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ACCESS-TO-INFORMATION MANUAL

Compiled in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000. Protection of Personal Information Act forms If you want object to Cape Town Market (PTY)LTD (we, us, our) processing your personal information, or if you want us to delete or destroy your personal information or records of personal information in terms of the Protection of Personal Information Act,4 of 2013, you must complete the forms in this manual.



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1. Cape Town Market(PTY)LTD

We offer a range of wholesale and retail services through our trading floor and other platforms.

2. Contact details

The contact details for the information officer are:

Garth Lucas

Tel: 021 5312191

garth@ctmarket.co.za

3. The Promotion of Access to Information Act,2 of 2000

The Promotion of Access to Information Act, 2 of 2000 (Act) gives a requester access to records of a private body, if the records are needed to exercise or protect any rights. If a public body submits a request, the public body must be acting in the public interest.

4. The Protection of Personal Information Act,4 of 2013

The Protection of Personal Information Act (Popia) gives effect to the constitutional right to privacy by safeguarding personal information when a responsible party processes the information, subject to justifiable limitations that are aimed at: • balancing the right to privacy against other rights, particularly the right of access to information; and • protecting important interests, including the free flow of information within South Africa and across international borders. Popia regulates the way personal information may be processed, and its conditions are consistent with international standards and prescribe the minimum threshold requirements for the lawful processing of personal information. Popia also gives people rights and remedies to protect their personal information from processing that is not in line with Popia; and it establishes voluntary and compulsory measures, including the establishment of an information regulator, to ensure respect for and to promote, enforce and fulfil the rights that Popia protects. If you can give adequate proof of identity, Popa give you the right to: • ask a responsible party to confirm (free of charge) whether they have personal information about you; and 3 • ask a responsible party for a record or a description of the personal information that they have about you, including information about the identity of all third parties or categories of third parties who have or have had access to your information. A responsible party may or must refuse to disclose any information requested in terms of the subsections of the Act to which the grounds for refusal apply (Chapter 4 of Part 3 of Act)

5. Information available on request

At Cape Town Market(Pty)Ltd, we are in control of or have in our possession the following categories of records under the subjects described below. These categories of records are not exhaustive and are subject to change. If you ask for access to these records, we not automatically grant your request, but we will evaluate it in accordance with the provisions of the Act, any other legal requirements and our policies.

1.	Accounting Records
2.	Company records
3.	Customer records
4.	Human Resources
5.	Physical Security
6.	Health and Safety

7. Request procedure

Contact information officer for the applicable forms.

8. Timelines

We will process your request within 30 days, unless your request involves considerations that will require more time. If an extension is necessary, we will notify you and tell you why we need an extension. If our information officer does not communicate to you about a decision on your request, your request will be deemed refused.

9. Grounds for refusal of access to records

The main grounds on which we may refuse access to records relate to: • the privacy of a third party who is a natural person; • the commercial information of a third party; • confidential information of a third party; • the safety of individuals and property; • legally privileged records; and • our commercial information

10. Remedies for refusal

If your request to access to access to information was refused, we do not have an internal appeal procedure to follow. If you are unhappy with the outcome of your request, you can apply to a court of competent jurisdiction to take the matter further.

11. Forms

All forms and fees are available from the information officer.