

# **The Cape Union Mart Group**



## **PAIA MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |                                                                    |
|-----|--------------------|--------------------------------------------------------------------|
| 1.1 | <b>“IO“</b>        | Information Officer;                                               |
| 1.2 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;                     |
| 1.3 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000( as Amended); |
| 1.4 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.5 | <b>“Regulator”</b> | Information Regulator; and                                         |
| 1.6 | <b>“Republic”</b>  | Republic of South Africa                                           |

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. INTRODUCTION TO THE CAPE UNION MART GROUP**

The Cape Union Mart Group includes the following companies:

- Cape Union Mart International (Pty) Ltd  
1979/005086/07
- Sparks and Ellis (Pty) Ltd  
1967/004424/07
- K-Way Manufacturers (Pty) Ltd  
1962/002364/07
- Green Thread Manufacturers (Pty) Ltd  
2006/000188/07
- Batsumi Airport Ventures (Pty) Ltd  
1999/002719/07

## **About the Cape Union Mart Group**

Cape Union Mart has a long and illustrious history in which dates back to 1933 when the late Philip Krawitz, grandfather of the current Chairman, established the business in Cape Town on the corner of Corporation and Mostert Streets.

The first store was a typical 'Army and Navy Store' and became famous stocking a wide range of interesting gadgets, useful tools, practical clothing and just about everything "from an anchor to a toothpick". Nestled in between two of South Africa's largest retailers, Woolworths and OK Bazaars, Cape Union Mart realised that it had to offer something different in order to stand apart from the other, larger retailers in the area. Apart from a wide and extensive range of merchandise, the store became known for its friendly service and genuine care for the customer. It focused on building relationships with customers long before customer relationship was in vogue.

During the 1940's and in particular the 2<sup>nd</sup> World War, it supplied visiting soldiers and navy troops with some of the luxuries and necessities associated with the military. Passing whaling ships and foreign fisherman were also catered for with a unique array of merchandise from around the world.

In the post war years and into the 1960's the company grew and prospered. Arthur Krawitz, or Mr K as he was affectionately known, took over the business from his father, the founder, in the late 1940's. Under his leadership, the company became famous for non-seasonal merchandise and started to specialise in selling summer clothing to people touring overseas in winter and vice versa. Cape Union Mart was the first importer of many famous products such as Levi Jeans, Hong Kong anoraks, Norwegian socks and Goretex foul weather clothing.

In 1970 the current Chairman, Philip Krawitz joined the business as a third-generation family member and the company began a cautious expansion trail. It currently operates 118 Cape Union Mart stores and proudly launched an entirely new chain of Old Khaki fashion stores in 2005 which has grown to 82 stores. A few years later a chain of Poetry women's lifestyle stores was also established and today they number 37. All group stores are located in prestigious, high traffic shopping centres, including OR Tambo International Airport amongst others.

Cape Union Mart is today regarded as a leading retailer in its field and is regularly approached by shopping centre operators who believe that their centres will be enhanced by the presence of a Cape Union Mart, Old Khaki and Poetry store. Year on year turnover growth in virtually all centres regularly outstrips that of its competitors and the business is well positioned to take advantage of future growth both in South Africa and abroad.

The company is fully committed to Black Economic Empowerment and has sold a 30% stake in Sparks and Ellis (Pty) Ltd to Mthucebi (Pty) Ltd. It also has a Joint Venture with the Thebe Group in terms of which a new company, Batsumi Airport Ventures was created. This company

operates franchised Cape Union Mart outlets in high profile destinations such as O.R. Tambo International Airport and at Quay 4 in the Victoria & Alfred Waterfront in Cape Town.

The Group employs around 3000 people in full and part-time capacities. The Group's Main Board Directors are: Gerald Diamond, Keith Getz, Amanda Herson, Lance Katz, Lennie Katzen, Philip Krawitz, Leroy Reynolds and Martine Vogelman. The company secretary is Leroy Reynolds.

#### **4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE CAPE UNION MART GROUP**

##### **4.1. Information Officer**

Name: Leroy Reynolds  
Tel: (021) 464 5800  
Email: [leroy@capeunionmart.co.za](mailto:leroy@capeunionmart.co.za)  
Fax number: (021) 464 9789

##### **4.2 Head Office**

Postal Address: PO Box 2545, Cape Town, 8000  
Physical Address: K-Way House, 34-40 Barrack Street, Cape Town, 8001  
Telephone: (021) 464 5800  
Email: [leroy@capeunionmart.co.za](mailto:leroy@capeunionmart.co.za)  
Websites: [www.capeunionmart.co.za](http://www.capeunionmart.co.za)  
[www.poetrystores.co.za](http://www.poetrystores.co.za);  
[www.oldkhaki.co.za](http://www.oldkhaki.co.za)

#### **5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

5.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide is available in each of the official languages and in braille.

- 5.3. The aforesaid Guide contains the description of-
- 5.3.1. the objects of PAIA and POPIA;
  - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 5.3.2.1. the Information Officer of every public body, and
    - 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 5.3.3. the manner and form of a request for-
    - 5.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 5.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

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<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *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 in PAIA relating to 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 of this Part.*

- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 5.3.6.1. an internal appeal;
- 5.3.6.2. a complaint to the Regulator; and
- 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92<sup>11</sup>.

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;

5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5. The Guide can also be obtained-

5.5.1. upon request to the Information Officer;

5.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours.

**6. CATEGORIES OF RECORDS OF THE CAPE UNION MART GROUP WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of the Record	Available on Website	Available upon request
Cape Union Mart Group in-house material	Brochures, newspapers and newsletters		X
Marketing material	Pamphlets, product guides, promotions; advertisements	X	X
All information contained on the Cape Union Mart Group websites	Terms and conditions; privacy policies, company information; order information	X	
Product Guide	List of Products	X	

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(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



**7. DESCRIPTION OF THE RECORDS OF CAPE UNION MART GROUP WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<b>Category of Records</b>	<b>Applicable Legislation</b>
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Data Privacy Policies	Protection of Personal information Act 4 of 2013
Term & Conditions (Online & Store)	Consumer Protection Act 68 of 2008

**8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE CAPE UNION MART GROUP**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Exco	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources & Employee Benefits	- HR policies and procedures - Advertised posts - Employees records
Finance	Financial records and Annual Financial Statements; Orders, Invoices; Statements; Receipts, Correspondence; Banking Documentation;
Legal & Compliance	Agreements, Compliance Records; Correspondence; IP Documents; Policies; Legal Files
Marketing & Customer Service	Marketing & Promotional Material; Customer Information and Correspondence; Proposals

Subjects on which the body holds records	Categories of records
Shipping & Logistics	Shipping Documentation and Correspondence; Documents & Correspondence relating to the delivery of goods / stock
Retail (Buying and Manufacturing)	Documentation and Correspondence relating to the purchase of goods / products / stock including samples, packaging and labelling

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1. Purpose of Processing Personal Information

- 9.1.1 Marketing Cape Union Mart Group's products
- 9.1.2 Processing and fulfilling in-store and online purchase orders
- 9.1.3 Complying with legislation
- 9.1.4 Reporting to various government departments
- 9.1.5 Processing and making payments to suppliers, contractors, agents and Employees.

### 9.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers / Suppliers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

### 9.3. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Identity number and names of employees	Department of Labour
Identity Numbers and names of employees	SARS and Commercial Bankers
Customer data necessary to fulfil transactions and for marketing purposes (with consent)	Various service providers (operators)

#### 9.4. Planned trans-border flows of personal information

Personal information in Salesforce-selected fields in user records from transborder flows

- Alias
- EmployeeNumber
- FederationIdentifier
- SenderEmail
- Signature
- Username
- Division
- Title
- Department
- Extension

The Personal Data processed will vary per Salesforce Service and the Customer's own use-case.

- Personal Data processed within the Salesforce Services may include names, contact information and other information about prospects and customers.

- Personal Data processed in connection with Marketing Cloud may include information about the consumers who are part of the Customer's Marketing Cloud marketing campaigns (contact information, activity records, transaction records, etc.).
- B2C Commerce, Personal Data processed may include information about the shoppers who visit the Customer's B2C Commerce-hosted website and create accounts or perform transactions (contact information, activity records, transaction records, etc.).

Region: EMEA – (Europe, Middle East and Africa)

## 10. AVAILABILITY OF THE MANUAL

10.1. A copy of the Manual is available-

10.1.1. on [www.capeunionmart.co.za](http://www.capeunionmart.co.za) , if any;

10.1.2. head office of the Cape Union Mart Group for public inspection during normal business hours;

10.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and

10.1.4. to the Information Regulator upon request.

10.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## 11. UPDATING OF THE MANUAL

The Company Secretary of the Cape Union Mart Group will on a regular basis update this manual.

***Issued by***

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***Leroy Reynolds – Company Secretary and information Officer***  
***Mike Elliot - Chief Executive Officer***