



# **SA SPORTSBOOK (PTY) LTD TRADING AS YESPLAY**

(Hereinafter referred to as the “Company”)

## **PROMOTION OF ACCESS TO INFORMATION MANUAL**

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended from time to time) (Hereinafter referred to as “PAIA”)

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### 1. LIST OF ACRONYMS AND ABBREVIATIONS

<b>“CEO”</b>	Chief Executive Officer
<b>“DIO”</b>	Deputy Information Officer.
<b>“IO”</b>	Information Officer.
<b>“Minister”</b>	Minister of Justice and Correctional Services.
<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000 (as Amended from time to time).
<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013.
<b>“Regulator”</b>	Information Regulator; and
<b>“Republic”</b>	Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

**This PAIA Manual is useful for the public to-**

- Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
  - 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;
  - Know the description of the records of the body which are available in accordance with any other legislation;
  - 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.
  - Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it:
  - Know if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
  - Know the description of the categories of data subjects and of the information or categories of information relating thereto;
  - Know the recipients or categories of recipients to whom personal information may be supplied;
  - 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
  - Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
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- This PAIA Manual is intended to:
    - ensure that the Company complies with the Act and to foster a culture of transparency and accountability within the Company by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

- To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act for them to exercise their rights in relation to public and private bodies.
- Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
  - Limitations aimed at the reasonable protection of privacy;
  - Commercial confidentiality; and
  - Effective, efficient, and good governance; and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- This PAIA Manual has been drafted in accordance with the generic manual for the Financial Services Industry, which has been submitted to the Human Rights Commission by the Compliance Institute of South Africa, of which this body is a member.
- In addition, this PAIA Manual complies with the requirements of Section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

### **3. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT**

The Promotion of Access to Information Act, No 2 of 2000 ("**the Act**") was enacted on 3 February 2000, giving effect to the constitutional right in terms section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa and information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.

In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual.

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

## **4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE COMPANY**

### **Chief Information Officer**

Name: Bruce Robert Gray  
Tel: 021 200 5992  
Email: [compliance@yesplay.bet](mailto:compliance@yesplay.bet)  
Fax number: 011 684 2256  
Website: <https://yesplay.bet/>

### **Deputy Information Officers**

Name: Oksana Oberzhitsky  
Tel: 021 200 5992  
Email: [office-admin@yesplay.bet](mailto:office-admin@yesplay.bet)  
Fax Number: 011 684 2256

### **Access to information general contacts**

Email: [compliance@yesplay.bet](mailto:compliance@yesplay.bet)  
Email: [office-admin@yesplay.bet](mailto:office-admin@yesplay.bet)

### **National or Head Office**

Postal Address: 80 Strand Street, Cape Town, 8001  
Physical Address: 80 Strand Street, Cape Town, 8001  
Telephone: 021 200 5992  
Email: [compliance@yesplay.bet](mailto:compliance@yesplay.bet) / [office-admin@yesplay.bet](mailto:office-admin@yesplay.bet)  
Website: [www.yesplay.bet](http://www.yesplay.bet)

A copy of this manual is available in English and if reasonably practical and required, the manual can be explained in any other of the official languages of South Africa to any requester upon completion of Form 1 of the prescribed form.

## **5. THE INFORMATION OFFICER (SECTION 51(1)(B))**

- The Act prescribes the appointment of an Information Officer for Public Bodies where such an Information Officer is responsible for, inter alia, assessing requests for access to information. The Head of a Private Body fulfills such a function in terms of section 51. The Company has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.
- The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.
- The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is to render the Company as accessible as reasonably possible for requesters of its records and to ensure fulfillment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013.
- All requests for information in terms of the Act must be addressed to the Information Officer.
- Contact Details of the Chief Information Officer:

Name: Mr Bruce Robert Gray

Registration number: 05321/2022-2023/IRRTT

Telephone: 021 200 5992

Email: [compliance@yesplay.bet](mailto:compliance@yesplay.bet)

Alternative Email: [office-admin@yesplay.bet](mailto:office-admin@yesplay.bet)

## 6. GUIDE OF SA HUMAN RIGHTS COMMISSION

### Enquiry Details

- The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:
  - Contains information on understanding and how to use the Act.
  - Includes: The objectives of the Act; Of every Public and Private Body; The manner and form for requests; Contents of the Regulations promulgated under the Act.
  - Will be updated and published every 2 (two) years.
  - The Guide is available in all the official languages of the Republic of South Africa.

- Any enquiries regarding this Guide should be directed to:

**The South African Human Rights Commission (SAHRC)**

PAIA Unit (The Research and Documentation Department)

Private Bag X 2700

Houghton

2041

Telephone Number: (011) 877-3803

Facsimile Number: (011) 403-0625

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

E-mail Address: [section51.paia@sahrc.org.za](mailto:section51.paia@sahrc.org.za)

- The Guide is available for inspection, *inter alia*, at the offices of:

**The South African Human Rights Commission**

29 Princess of Wales Terrace

Corner York and St. Andrews Streets

Parktown

via its website at [www.sahrc.org.za](http://www.sahrc.org.za).

## **7. THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY)**

- No category of notice(s), except as indicated in section 9 of this Manual, is automatically available to any person, and as such, no category of records has been published as being automatically available. Any request for records must be made by the requester by completing [Form 2](#) per the prescribed form.

## **8. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))**

### **Records held by the Company**

This clause serves as a reference to the categories of information that the Company holds. The information is classified and grouped according to records relating to the following subjects and categories:

#### **1. Personnel Records**

- Personal records provided by personnel.
- Records provided by a third party relating to personnel.
- Conditions of employment and other personnel-related contractual and quasi-legal records.
- Internal evaluation records and other internal records.
- Correspondence relating to personnel.

#### **2. Employment records**

- Employee Address lists.
- Disciplinary code and records.
- Employee benefits arrangements rules and records.
- Employment contracts.
- Employment Equity plans.

#### **3. Forms and Applications**

#### **4. Grievance procedures**



5. **Leave records**
6. **Medical Aid records**
7. **Provident plan record**
8. **Safety Health and environmental records**
9. **Salary records**
10. **SETA records**
11. **Standard letters and policies**
12. **Workplace and Union agreements and correspondence**
13. **Training schedules**
14. **Manuals, records, and material works**
  - For or provides services to or on behalf of the Company and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company.
  - This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.
15. **Customer Related Records/ sales department**
  - Records provided by a customer to a third party acting for or on behalf of the Company.
  - Records provided by a third party.
  - Records generated by or within the Company relating to its customers, including transactional records from the Company.
  - Customer details.
  - Credit management framework.
  - Risk management plan.

## **16. Companies Act Records**

- Documents of incorporation.
- Memorandum of incorporation.
- Minutes of meetings of the Board of Directors.
- Minutes of meetings of Shareholders.
- Share register and other statutory registers and/or records and/or documents.
- Special regulations/resolutions passed at General and class meetings.
- Records relating to the appointment of: Auditors, Directors, Prescribed Officer, Public Officer, Secretary, Information Officer.

## **17. Financial Records**

- Accounting records.
- Annual Financial records.
- Annual Financial Statements.
- Banking details and bank account.
- Debtors/Creditors Statements and invoices.
- Internal Policies and Procedures.
- Tax returns.

## **18. Income tax records**

- PYE records.
- Documents issued to employees for income tax purposes.
- Records of payments made to SARS on behalf of employees.
- All other statutory compliances: VAT, Regional Service Levies, Skill Development levies, UIF, Workman's Compensation.

## **19. Procurement Department**

- Standard terms and conditions for supply of services and products.
- Contractor, client and supplies agreements.
- Lists of suppliers, products, services, and distribution.
- Policies and procedures.
- Health and Safety and Environmental.
- Health and Safety risk assessment.
- Environmental Management plan.
- Inquiries, inspections, examinations by environmental authorities.

## **20. IT Department**

- Computer/mobile device usage policy documentation.
- Disaster recovery plan.
- Information usage policy documentation.
- System documentation and manuals.

## **21. Purpose of processing of personal information**

To support:

- our systematic activities in access control.
- sales and marketing activities.
- recruitment and management of staff.
- engagement with suppliers.
- engagement with general public.
- engagement with investors and media.

## **22. Data subjects' categories and their personal information**

- Life cycle of Customer records.
- Life cycle of employee records.
- The life cycle of supplier's records.
- General public tracking general enquiries and web site visits
- Investors – records as maintained by the company secretary.
- Media - records of media interactions.
- POPI Act – interactions as per Information Officer.

## **23. Planned recipients of personal information**

- Statutory authorities.
- Employees of the Company.
- Customers.
- Suppliers.
- Law enforcement.
- Tax authorities.
- Financial institutions.
- Medical scheme.
- Employee's pension and provident fund.
- Industry bodies.

## 24. Security measures to protect personal information

- Physical security measures.
- Cyber security measures.
- Training in information security.
- Policies in information security.
- Audits of information security.
- Any particular security framework implemented.

## 25. Transborder flows of personal information

The Company does have any trans-border flow of information. Various agreements and security measures with the relevant third-parties have been secured and implemented.

Such third-parties are as follows:

- Service providers/operators
- Business partners
- Suppliers
- Through the use of social media
- Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of a third party will necessitate permission from the third party concerned, in addition to normal requirements, before the Company will consider access.

## 9. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

- Records of a public nature, typically those disclosed on the Company website and in its various annual reports, may be accessed without the need to submit a formal application. The information of the Company that is automatically available without having to request access in terms of PAIA Section 52(2) is available on the website of the Company at <https://yesplay.bet/>.
- Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

## 10. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

- Where applicable to its operations, the Company also retains records and documents in terms of the legislation listed below.
- Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request for access must be made in accordance with the prescriptions of the Act.

1. Attorneys Act No. 53 of 1979.
2. Auditing Professions Act No. 26 of 2005.
3. Basic Conditions of Employment Act No. 75 of 1997.
4. Broad-Based Black Economic Empowerment Act, 2003.
5. Business Act No. 71 of 1991.
6. Companies Act No. 71 of 2008.
7. Compensation of Occupational Injuries and Diseases Act No. 130 of 1993.
8. Competition Act. No. 71 of 2008.
9. Constitution of the Republic of South Africa 2008.
10. Copyright Act No. 98 of 1978.
11. Customs and Excise Act No. 91 of 1964.
12. Cybercrimes Act No. 19 of 2020.
13. Cross Border Road Transport Act no 4 of 1998.
14. Designs Act No. 195 of 1993.
15. Electronic Communications Act No. 36 of 2005.
16. Electronic Communications and Transaction Act No. 25 of 2002.
17. Employment Equity Act No. 55 of 1998.
18. Financial Advisory and Intermediary Services Act of 2002.
19. Financial Intelligence Centre Act No 38 of 2001.
20. Identification Act No.68 of 1997.
21. Income Tax Act No. 58 of 1962.
22. Insider Trading Act No. 135 of 1998.
23. Insolvency Act No. 24 of 1936.

24. Inspection of Financials Institutions Act No. 18 of 1998.
25. Intellectual Property Laws Amendment Act 38 of 1997.
26. Labour Relations Act No. 66 of 1995.
27. Leases of Land Act No. 18 of 1969.
28. Long Term Insurance Act 52 of 1998.
29. Machinery and Occupational Safety Act No. 6 of 1983.
30. National Credit Act No. 34 of 2005.
31. National Road Traffic Act 93 of 1996.
32. National Environmental Management Act No 107 of 1998.
33. Occupational Health and Safety Act No. 85 of 1993.
34. Patents Act No. 57 of 1978.
35. Pension Funds Act No. 24 of 1956.
36. Prescription Act No. 68 of 1969.
37. Prevention of Organised Crime Act No. 121 of 1998.
38. Promotion of Access to Information Act No. 2 of 2000; (PAIA)
39. Protection of Personal Information Act No. 4 of 2013; (POPIA)
40. Revenue laws Second Amendment Act. No 61 of 2008.
41. Road Transportation Act. No. 74 of 1977.
42. Skills Development Levies Act No. 9 of 1999.
43. Short-term Insurance Act No. 53 of 1998.
44. Stock Exchanges Control Act No. 1 of 1985.
45. Taxation Laws Amendment Act No. 7 of 2010.
46. Trademarks Act No. 194 of 1993.
47. Transfer Duty Act No 40 of 1949.
48. Uncertificated Securities Tax Act No. 31 of 1998.
49. Unemployment Contributions Act 63 of 2001.
50. Unemployment Insurance Act No. 30 of 1966.
51. Value Added Tax Act 89 of 1991.

- It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

## **11. REQUEST PROCEDURE**

It is important to note that the successful completion and submission of an access request form does not automatically allow the requestor access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls

within a certain category as specified within Part 3 of Chapter 4 of the Act. If it is reasonably suspected that the requestor has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requestor.

## Procedural Requirements

- The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- The requester must complete the [prescribed form](#) and submit same as well as payment of a request fee, currently R140.00, to the Information Officer or the Deputy Information Officer via electronic mail address to [compliance@yesplay.bet](mailto:compliance@yesplay.bet), alternatively [office-admin@yesplay.bet](mailto:office-admin@yesplay.bet)
- The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
  - the record or records requested; and
  - the identity of the requester.
- The requester must state that he / she requires the information to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- The Company will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods are not complied with.
- The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (section 53(2)(f)).

- If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- The requester must pay the prescribed fee before any further processing can take place.
- All information as listed herein (i.e. the record available) should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

## **12. REFUSALS OF ACCESS TO RECORDS**

- Grounds to Refuse Access a Private Body such as the Company is entitled to refuse a request for information.
- The main grounds for the Company to refuse a request for information related to the:
  1. mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person.
  2. mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013.
  3. mandatory protection of the commercial information of a third party (section 64), if the record contains:
    - a. trade secrets of a third party.
    - b. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party.
    - c. information disclosed in confidence by a third party to the Company if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.



4. mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement.
  5. mandatory protection of the safety of individuals and the protection of property (section 66).
  6. mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).
  7. The commercial activities (section 68) of a Private Body, such as the Company, which may include:
    - a. trade secrets of the Company.
    - b. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company.
    - c. information which, if disclosed, could put the Company at a disadvantage in negotiations or commercial competition.
    - d. a computer program which is owned by the Company, and which is protected by copyright.
    - e. the research information (section 69) of the Company or a third party, if its disclosure disclosed the identity of the Company, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
  8. Requests for information that are clearly frivolous or vexatious, or which involves an unreasonable diversion of resources shall be refused.
- All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
  - If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the records concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

## **13. REMEDIES AVAILABLE WHEN THE COMPANY REFUSES A REQUEST**

### **Internal Remedies**

- Internal Remedies as a Private Body: The Company does not have an internal appeal procedure. The decision made by the Information Officer is final.
- Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

### **External Remedies**

- A requester that is dissatisfied with the information, may:
  - within 30 (thirty) days of notification of the decision, apply to a Court for relief;
  - request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.
- Refer to the prescribed form: Form 5. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and which is presided over by a designated Magistrate.

## **14. ACCESS TO RECORDS HELD BY THE COMPANY**

### **Prerequisites for Access by Personal/Other Requester**

- Records held by the Company may be accessed by requests only once the prerequisite requirements for access have been met.
- A requester is any person making a request for access to a record of the Company.

### **There are two types of requesters:**

#### **1. Personal Requester**

- A personal requester is a requester who is seeking access to a record containing personal information about the requester.

- The Company will voluntarily provide the requested information, or information. The prescribed fee for reproduction of the information requested will be charged.

## 2. Other Requester

- The requester (or another requester acting on behalf of the requester) is entitled to request access to information on third parties. Refer to [Form 2](#) of the prescribed forms.
- In considering such a request, the Company will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him / her that he /she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information.
- The Company is not obliged to voluntarily grant access to such records. The requester must fulfill the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

## 15. FEES

### Fees Provided by the Act

- The Act provides for 2 (two) types of fees, namely:

#### 1. A Request Fee

- a. A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered.
- b. The request fee is not refundable.

#### 2. An Access Fee

- a. An access fee, which is paid by all requesters if a request for access is granted.
- b. This fee is inclusive of costs involved by the Private Body in obtaining and preparing a record for delivery to the requester. Refer to [Form 3](#) of the prescribed forms.

- When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).
- If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay, as a deposit, the prescribed portion of the access fee which would be payable if the request is granted.
- The Information Officer shall withhold a record until the requester has paid the fees as indicated below.
- A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.
- Where the Company has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.
- Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R140.00 payable up-front before the institution will further process the request received.
- After the Information Officer has decided on the request, the requester must be notified whether access is granted or refused. If the request is granted then an access fee is payable in respect of the search, reproduction, and preparation costs, as set out in Schedule 1.

- Where the institution receives a request for access to information held on a person other than the requester himself / herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.
- Collection Fees may be required and if so, should be deposited into the bank account, the details of which shall be provided by the Company's Information Officer (upon request) and a copy of the deposit slip, application form and other correspondence/documents, forwarded to the Information Officer via email.
- All fees must be deposited into the Company bank account details available from the Information Officer
- All fees are subject to change as allowed for in the Act and therefore such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

## **16. DECISIONS**

### **Time Allowed to Institution**

- The Company will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- The 30 (thirty) day period within which the Company has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office of the Company and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- The Company will notify the requester in writing should an extension be sought.

## 17. AVAILABILITY AND UPDATING OF THE PAIA MANUAL

Regulation Number R.187 of 15 February 2002.

- This PAIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. The Company will update this PAIA Manual at such intervals as may be deemed necessary.
- This PAIA Manual of the Company is available to view at its premises as in section 6 (The Information Officer) above as well as on its website: [yesplay.be](https://www.yesplay.be)

## SCHEDULE 1 - FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R 140
2.	Photocopy/ printed black and white copy of A4-size page	R 2 per page or part thereof
3.	Printed copy of A4-size page	R 2 per page or part thereof
4.	For a copy in a computer-readable form on: (i). Flash drive (to be provided by requester) (ii). Compact disc • If provided by requestor • If provided to the requester	R 40  R 40 R 60
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images per A4-size page	
7.	Transcription of an audio record, per A4-size page	R24
8.	Copy of an audio recording on: (i). Flash drive (to be provided by requestor) (ii). Compact disc • If provided by requestor • If provided to the requestor	R 40  R 40 R 60
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.  To not exceed a total cost of	R145  R435
10.	Deposit: if such exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.