



1. INTRODUCTION

We respect your right of access to information. This manual is to assist potential requestors with the procedure to be followed when requesting access to information/documents from us as contemplated in terms of PAIA. This manual may be amended from time to time. If amended, the updated manual will be made available.

Definitions, Acronyms and Abbreviations

The following words shall have the meanings set out in the table below:

Term	Definition
Companies Act	The Companies Act, 71 of 2008
Manual	Means this manual together with all annexures as available at the offices of SuperSportBet from time to time
Information Regulator	means the Office of the Information Regulator established, in terms of section 39 of POPIA to monitor and enforce compliance with both POPIA and PAIA
PAIA	the Promotion of Access to Information Act, 2 of 2000, read together with all relevant regulations published from time to time
POPIA	the Protection of Personal Information Act, 4 of 2013 with all relevant regulations published from time to time
SAHRC	means the South African Human Rights Commission

2. PURPOSE OF THIS MANUAL

This manual, among other things:

- assists members of the public to check the nature of the records which SuperSportBet holds and provides the contact details of the relevant persons at SuperSportBet who will assist with requests;
- sets out the procedure that must be followed by a member of the public when requesting access to information or documents from SuperSportBet as contemplated in terms of PAIA and POPIA; and
- the procedure to be followed when requesting access to company records in terms of section 26 of the Companies Act.

3. APPLICATION

Under PAIA, you as information requestor may only request information if the information is required to



exercise or protect a right. Information won't be provided unless enough detail is given to enable us to identify the right the requester is seeking to protect, with explanation as to why the requested information is required to protect the right. There is no contractual or other right or entitlement to receive the information. Requests for information and the right to access information must be in accordance with the provisions of PAIA, or where relevant, POPIA, section 26 of the Companies Act or other relevant legislation.

4. CONTACT DETAILS

SECTION 51 (1) (A) OF THE ACT

Name of body: SuperSportBet (Pty)Ltd

Managing Director: Grant Stuart Greeff

Appointed Information Officer: Grant Stuart Greeff

Physical Address: The Block, 2nd and 3rd Floor, 51 Wale Street, Cape Town

Postal Address: The Block, 2nd and 3RD Floor, 51 Wale Street, Cape Town

Access to Information General Contacts

Email: information@supersportbet.com

5. AVAILABILITY OF THIS MANUAL

(Section 51(13) of PAIA)

This manual can be accessed via our website www.supersportbet.com.

This manual is available for inspection at SuperSportBet offices, free of charge located at the physical address above.

Copies of the manual may be obtained, subject to the prescribed fees, at SuperSport Bet offices.

This manual can also be accessed from the Information Regulator (if in terms of PAIA the Information Regulator has requested the updated manual from SuperSportBet).

6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The SAHRC compiled the Guide on How to Use the Promotion of Access to Information Act 2 of 2000, as amended ("the PAIA Guide") in accordance with Section 10 of PAIA. The PAIA Guide is updated and made available by the Information Regulator. It is available in all of the official languages.



The PAIA Guide can be accessed in the following ways:

- in hard copy at SAHRC offices: 29 Princess of Wales Terrace, corner York and St. Andrews Street, Parktown, Johannesburg, Gauteng;
- electronically (<https://www.sahrc.org.za/index.php/understanding-paia>)
- electronically on the Information Regulator's website: (https://info regulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf)

Please direct any queries about the PAIA Guide to the Information Regulator

Contact details for the Information Regulator

Research and Documentation Department

Physical Address: JD House, 27 Stiemens Street
Braamfontein
Johannesburg, 2001

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone Number: +27 10 023 5200

Website: www.justice.gov.za/info reg/

Email (complaints): complaints.IR@justice.gov.za

Email (general enquiries) info reg@justice.gov.za

Contact details of the South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Private Bag 2700 HOUGHTON 2041

Telephone: +27 11 877 3825

Fax: +27 11 403 0625

Website: www.sahrc.org.za E-mail: PAIA@sahrc.org.za



7. AUTOMATICALLY AVAILABLE RECORDS

The records listed below are automatically available without having to submit a formal request to access the information in terms of PAIA.

Reproduction fees may be levied at the discretion of SuperSportBet in accordance with reproduction costs, preparation and time required to search and prepare disclosures.

SuperSportBet will provide you with a written estimate of the fee before providing the services

- Public Product Information – freely available on website
- Public Corporate Records
- Product and Services information
- Published financial records which are generally available to the public.

8. DESCRIPTION OF RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- Companies Act, No. 71 of 2008
- Copyright Act, No. 98 of 1978
- Income Tax Act, No. 58 of 1962
- Value-Added Tax Act, No. 89 of 1991
- Customs and Excise Act, No. 91 of 1964
- Labour relations Act, No. 66 of 1995
- Unemployment Insurance Act, No. 63 of 2001
- Unemployment Insurance Contributions Act, No. 4 of 2002 PAIA MANUAL
- Basic Conditions of Employment Act, No. 75 of 1997
- Employment Equity Act, No. 55 of 1998
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Insolvency Act, No. 24 of 1936
- Occupational Health and Safety Act, No. 85 of 1993
- Labour relations Act, No. 66 of 1995
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Arbitration Act 42 of 1965
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002



- Electronic Communications Act 13 of 2000
- Protection of Personal Information Act 4 of 2013

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

9.1. Any information available on our webpage

9.2. Day to day management:

Department:	Categories of records
Company Secretary	<ul style="list-style-type: none"> • Compliance with corporate governance • Memorandum and articles of association • Company register • Shareholders agreements • Share certificates • Board meetings (attendance register, resolutions, minutes books): • Delegations of authority • General correspondence
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> • Annual Reports, Strategic Plan, Annual Performance Plan.
Department: Company Secretary	<ul style="list-style-type: none"> • Compliance with Corporate Governance • Memorandum and Articles of Association • Company Register • Board Meetings: • Attendance register • Resolutions, Minute books • Delegations of Authority • General correspondence
Department: Human Resources	<ul style="list-style-type: none"> • HR policies and procedures • Advertised posts • Employees records • Remuneration • Medical Adi • Employee benefits

Operational documents	<ul style="list-style-type: none"> • Customer and supplier information • Agreements or contracts
Department: Finance	<ul style="list-style-type: none"> • Invoices • Credit/Debit Notes • Journals, Ledgers & Balance Sheets • Income Statements • Trial Balance statements • Cash Flow statements • Tax invoices • Salary information • Auditors Report • General correspondence
Department: Administration	<ul style="list-style-type: none"> • Suppliers • Debtors and Creditors • Insurance Policies • Lease Agreements • Employees travel records • General correspondence
Department: Legal	<ul style="list-style-type: none"> • Contracts / Agreements • Litigation Records • Administration of Legislation • General correspondence
Department: Regulatory	<ul style="list-style-type: none"> • Agreements • Regulatory submissions • General correspondence
Department: Marketing	<ul style="list-style-type: none"> • Development of new products • Advertising • General correspondence
Department: Call Centre	<ul style="list-style-type: none"> • Customer complaints/queries • Customer liaison • Compliment records • General correspondence

Access to the documents listed above may be protected by privacy or the grounds of refusal in terms of PAIA. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA and other applicable legislation.



9.3. Planned transborder flows of personal information

It is envisaged that some personal information may be stored in the cloud outside the Republic in the United Kingdom and the EEA both SuperSportBet and its service providers.

10. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

10.1. A request for access to information must be made in the prescribed form (Form C) to the appointed information officer indicated above. See below for the prescribed form, which can also be found on www.sahrc.org.za.

10.2. All required text fields in the form C must be completed in full and in a legible form. The form (as well as any additional pages attached thereto) must be signed by the person submitting the form.

10.3. Requesters must provide sufficient details to enable SuperSportBet identify:

- the record(s) requested;
- the requester (and if an agent is lodging the request, proof of capacity);
- the form of access required;

the postal address or fax number of the requester in the Republic of South Africa

if the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;

the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10.4. Once the form has been submitted, the appointed information officer will notify the requester of the prescribed fee (if any) payable before further processing the request.

10.5. The information officer shall within 30 days, after the request is received, notify the requester whether the request has been granted/or refused, as well as provide the requester with any additional fees which may be levied. This additional fee would be for the reproduction, preparation and time, reasonably required to search and prepare the disclosure.

REQUEST FOR ACCESS TO RECORD

The following proof must be submitted together with this completed and signed Request for Access to Record Form below to the Information Officer with email address: information@supersportbet.com

Proof of payment of fees (if applicable);



REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			



Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD (Mark the applicable box with an "X")			
Record is in written or printed form			



Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	



PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEEs	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made



FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	
Signature Information Officer	

FEES PAYABLE

The following Fees are payable in respect of Private Bodies (other than personal requests) in terms of Part III of the PAIA Regulations published in the Government Gazette:

Private Body” means- (a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity. (b) a partnership which carries or has carried on any trade, business or profession; or (c) any former or existing juristic person but excludes a public body.

FEES IN RESPECT OF PRIVATE BODIES		
1.	The request fee payable by every Requestor	R140.00
2.	Photocopy/ printed black & white copy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on:	
	4.1 Flash drive (to be provided by requestor)	R40.00
	4.2 Compact disc	
	- If provided by requestor	R40.00
	- If provided to requestor	R60.00

5.	For a transcription on visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: 8.1 Flash drive (to be provided by requestor) 8.2 Compact disc - If provided by requestor - If provided to requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure	R145.00
	for each hour or part of an hour, excluding the 1 st hour, reasonably required for such search and preparation. To not exceed a total cost of	R435.00
10.	Deposit: If search exceeds 6 hours	1/3 rd of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

OBJECTION TO PROCESS PERSONAL INFORMATION FORM

The following proof must be submitted together with the completed and signed Objection to Process Personal Information Form to the Information Officer:

- Certified copy of the Requestor's identity document;
- Affidavit and supporting documentation (only if applicable).



1. DETAILS OF DATA SUBJECT	
Name(s) and surname/registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
2. DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number/E-mail address:	
3. PROVIDE DETAILED REASONS FOR: The objection to process personal information in terms of section 11(1)(d) to (f) of POPIA	