

PAIA MANUAL

Manual in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

TR Commodities (Pty) Ltd

1. Introduction

This Manual is published by TR Commodities (Pty) Ltd (registration number 2007/004396/07) in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), read with the Protection of Personal Information Act 4 of 2013 ("POPIA"). Its purpose is to assist members of the public in exercising their constitutional right of access to information held by the Company.

2. Contact Details of the Company

Registered Name	TR Commodities (Pty) Ltd
Registration Number	2007/004396/07
Physical / Postal Address	60A Kleynhans Street, Louis Trichardt, 0920
Website	www.trc.co.za

3. Information Officer

The Information Officer is responsible for dealing with requests for access to information in terms of PAIA, and for POPIA compliance matters.

Name	Ryno Strydom
Designation	Owner
Email	rastrydom@elegant-group.co.za
Telephone	079 034 7359
Address	60A Kleynhans Street, Louis Trichardt, 0920

Deputy Information Officer (if applicable):

Name	
Email	

4. Guide on How to Use PAIA

The South African Human Rights Commission ('SAHRC') has published a guide, in terms of section 10 of PAIA, on how to use PAIA. This guide is available from the SAHRC and contains, among other things, contact details for the SAHRC and an outline of the objectives of PAIA.

5. Records Available Without Having to Request Access

The following records are available on the Company's website without the need to submit a formal PAIA request:

- This PAIA Manual
- The Website Privacy Policy
- The Website Terms of Use
- General promotional and competition information published on www.trc.co.za

6. Description of Records Held by the Company

In accordance with section 51(1)(e) of PAIA, the categories of records held by the Company include, but are not limited to:

- Company registration and statutory records
- Financial and accounting records
- Marketing, campaign, and competition-related records
- Correspondence with clients, suppliers, and service providers
- Personnel and employment records

7. Personal Information Processed (POPIA)

The Company processes personal information relating to employees, clients, suppliers, and, where applicable, competition entrants, in accordance with POPIA. Please refer to the Company's Privacy Policy for further detail on what personal information is processed and for what purpose.

8. How to Request Access to a Record

A request for access to a record must be made using the prescribed form (Form 2, in terms of the PAIA Regulations), and must:

- Provide sufficient detail to enable the Information Officer to identify the record and the requester;
- Indicate the form of access required;
- Include the requester's contact details; and
- Be accompanied by the prescribed request fee, if applicable.

Requests should be submitted to the Information Officer using the contact details in section 3 above.

9. Fees

A request fee and, where applicable, an access fee may be payable in accordance with the fee structure prescribed under the PAIA Regulations. The Information Officer will advise the requester of any applicable fees.

10. Grounds for Refusal

The Company may refuse a request for access on grounds set out in Chapter 4 of Part 2 of PAIA, which include (among others) protection of the privacy of a third party, commercial confidentiality, and legal privilege.

11. Internal Appeals / Remedies

As the Company is a private body, there is no internal appeal process under PAIA. A requester who is dissatisfied with a decision may apply to the Information Regulator or a court for appropriate relief, as provided for in PAIA.

12. Availability of this Manual

This Manual is available on the Company's website at www.trc.co.za, and a copy may be requested from the Information Officer free of charge.

Last updated: 8 September 2026