



PROMOTION OF ACCESS TO INFORMATION ACT, 2 of 2000 Section 51 Manual

Electrum Payments (Pty) Ltd

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

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1. Introduction

Electrum Payments (Pty) Ltd ("**we**" or "**us**" or "**our**") is a software development company providing transaction processing technologies.

The Promotion of Access to Information Act, 2000 ("**PAIA**" or "**THE ACT**") affords natural and/or juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights. Conversely, the Protection of Personal Information Act 4 of 2003 ("**POPIA**") affords data subjects the right to request access, in accordance with the provisions of PAIA, to their personal information from any responsible party.

Section 51 of PAIA requires private bodies to compile a manual setting out the procedure and requirements to be adhered to in seeking to obtain access to information held by that private body. It also stipulates the minimum requirements with which the manual must comply.

The manual does not need to explain how to access or object to personal information held by us, or to request the correction thereof in terms of POPIA. Such details are contained in our Data Privacy Policy.

A request for access can be made by following the prescribed procedures (ANNEXURE A) and at the rates provided (paragraph 9) for in PAIA.

2. Section 51(1)(a) of the Act: Contact Details

Company Registration: Electrum Payments (Pty) Ltd	2012/220035/07
Chief Executive Officer & Managing Director & Information Officer	David Glass
Deputy Information Officer	Ferdinand Immelman
Street Address	3 rd Floor 16A Newmarket Street Foreshore 8001
Postal Address	3 rd Floor 16A Newmarket Street Foreshore 8001
Telephone	+27 21 448 6422
Website	www.electrum.co.za
Email	privacy@electrum.co.za

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

3. Section 51(1)(b) of the Act: Section 10 Guide

- a. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- b. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are prescribed in clauses 53 and 54 of the Act.
- c. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission ("**SAHRC**") and which contains information on how to exercise any of the rights contemplated in the Act. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
 Telephone Number: +27-11-877 3600
 Fax Number: +27-11-403 0625
 Email: paia@sahrc.org.za
 Website: www.sahrc.org.za

Alternatively, its successor, The Information Regulator (South Africa)

Postal Address: SALU Building, 316 Thabo Sehume Street, Pretoria
 Contact person: Ms Mmamoroke Mphelo
 Telephone Number: 012 406 4818
 Fax Number: 086 500 3351
 Email: infoereg@justice.gov.za

4. Section 51(1)(b) of the Act: Records Available in Terms of Legislation

Records are available in terms of the following legislation that is applicable to our business. These records are not automatically available and any request for access thereto will be assessed in accordance with applicable internal policies and legislative requirements and should be made as detailed in paragraph 6 below.

No	Reference	Act
1	No 71 of 2008	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 58 of 1962	Income Tax Act
5	No 66 of 1995	Labour Relations Act

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 25 of 2002	Electronic Communications and Transactions Act
9	No 2 of 2000	Promotion of Access of Information Act
10	No 63 of 2001	Unemployment Insurance Act
11	No 85 of 1993	Occupational Health and Safety Act
12	No 53 of 2003	Broad-Based Black Economic Empowerment Act
13	No 9 of 1999	Skills Development Levies Act
14	No 4 of 2013	Protection of Personal Information Act

Request for access to documents held by us will be in accordance with the Act. The type of information/records available to the person requesting the information are listed hereunder:

4.1. Administrative Records

These include but are not limited to following:

4.1.1. Company Act Records: including

- Documents of incorporation
- Memorandum of incorporation
- Minutes of board or directors meetings
- Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- Share register and other statutory registers

4.1.2. Any personal records provided to us by our personnel

4.1.3. Any records which a third party has provided to us about any of its personnel

4.2. Human Resources Records

These include but are not limited to following:

- Any personal records provided to us by our personnel
- Any records that a third party has provided to us about any of its personnel
- Conditions of employment and other personnel-related contractual and quasi-legal records
- Internal evaluation and training records
- Other internal records and correspondence

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

4.3. Client-related Records

These include but are not limited to following:

- Operational records
- Databases
- Information technology
- Marketing records
- Internal correspondence
- Product records
- Statutory records
- Internal policies and procedures

4.4. Financial Records

These include but are not limited to following:

- Annual Financial Statements
- Audit Records
- Tax Returns
- Accounting Records
- Banking Records
- Bank Statements
- Paid Cheques
- Electronic Banking Records
- Asset Register

4.5. Income Tax Records

4.5.1. PAYE records

4.5.2. Documents issued to employees for income tax purposes

4.5.3. Records of payments made to SARS on behalf of employees

4.5.4. All other statutory compliances:

- Vat
- Regional Services Levies
- Skills Development Levies
- UIF
- Workmen's Compensation

4.6. Third Parties

We may possess records pertaining to other parties / third parties, including without limitation, contractors, suppliers, subsidiary companies and other service providers. These records include:

- Service level agreements
- Rental Agreements
- Supply agreements
- Financial records
- Correspondence

Alternatively, such other parties may possess records which can be said to belong to us. The following records fall under this category:

- Personnel, client or our records which are held by another party
- Records held by us pertaining to other parties, including without limitation:
 - financial records
 - correspondence
 - contractual records
 - records provided by the other party.

5. Section 51(1)(d) of the Act: Automatic Disclosure - Categories of Records Available Without Having to Request Access

Categories of information available without request:

- a. A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of the Act, has to date not been published. The information in this section provides a reference to the records that the Company holds, which will facilitate a request in terms of the Act.
- b. All records or information available on our website www.electrum.co.za is available without any request.
- c. Other non-confidential records and information, such as statutory records maintained at Companies and Intellectual Property Commission ("CIPC"), can also be accessed with a request directed either to the CIPC, or from our Deputy Information Officer. A requester will, however, have to schedule an appointment with our Deputy Information Officer for such a purpose.

6. Section 51(1)(E) of the Act: Form of Request for Access

A request for access to information held by us must be submitted in writing, using the Information Access Request Form in Annexure A as well as a copy of identity (official ID, ID card, Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

or passport), addressed to the Deputy Information Officer and must include sufficient details to enable us to identify:

- a. The record being requested.
- b. The name and contact details of the requester (and if on behalf of another, proof of capacity and authority to act on behalf thereof).
- c. The form of access required.
- d. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
- e. 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.

Upon receipt of the completed Information Access Request Form and proof of payment of the prescribed fees, we will consider the request and provide a response within 30 (thirty) working days. Should the request be denied, reasons will be provided and the requester will have the right to challenge the decision through the appropriate Magistrates Court.

7. Personal information processed

Section 17 of POPIA requires a responsible party to maintain a record of all processing operations or activities or functions under its responsibility in a PAIA manual.

POPIA requires the following information to be provided:

POPIA Information Required	Our Information
(i) Purpose of processing personal information	<ul style="list-style-type: none"> To deliver the services requested to customers. Engagement of employees, job applicants (successful or unsuccessful) and third-party service providers.
(ii) Description of categories of data subjects and of information or categories of information relating thereto	<p>Categories data subjects:</p> <ul style="list-style-type: none"> Customers Employees Job applicants (successful or unsuccessful) Third-party service providers. <p>Categories information Personal information, as further detailed in the privacy policy.</p>
(iii) Recipients or categories recipients to whom the	We may only share personal information of data subjects with selected third parties including business partners,

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

personal information may be supplied	suppliers and sub-contractors for the performance of any contract between us and the data subject or if we are under a duty to disclose or share personal information in order to comply with any legal obligation.
(iv) Planned transborder flows of personal information	<p>No personal information is transferred outside of the Republic of South Africa unless –</p> <ul style="list-style-type: none"> • recipient country can offer such data an “adequate level” of protection; • the data subject provides its prior written consent to the transfer; • the recipient is subject to a law, code of conduct or contract which provides comparable protection for the personal information as the protections contained in our privacy policy, including similar provisions • relating to the further transfer of the personal information; • the transfer is necessary for the performance of a contract between us and the data subject; or • the transfer is for the benefit of the data subject and it is not reasonably practicable to obtain the consent of the data subject, and if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

8. Section 51(1)(F) of the Act: Other Information as Prescribed

Section 51(1)(f) of the Act grants the Minister powers to publish a notice prescribing any other information that companies will have to disclose.

9. Request Fees

All prices listed below are exclusive of value added tax as set out in the Value Added Tax Act, No. 89 of 1991.

The request fee payable by a requester, other than a personal requester (i.e. a person seeking access to records that contain their personal information), is R50.00.

The fee for a copy of the manual is R1.10 for every photocopy of an A4-size page or part thereof.

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof	R0.75

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

held on a computer or in electronic or machine-readable form	
(c) For a copy in a computer-readable form on compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A6-size page or part thereof	R20.00
(ii) For a copy of an audio record	R30.00
(f) To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R30.00

ANNEXURE A

FORM C

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]

Section 1.01 A. Particulars of private body

The Head:

Section 1.02

Section 1.03 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:

Section 1.04 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.

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

Description of record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

Section 1.05 E. Fees

- c. 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.
- d. You will be notified of the amount required to be paid as the request fee.
- e. 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
- f. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

Section 1.06 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
Form in which record is required:	
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <ul style="list-style-type: none"> 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. (c) The fee payable for access for 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*

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000.

Date of Compilation: 07 June 2021 // Date of Revision: 29 June 2021

3. If record consists of recorded words or information which can be reproduced in sound:			
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document
4. If record is held on computer or in an electronic or machine-readable form:			
	printed copy of record*		printed copy of information derived from the record"
			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? Postage is payable.			YES NO

Section 1.07 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:

Section 1.08 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 of20.....

SIGNATURE OF REQUESTER / PERSON ON

WHOSE BEHALF REQUEST IS MADE

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