



MANUAL OF IAMTREND PROPRIETARY LIMITED

Registration No.: 2015/122071/07

PREPARED IN TERMS OF

THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Table of Contents

1.	Introduction to this Manual	2
2.	Overview and Objectives of the Manual.....	2
3.	Introduction to iamtrend	2
4.	The Section 10 Guide on how to use PAIA	3
5.	Records Available in terms of Other Legislation.....	3
6.	Subjects and Categories of Records Held by iamtrend.....	4
7.	The Request Procedure	6
8.	Notice in terms of section 52 (2) of the act: voluntary disclosure and automatic availability of certain records	7
9.	Grounds for refusal of access to records as stipulated in section 63 to 69 of PAIA and POPIA:.....	7
10.	Availability of the Manual	7
11.	Prescribed fees and forms in respect of private bodies.....	8

1. Introduction to this Manual

- 1.1 iamtrend Proprietary Limited ("**iamtrend**") is a for profit, private company registered and incorporated in accordance with the laws of the Republic of South Africa, which is an online e-commerce site that provides the sale of eyewear and related products and services.
- 1.2 The Promotion of Access to Information Act No. 2 of 2000 ("**the Act**") came into operation on 23 November 2001. Section 51 of this Act requires that we compile a manual which provides the public with information regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.
- 1.3 You will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

2. Overview and Objectives of the manual

- 2.1 The Act gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State as well as information held by another person (private entity) when such privately held information is required for the exercise and protection of rights.
- 2.2 The Act aims to underline the importance of access to information in a democratic society by entrenching a culture of transparency and accountability. The Act achieves this by requiring public (government) and private (non-government) bodies to create both a manual describing the type of records they hold, and procedures for others to access such information. The Act also creates limits on the types of information that may be accessed.
- 2.3 This manual is compiled in accordance with Section 14 of The Act and offers an outline of iamtrend's information, which is accessible to the public.

3. Introduction to iamtrend

- 3.1 iamtrend is an online e-commerce platform that provides the sale of eyewear. It is not a statutory body. The staff is outsourced.

Contact Details of iamtrend:

Postal Address	Office 2A, Waterside Place 2, South Gate, Tyger Waterfront, Bellville, Cape Town, South Africa, 7530
Street Address	Office 2A, Waterside Place 2, South Gate, Tyger Waterfront, Bellville, Cape Town, South Africa, 7530
Tel. No	+27 (0) 81 335 0870
E- Mail address	shop@iamtrend.com

The Information Officer:

In terms of the Act and The Protection of Personal Information Act 4 of 2013 ("POPIA), the CEO is iamtrend's elected Information Officer.

The Information Officer's contact details:

Postal Address	Office 2A, Waterside Place 2, South Gate, Tyger Waterfront, Bellville, Cape Town, South Africa, 7530
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Street Address	Office 2A, Waterside Place 2, South Gate, Tyger Waterfront, Bellville, Cape Town, South Africa, 7530
Tel. No	+27 (0) 81 335 0870
E- Mail address	tamarin@iamtrend.com

NOTE: All requests for access to records must be addressed to the Information and Compliance Officer (see section 7 below)

4. The Section 10 Guide on how to use PAIA

- 4.1 The South African Human Rights Commission ("**SAHRC**") published a Guide as prescribed by Section 10 of PAIA. This Guide was available from the SAHRC website and office until 30 June 2021, in each of South Africa's official languages. Please direct any queries regarding the Guide to:

The South African Human Rights Commission:

PAIA Unit
The Research and Documentation Department
Postal Address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484 8300
Facsimile: +27 11 484 0582
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

Effective 1 July 2021, the Guide, as updated by the Information Regulator, will be available at the offices of the Information Regulator and on its website as prescribed by Section 10 of PAIA, and in accordance with POPIA. Please direct any queries regarding the Guide to:

Information Regulator:

The Research and Documentation Department
Physical Address: 33 Hoofd Street, Forum III, 3rd Floor Braampark
Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone Number: 010 023 5200
Website: www.justice.gov.za/inforeg/complaints.IR@justice.gov.za
E-mail (complaints): complaints.IR@justice.gov.za
E-mail (general enquiries): inforeg@justice.gov.za

5. Records Available in terms of Other Legislation

- 5.1 A requester may request information which is available in terms of the following legislation, provided that the requester complies with the requirements set out in such legislation, this manual and the Act:

- 5.1.1 Basic Conditions of Employment Act 75 of 1997
- 5.1.2 Companies Act 71 of 2008
- 5.1.3 Compensation for Occupational Injuries and Disease Act 130 of 1993
- 5.1.4 Consumer Protection Act, No 68 of 2008
- 5.1.5 Electronic Communications and Transactions Act, No 25 of 2002
- 5.1.6 Employment Equity Act 55 of 1998

- 5.1.7 Income Tax Act 58 of 1962
- 5.1.8 Financial Intelligence Centre Act, No. 38 of 2002
- 5.1.9 Income Tax Act, No 58 of 1962
- 5.1.10 Labour Relations Act No. 66 of 1995
- 5.1.11 Occupational Health & Safety Act 85 of 1993
- 5.1.12 Pension Funds Act, No 24 of 1956
- 5.1.13 Prevention and Combatting of Corrupt Activities Act, No 12 of 2004
- 5.1.14 Prevention of Organised Crime Act, No 121 of 1998
- 5.1.15 Promotion of Access to Information Act, No 2 Of 2000
- 5.1.16 Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- 5.1.17 Protected Disclosures Act, No 26 of 2000
- 5.1.18 Regulation of Interception of Communications and Provision of Communications-related Information Act, No 70 of 2002
- 5.1.19 Skills Development Act 9 of 1999
- 5.1.20 Skills Development Levies Act 9 of 1999
- 5.1.21 Unemployment Contribution Act 4 of 2002
- 5.1.22 Unemployment Insurance Act 63 of 2001
- 5.1.23 Value Added Tax Act 89 of 1991

6. Subjects and Categories of Records Held by iamtrend

6.1 Constitution of iamtrend

- 6.1.1 Documents of incorporation
- 6.1.2 Memorandum of Incorporation and / or Memorandum and Articles of Association
- 6.1.3 Minutes of Board of Directors meetings and internal resolutions
- 6.1.4 Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- 6.1.5 Share Register and other statutory registers
- 6.1.6 Annual Reports

6.2 FINANCIAL RECORDS

- 6.2.1 Annual Financial Statements
- 6.2.2 Tax Returns
- 6.2.3 Accounting Records
- 6.2.4 Banking Records
- 6.2.5 Asset Register
- 6.2.6 Rental Agreements
- 6.2.7 Invoices

6.3 BANKING DETAILS of iamtrend

- 6.3.1 Banking facilities and account details
- 6.3.2 Bank statements

6.4 INCOME TAX RECORDS

- 6.4.1 PAYE Records
- 6.4.2 Documents issued to employees for income tax purposes
- 6.4.3 Records of payments made to SARS on behalf of employees
- 6.4.4 All other statutory compliances:
- 6.4.5 VAT
- 6.4.6 Regional Services Levies
- 6.4.7 Skills Development Levies
- 6.4.8 UIF
- 6.4.9 Workmen's Compensation

6.5 PERSONNEL DOCUMENTS AND RECORDS

- 6.5.1 Employment contracts

- 6.5.2 Employment Equity Plan (if applicable)
 - 6.5.3 Medical Aid records (if applicable)
 - 6.5.4 Pension Fund records (if applicable)
 - 6.5.5 Disciplinary records
 - 6.5.6 Salary records
 - 6.5.7 SETA records (if applicable)
 - 6.5.8 Disciplinary code
 - 6.5.9 Leave records
 - 6.5.10 Training records
 - 6.5.11 Training Manuals
- 6.6 **Permits**
- 6.6.1 Licences, material permits, consents, approvals, authorisations and certificates.
 - 6.6.2 Applications for permits and licences.
 - 6.6.3 Registrations and declarations of permits.
- 6.7 **Insurance records**
- 6.7.1 Insurance policies taken out for the benefit of iamtrend and its employees.
- 6.8 **Immovable and movable property**
- 6.8.1 Other agreements for the purchase, ordinary sale, conditional sale, or hire of assets.
- 6.9 **Information technology**
- 6.9.1 Computer software support and maintenance agreements.
 - 6.9.2 Web site development, support and maintenance agreements.
 - 6.9.3 Computer software licence agreements.
 - 6.9.4 Agreements in respect of computer hardware used by iamtrend.
 - 6.9.5 Agreements with Internet Service Providers, and other telecommunications entities.
 - 6.9.6 Leased line agreements.
 - 6.9.7 Other documentation pertaining to computer systems and computer programs held by iamtrend.
- 6.10 **Specific agreements relating to the business activities of iamtrend**
- 6.10.1 Indemnity, confidentiality and non-disclosure agreements.
 - 6.10.2 Regulatory agreements.
 - 6.10.3 Agreements relating to transactions.
 - 6.10.4 Presentations to clients.
 - 6.10.5 Research information.
- 6.11 **Policy documents**
- 6.12 **Miscellaneous agreements of iamtrend**
- 6.12.1 Loans from third parties (including banks).
 - 6.12.2 Loans to third parties.
 - 6.12.3 Suretyship agreements.
 - 6.12.4 Agreements restricting the trading activities of people related to iamtrend.
 - 6.12.5 Agency, management and distribution agreements.
 - 6.12.6 Royalty agreements.
 - 6.12.7 Agreements in terms of which iamtrend is a member of a joint venture, consortium, partnership, incorporated or unincorporated association, and shareholders' agreements of another entity which iamtrend is a party to.
 - 6.12.8 Any other agreements.
- 6.13 **Correspondence**
- 6.13.1 Correspondence of iamtrend, including internal and external memoranda.

6.14 **Information relating to legal proceedings**
 6.14.1 Records relating to legal proceedings involving iamtrend.

6.15 **Overseas interests and Investments of iamtrend**
 6.15.1 Agreements with foreign entities.

6.16 **Data subject categories and their personal information**

Subject	Category
Data subject categories and their personal information	<ul style="list-style-type: none"> • Clients: records of client life cycle • Employees: record of employee life cycle • General public: general enquiries and viewing the company website; name, e- mail address • Industry and related bodies: membership records • Media: Records of media interactions • Service providers: records of service provider details and service life cycle
Recipients of personal information	<ul style="list-style-type: none"> • Employee pension and risk fund schemes • Industry and related bodies • Law enforcement • Third-Party operators (service providers) • Statutory authorities
Expected transnational transfer of personal information	<ul style="list-style-type: none"> • Transfer of personal information to and from operators
Security measures to protect personal information	<p>We use reasonable security methods to protect data that is provided to us and resides on our servers. Our security measures include:</p> <ul style="list-style-type: none"> • Access control measures • Internal security measures • Cyber security measures • Anti-virus measures • Installing security firewalls • Password control and protection • Training programs on information security • Information security audits • IT-related company policies

7. The Request Procedure

7.1 Form of request:

7.1.1 A request for information must be made in the prescribed form, a copy of which is annexed hereto as Annexe A, must be addressed to the head of the iamtrend and must be submitted with the prescribed fee.

7.1.2 The prescribed request form and details regarding the prescribed fees are available from the South African Human Rights Commission (until 31 June 2021, after which these will be available at the offices and the official website of the Information Regulator), whose contact details are set out above.

7.1.3 The requester must use the prescribed form to make the request for access to a record. This must be made to the head of iamtrend. This request must be made to the address, fax number or electronic mail address of the head of iamtrend.

- 7.1.4 The requester must provide sufficient detail on the request form to enable the head of iamtrend to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
 - 7.1.5 The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right.
 - 7.1.6 If a request is made on behalf of a person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of iamtrend.
- 7.2 **Fees:**
- 7.2.1 The head of iamtrend must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee, if any, before further processing the request. A personal requester does not pay such fee.
 - 7.2.2 The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
 - 7.2.3 The head of iamtrend will then decide on the request and notify the requester in the required form.
 - 7.2.4 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that had exceeded the prescribed hours to search and prepare the record for disclosure.
 - 7.2.5 The prescribed fees are available from the head of iamtrend and from the SAHRC (if the request is before 1 July 2021) or the Information Regulator (if the request is after 1 July 2021), whose contact details are set out above.
8. **Notice in terms of section 52 (2) of the act: voluntary disclosure and automatic availability of certain records**
- 8.1.1 No Notice in terms of Section 52 (2) of the Act has been published.
9. **Grounds for refusal of access to records as stipulated in section 63 to 69 of PAIA and POPIA:**
- 9.1 iamtrend may deny access to certain records based on the grounds set out in PAIA. These include:
 - 9.1.1 mandatory protection of the privacy of a third party who is a natural person, including a deceased individual;
 - 9.1.2 mandatory protection of commercial information of a third party;
 - 9.1.3 mandatory protection of certain confidential information, special personal information and confidential information of a third party;
 - 9.1.4 mandatory protection of the safety of individuals and protection of property;
 - 9.1.5 mandatory protection of records privileged from production in legal proceedings; or
 - 9.1.6 mandatory protection of research information of a third party.
 - 9.2 iamtrend may deny access to commercial information if the record:
 - 9.2.1 contains trade secrets of a third party;
 - 9.2.2 contains financial, commercial, scientific or technical information, the disclosure of which would be likely to harm the commercial or financial interests of a third party's company; or
 - 9.2.3 contains information, the disclosure of which would reasonably be expected to put a third party's company at a disadvantage in contractual or other negotiations, or to prejudice the company in commercial competition.
 - 9.3 iamtrend must refuse a request for access to a record if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
10. **Availability of the manual**

The manual is available for inspection at the offices of iamtrend free of charge and on the iamtrend web site, available at www.iamtrend.com.

11. Prescribed fees and forms in respect of private bodies

The prescribed forms and fees for requests to private bodies, are available on the website of the Department of Justice and Constitutional Development: www.doj.gov.za as well as the Information Regulators website: <https://www.justice.gov.za/inforeg/index.html>.

Updated on 24 April 2023

NAME: TAMARIN AUBREY

DESIGNATION: CHIEF EXECUTIVE OFFICER

DATE: 24 April 2023

Annexe A

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

[Regulation 10]

A. Particulars of the Company

Name of the company:

Registration number:

The Head:

Physical Address:

Postal Address:

Telephone:

Facsimile:

E-mail:

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 available:

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 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:

.....

.....

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 hereunder, 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 **X**.

NOTES:

- (a) Compliance with your request 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.

1. If the record is in written or printed form:				
<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record			
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):				
<input type="checkbox"/> view the images	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> transcription of the images*		
3. If record consists of recorded words or information which can be reproduced in sound:				
<input type="checkbox"/> listen to the soundtrack (audio cassette)	<input type="checkbox"/> transcription of soundtrack* (written or printed document)			
4. If record is held on computer or in an electronic or machine-readable form:				
<input type="checkbox"/> printed copy of record*	<input type="checkbox"/> printed copy of information derived from the record*	<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?			<input type="checkbox"/> YES	<input type="checkbox"/> NO
Postage is payable.				

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 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