

- Company profile and information (including but not limited to, office address, description of services, career and business opportunities)
- Terms and policies (including but not limited to, terms and conditions, privacy policy, frequently asked questions and answers)
- Restaurants and menus (including but not limited to, listed restaurants and menus setting out food items and prices)
- Secured personal user account (including but not limited to, order, payment and confirmation pages)

### Other

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

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



**7. OTHER INFORMATION**

(Section 51(10)(f) of the Act)

The Minister of Justice and Constitutional Development has to date not published any regulations in terms of this section.

**8. AVAILABILITY OF THE MANUAL**

(Section 51(3) of the Act)

This manual is available for inspection free of charge at the offices of Takealot, Superbalist, Mr D Food and Takealot Delivery Team.

Copies of the manual may be obtained, subject to payment of the prescribed fees, at the offices of Takealot, Superbalist, Mr D Food and Takealot Delivery Team.

The manual may also be accessed on the websites of the SAHRC ([www.sahrc.org.za](http://www.sahrc.org.za)), Takealot ([www.takealot.com](http://www.takealot.com)), Superbalist ([www.superbalist.com](http://www.superbalist.com)) and Mr D Food ([www.mrdfood.com](http://www.mrdfood.com)) and may be published in the Government Gazette.



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**9. FORM OF REQUEST**

(Section 53(1) of the Act)

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act No. 2 of 2000)

**[Regulation 10, read with Form C of Annexure B]**

**A. PARTICULARS OF PRIVATE BODY**

The Head:

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**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

- (a) The particulars of the person who requests access to the record must be given below.*  
*(b) The address and/or fax number in the Republic to which the information is to be sent, must be given.*  
*(c) Proof of the capacity in which the request is made, if applicable, must be attached.*

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**

*(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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Reference number, if applicable: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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 requested 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 therefor.*

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: _____ _____ _____	
<p>Mark the appropriate box with an <b>X</b>:</p> <p>Notes:</p> <p>(a) Compliance with your request for access 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>			
<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images:</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
<b>3. If record consists of recorded works or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine readable form:</b>			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	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.			<input type="checkbox"/> Yes <input type="checkbox"/> 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.***

1. Indicate which right is to be exercised or protected: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Explain why the requested record is required for the exercising 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 thereof 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 \_\_\_\_\_ of 20\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE



## 10. PRESCRIBED FEES

10.1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1.10 for every photocopy of an A4-size page or part thereof.

10.2 The fee for reproduction referred to in regulation 11(1), is as follows:

	<u>Rand amount</u>
(a) For every photocopy of an A4-size page or part thereof	1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.75
(c) For a copy in a computer-readable form on: i) compact disc	70.00
(d) i) For a transcription of visual images, for an A4-size page or part thereof ii) For a copy of visual images	40.00 60.00
(e) i) For a transcription of an audio record, for an A4-size page or part thereof ii) For a copy of an audio record	20.00 30.00

10.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.

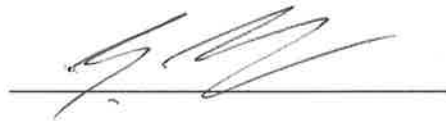
10.4 The access fees payable by a requester referred to in regulation 11(3) are as follows:

	<u>Rand amount</u>
(1) (a) For every photocopy of an A4-size page or part thereof	1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.75
(c) For a copy in a computer-readable form on: i) compact disk	70.00
(d) i) For a transcription of visual images for an A4-size page or part thereof ii) For a copy of visual images	40.00 60.00
(e) i) For transcription of an audio record, for an A4-sizing page or part thereof ii) For a copy of an audio record	20.00 30.00
(f) To search for the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and operation.	



- (2) For purposes of section 54(2) of the Act, the following applies:
- (a) six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

SIGNED:



Gary Altini