

PAIA MANUAL

MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000 ("THE ACT")

A. INTRODUCTION TO LOTTOLAND SA (PTY) LTD

Lottoland SA (Pty) Ltd ("LLSA") is a private company operating in the licensed online betting sector in the Western Cape Province of South Africa. LLSA is the holder of a bookmaker licence issued by the Western Cape Gambling and Racing Board, which authorises it to lay and place fixed odds and open bets on any contingency.

B. PURPOSE OF MANUAL

1. The purpose of this manual is to facilitate requests for access to information on LLSA.
2. This manual does not comprehensively deal with every procedure provided for in the Act.
3. Requesters of information are advised to familiarise themselves with the provisions of the Act before making any requests to LLSA in terms of the Act.
4. LLSA makes no representation and gives no undertaking or warranty that the information provided by it to a requester is complete or accurate, or that such information is fit for any purpose. All users of such information shall use such information entirely at their own risk, and LLSA shall not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this manual or any information provided by LLSA or any error therein.

C. PARTICULARS OF SECTION 51 MANUAL

1. Contact Details (section 51(1)(a))

LLSA has authorised its Chief Operating Officer to act as its head for the purpose of the compilation of this Manual and to address all requests for access to information from LLSA made in terms of the Act.

Lottoland SA (Pty) Ltd

The Head : Attention: The Chief Operating Officer

Street Address : Unit 6B, Mainstream Mall, Corner Main &, Princess Street, Hout Bay, Cape Town, 7806

Postal Address : P. O Box 95 ,Stonehaven Estate, Noordhoek, 7975

E-mail : informationofficer@lottoland.co.za

2. Guide on how to use the Act (section 51(1)(b)(i))

The Promotion of Access to Information Act grants a requester access to records of a company 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. Requests in terms of the Act are required to be made in accordance with the prescribed procedures, at the rates provided.

This Guide is available from the South African Human Rights Commission : PAIA unit, Research and Documentation Department, Postal Address: Private Bag 2700, Houghton, 2041; Telephone : +27 11 484 8300; Fax : +27 11 484 0582; Website : www.sahrc.org.za; e-mail: paia@sahrc.org.za.

3. Records available in terms of any other legislation (section 51(1)(b)(iii))

Records are kept and are available upon specified conditions (and in certain instances only to specified persons) in accordance with such other legislation as is applicable to LLSA, including (and as amended from time to time):

- **Company Secretarial & Legal**
 - i. Companies Act 71 of 2008
 - ii. Copyright Act 98 of 1978
 - iii. Competition Act 89 of 1998
 - iv. Consumer Protection Act 68 of 2008
- **Accounting and Finance**
 - i. Income Tax Act 58 of 1962
 - ii. Revenue Laws Amendment Act 60 of 2008
 - iii. Value Added Tax Act 89 of 1991
 - iv. Financial Intelligence Centre Act 38 of 2001
 - v. South African Reserve Bank Act 90 of 1989
 - vi. National Credit Act 34 of 2005
- **Human Resources**
 - i. Broad-Based Black Economic Empowerment Act, 53 of 2003
 - ii. Labour Relations Act 66 of 1995
 - iii. Basic Conditions of Employment Act 75 of 1997
 - iv. Employment Equity Act 55 of 1998
 - v. Skills Development Levies Act 9 of 1999

- vi. Pension Funds Act 24 of 1956
- vii. Medical Schemes Act 131 of 1998
- viii. Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- ix. Occupational Health and Safety Act 85 of 1993
- x. Unemployment Insurance Act 63 of 2001
- xi. Environmental Health and Safety Act 1989
- **Gambling Legislation**
 - i. National Gambling Act of 7 of 2004, and the regulations made thereunder
 - ii. Western Cape Gambling and Racing Act 4 of 1996, and the regulations made thereunder

4. Access to the records held by LLSA (sections 51(1)(c) & (e))

i. The categories of records which are available without a person having to request access in terms of the Act

Information already available in the public domain including information that is available in terms of the latest notice regarding the categories of records in terms of section 52(2)

ii. Records held by LLSA [Section 51(1)(b)(iv)]

The following is a list of the subjects on which LLSA holds records and the categories into which these fall. The procedure in terms of which such records may be requested is set out in sections 4(iii) to (v) below.

Kindly note that this does not mean that the information and records listed below will automatically be made available as there are a number of grounds for refusal of access, [Sections 7, 61 and 63 to 70]

COMPANIES ACT RECORDS

- Documents of incorporation
- Memoranda of Incorporation and Articles of Association
 - Minutes of Board of Directors meetings
 - Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers
 - Share Register and other statutory registers

FINANCIAL RECORDS

- Annual Financial Statements
- Tax Returns

- Accounting Records
- Banking Records
- Bank Statements
- Paid Cheques
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices

TAX-RELATED RECORDS

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory taxes, levies and contributions:
 - i. VAT
 - ii. Regional Services Levies
 - iii. Skills Development Levies
 - iv. UIF
 - v. Workmen's Compensation

PERSONNEL DOCUMENTS AND RECORDS

- Employment contracts
- Employment Equity Plan (if applicable)
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code

- Internal Policies
- Internal Rules
- Leave records
- Training records
- Training Manuals

INDUSTRY STAKEHOLDER RECORDS

“Industry Stakeholders” include –

- The Western Cape Gambling and Racing Board and its personnel
- The National Gambling Board of South Africa and its personnel
- The Financial Intelligence Centre
- The Standing Committee of the Western Cape Provincial Legislature responsible for the gambling portfolio
- The Portfolio Committee on Trade and Industry (National Parliament)
- Applicants for or holders of any licence or certificate of suitability required in relation to the bookmaking business of the private body
- Shareholders of the private body

Industry Stakeholder Records include hard and/or soft copies of the following –

- All national and provincial licences issued to the private body
- All certificates of suitability issued to Industry Stakeholders
- Licence application documentation in respect of Industry Stakeholders
- Any documentary records provided to the private body by Industry Stakeholders
- Records, reports, submissions, tax returns, invoices, payment confirmation records, correspondence, circulars, opinions and/or memoranda prepared for, addressed to or received from Industry Stakeholders

iii. The request procedure

To facilitate the processing of your request, kindly:

- Use the prescribed form.
- Provide proof of identity to authenticate the request and the requester. Therefore in addition to the prescribed form, requesters will be required to supply a certified copy of their identification document or any other legally acceptable form of identification.

- Address your request to the Chief Operating Officer.
- Provide sufficient details to enable LLSA to identify the following:
 - (a) record(s) requested;
 - (b) requester (and if an agent is lodging the request, proof of capacity);
 - (c) the form of access required;
 - postal address or electronic mail address of the requester in the Republic;
 - if the requester wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof;
 - (d) 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 that right.

iv. **Notification**

Requesters will be informed within 30 days if LLSA's decision is to refuse access to the information requested based on any of the grounds for refusal as contemplated in Sections 7, 61 and 63 to 70 of the Act. Take note that the 30-day period may be extended for a further 30-day period should more time be required to gather the requested information. The requester will, however, be notified if the initial 30-day notice period is to be extended for a further 30 days.

v. **Prescribed Fees**

The following applies to requests (other than personal requests):

- A requester is required to pay the prescribed fees (if any) before a request will be processed (See Annexure A for the prescribed fees);
- If the preparation of the record requested requires more than the prescribed number of hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.

5. Information regarding the Protection of Personal Information Act ("POPIA") [Section 51(1)(c)]:

5.1. Purpose of the processing [Section 51(1)(c)(i)]:

Personal information, as defined in POPIA, is processed by LLSA for the purposes of:

- (i) Monitoring compliance with contractual obligations;
- (ii) Monitoring and ensuring compliance with applicable legislation;

- (iii) Monitoring and ensuring compliance with licence conditions, and
- (iv) Due diligence and enhanced due diligence monitoring in respect of customers

5.2. **Categories of data subjects and information relating thereto [Section 51(1)(c)(ii)]:**

The personal information specified in the Table below is held and processed by LLSA in respect of the categories of data subjects listed in the Table below:

DATA SUBJECTS	PERSONAL INFORMATION
Customers	Identity data, contact data, financial data, transaction data, technical data, profile data, usage data, marketing and communication data
Employees	Identifying details, contact details, banking details, pension details, tax numbers, medical aid details
Suppliers, contractors & creditors	Company name, company registration number, contact details, bank details, tax number and/or VAT number

5.3. **Categories of recipients to whom personal information may be supplied [Section 51(1)(c)(iii)]:**

The personal information held by LLSA may be supplied to –

- (i) the relevant data subject;
- (ii) any governmental and/or regulatory authority which requires such information for the proper performance of a statutory function;
- (iii) other persons, with the consent of the data subject, and only for a purpose consistent with the purpose for which the relevant personal information was collected, and/or
- (iv) where the personal information is anonymous (i.e. does not enable the recipient to identify the data subject).

5.4. **Planned transborder flows of personal information [Section 51(1)(c)(iv)]:**

The personal information in respect of customers of LLSA is shared with and processed by LLSA, and may further be shared with and processed by the entities listed in the table below, as well as such other entities as may replace or supplement the entities listed below as holding, subsidiary, related and/or associated companies within the greater Lottoland Group from time to time:

NAME OF COMPANY	COUNTRY IN WHICH REGISTERED
Daisy Service Limited	Gibraltar
Daisy Consulting Solutions Limited	United Kingdom
Saber Tech Systems S.L	Spain
Lottoland Services Limited	Gibraltar
Jackpot Limited	Gibraltar
Lottoland Holdings Limited	Gibraltar
Fortuna Insurance PPC limited	Gibraltar

5.5. Information security measures [Section 51(1)(c)(v)]:

The confidentiality, security and integrity of the personal information held and processed by LLSA is promoted and assured by means of –

- (i) Password protection;
- (ii) Detailed Password Policy;
- (iii) Encryption;
- (iv) Access controls to personal information;
- (v) Firewalls;
- (vi) Multi-factor Authentication & Single Sign On Solution;
- (vii) Platform Privacy Policy;
- (viii) Personal Information Sharing Policy;
- (ix) Subject Access Request Policy;
- (x) Data Retention Policy;
- (xi) Clean Desk Policy, and
- (xii) Internal Privacy Policy.

6. Availability of the Manual (section 51(3))

This Manual is available for inspection at the offices of LLSA free of charge and copies are available with the SAHRC, and on the LLSA website referred to above.

ANNEXURE A

PRESCRIBED FEES

Prescribed Fees for Private Bodies

1. The fee for a copy of the Manual as contemplated in regulation (9)(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) compact disc	70,00
(ii) flash drive	70,00
(d) For a transcription of visual images,	
(i) for an A4-size page or part thereof	40,00
(ii) for a copy of visual images	60,00
(e) For a transcription of an audio record,	
(i) for an A4-size page or part thereof	20,00
(ii) for a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

(1)(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 held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on –	
(i) compact disc	70,00

- | | | |
|------|---|-------|
| (ii) | flash drive | 70,00 |
| (d) | For a transcription of visual images, | |
| (i) | for an A4-size page or part thereof | 40,00 |
| (ii) | for a copy of visual images | 60,00 |
| (e) | For a transcription of an audio record, | |
| (i) | for an A4-size page or part thereof | 20,00 |
| (ii) | for a copy of an audio record | 30,00 |
| (f) | To search for and prepare the record for disclosure, R30,00 for each part of an hour reasonably required for such search and preparation. | |
| (2) | For purposes of section 54(2) of the Act, the following applies: | |
| (a) | six hours as the hours to be exceeded before a deposit is payable; and | |
| (b) | one third of the access fee is payable as a deposit by the requester. | |
| (3) | The actual postage is payable when a copy of a record must be posted to a requester. | |

ANNEXURE B: PRESCRIBED FORM C

REQUEST FOR ACCESS TO RECORDS OF LLSA

(Section 53(1) of the Promotion of Access to Information Act, 2000)

(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

Lottoland SA (Pty) Ltd

The Head: Attention The Chief Operating Officer

Address: Unit 6B , Mainstream Mall, Corner Main &, Princess Street, Hout Bay, Cape Town, 7806

E-mail: informationofficer@lottoland.co.za

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 electronic address 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:

.....

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.

1 Description of record or relevant part of the record:

.....

2 Reference number, if available:

.....

3 Any further particulars of record:

.....

E. Fees

- (a) 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.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees:

.....

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
Mark the appropriate box with an X. NOTES: (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) 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:			
	copy of record*		inspection of record
2. If record consists of visual images: this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
	view the images		copy of the images"
			transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
	listen to the soundtrack		transcription of soundtrack*
	audio cassette		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* (USB 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

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:

.....
.....
.....
.....

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 of, 20.....

**SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE**