

# PAIA and POPI Manual for

BetSA cc

BetSA Mpumalanga (PTY) Ltd

VBetSA Limpopo (PTY) Ltd

VBetSA Western Cape (PTY) Ltd

**[Hereafter referred to as “BetSA”]**

Prepared in terms of the requirements of the  
Promotion of Access to Information Act No 2 of 2000  
and to address requirements of the  
Protection of Personal Information Act, 2013  
Last update: 25 May 2021

# Table of Contents

- INTRODUCTION ..... 2
- GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION ..... 3
- ACCESS TO RECORDS HELD BY BetSA [Section 51 (b) (ii) & (iv)] ..... 3
- FEES ..... 4
- CATEGORIES OF RECORDS HELD BY THE COMPANY ..... 5
- PROCESSING OF PERSONAL INFORMATION ..... 7
- AVAILABILITY OF THE MANUAL [SECTION 51(3)] ..... 8
- FORM C ..... 9

## **Nature of Business**

BetSA cc, BetSA Mpumalanga (PTY) Ltd, VBetSA Limpopo (PTY) Ltd, VBetSA Western Cape (PTY) Ltd are Bookmaker entities provincially licenced with multiple Bookmaker sites offering betting facilities to the public.

## **Contact Details [Section 51(a)(i)]**

**Company Names:** BetSA cc, BetSA Mpumalanga (PTY) Ltd, VBetSA Limpopo (PTY) Ltd, VBetSA Western Cape (PTY) Ltd

**Information Officer:** Leighton van Wyk

**Deputy Information Officer:** Jelte van der Woude

**Physical Address:** 59 Murray Street

Nelspruit

Mpumalanga

1201

**Postal Address:** P O Box 953

Nelspruit

1201

<b>Telephone Number:</b>	+27 13 752 3274
<b>Email Address:</b>	info@betsa.co.za

**Website:** [www.betsa.co.za](http://www.betsa.co.za)

## **GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION**

The section 10 Guide on how to use the Act [Section 51(b)(i)] is available from the South African Human Rights Commission.

### **Please direct any queries to:**

The South African Human Rights Commission:

PAIA Unit (The Research and Documentation Department)

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 484-8300

Fax: +27 11 484-1360

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

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## **ACCESS TO RECORDS HELD BY BetSA [Section 51 (b) (ii) & (iv)]**

## The Request Procedures

- ❖ A requester must use the prescribed 'Form C' to make the request for access to information. The request must be made to the Information Officer. This request must be made to the postal address or electronic mail address as per Section 53(1) (a).
- ❖ The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s53(2)(a) and (b) and (c)].
- ❖ The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2) (d)].
- ❖ If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2) (f)].

### Decision

Please note that recording a category or subject matter in this manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

## FEES

If the personal information requested is of the requester who seeks access to a record containing personal information about the personal requester, then the requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- ❖ The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- ❖ The fee that the requester must pay to a private body is R50.
  - The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3) (b)].
- ❖ After the Information Officer has made a decision on the request, the requester must be notified in the required form.
- ❖ If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

## CATEGORIES OF RECORDS HELD BY THE COMPANY

### **Personal Information records kept, may also include information which are available in accordance with any Other Legislation as per [Section 51 (b)(iii)]**

- ❖ Protection of Personal Information Act 4 of 2013
- ❖ Basic Conditions of Employment Act No 75 of 1997
- ❖ Companies Act No 71 of 2008
- ❖ Employment Equity Act No 55 of 1998
- ❖ Labour Relations Act No 66 of 1995
- ❖ Skills Development Act No 97 of 1998
- ❖ Skills Development Levies Act No 9 of 1999
- ❖ Unemployment Insurance Contributions Act No 2 of 2002
- ❖ Value Added Tax Act No 89 of 1991
- ❖ Income Tax Act No 58 of 1962
- ❖ Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- ❖ Employment Equity Act 55 of 1998
- ❖ Occupational Health and Safety Act 85 of 1993
- ❖ Mpumalanga Gambling Act,1995 (ACT NO.5 of 1995)
- ❖ GAUTENG GAMBLING ACT NO4 (1996)
- ❖ LIMPOPO GAMBLING ACT 3 OF 2013
- ❖ NATIONAL GAMBLING ACT, 2004 (Act 7 of 2004)
- ❖ WESTERN CAPE GAMBLING AND RACING ACT, 1996 (ACT 4 OF 1996)
- ❖ FINANCIAL INTELLIGENCE CENTRE ACT, 2001 (Act No. 38 OF 2001)
- ❖ DISASTER MANAGEMENT ACT 57 of 2002

### **Automatic Disclosures [Section 51 (1) (ii)]**

#### ***Information that is freely available***

Website Information: [www.betsa.co.za](http://www.betsa.co.za)

### **Other Records held by the Company [Sections 51(b)(iv)]**

1. HUMAN RESOURCES
  - ❖ Employment contracts
  - ❖ Disciplinary records
  - ❖ Salary records
  - ❖ Leave records
  - ❖ Training records
  - ❖ Attendance registers

## 2. FINANCIAL RECORDS

- ❖ Asset register
- ❖ Annual financial statements
- ❖ Tax returns
- ❖ Bank statements
- ❖ Invoices
- ❖ Tax records

## 3. COMPANY SECRETARIAL

- ❖ Company registrations
- ❖ Licences (different categories)
- ❖ Statutory documentation
- ❖ Minutes and resolutions

## 4. RECRUITMENT AND APPLICATION RECORDS

- ❖ Records relating to clients and candidates applications

## 5. CONTROLS & MONITORING

- ❖ Purchase and Order Information
- ❖ IT Policies and Procedures
- ❖ Internal Controls & Procedures
- ❖ General Correspondence
- ❖ Industrial and Labour Relations Records
- ❖ Performance Appraisals
- ❖ Personnel Guidelines, Policies and Procedures
- ❖ Client and Customer Registry
- ❖ CCTV

# PROCESSING OF PERSONAL INFORMATION

## **Purpose of Processing**

The Company uses the Personal Information under its care in the following ways:

- ❖ Rendering service to candidates and to clients
- ❖ Staff administration
- ❖ Keeping of accounts and records
- ❖ Complying with tax laws
- ❖ To comply with aforementioned legislation

## **Categories of Data Subjects (Clients and Candidates) and Their Personal Information**

- ❖ Names
- ❖ Contact details
- ❖ Physical and postal addresses
- ❖ Date of birth
- ❖ ID number, ID document, passport or work permit
- ❖ Drivers' license
- ❖ Personal Photo
- ❖ Tax related information
- ❖ Nationality
- ❖ Gender
- ❖ Race (Ethnicity)
- ❖ Biometric information
- ❖ Marital status
- ❖ Education information
- ❖ Employment history
- ❖ Financial information
- ❖ Criminal behaviour
- ❖ Biometric information
- ❖ Disability
- ❖ Photos/ Video Footage
- ❖ Voice Recordings

The Company may supply the Personal Information of the data subject, for but not limited to, potential employment, to regulatory bodies for compliance checks or to service providers who render the services which may include:

- ❖ Sending of emails and other correspondence
- ❖ Conducting due diligence checks

## **General Description of Information Security Measures**

The Company employs modern technology methods to protect the confidentiality, integrity and availability of the Personal Information under its care. Measures include, but not limited to:

- ❖ Firewalls
- ❖ Logical and physical access control
- ❖ Secure setup of hardware and software making up the IT infrastructure

## AVAILABILITY OF THE MANUAL [SECTION 51(3)]

This manual is available for inspection at BetSA cc, BetSA Mpumalanga (PTY) Ltd, VBetsa Limpopo (PTY) Ltd, VBetsa Western Cape (PTY) Ltd offices and a copy is available on our website ([www.betsa.co.za](http://www.betsa.co.za)). In respect of hard copies, any transmission costs/postage will be for the account of the requester.

### **Fees in Respect of Private Bodies (VAT Exclusive)**

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 compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(d) (ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e) (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:	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(1) (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
(1) (c) For a copy in a computer-readable form on compact disc	70,00
(1) (d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(1) (d) (ii) For a copy of visual images	60,00
(1) (e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(1) (e) (ii) For a copy of an audio record	30,00
(1) (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
(2) For purposes of section 54(2) of the PAIA Act, the following applies:	
(2) (a) Six hours as the hours to be exceeded before a deposit is payable; and	
(2) (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.	



## 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]

### **A. Particulars of private body**

The Head:

### **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:

### **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:	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.	

<b>1. If the record is in written or printed form:</b>			
copy of record*		inspection of record	
<b>2. If record consists of visual images</b> this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
view the images		copy of the images"	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document	
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
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

**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