

PAIA MANUAL

Prepared and compiled in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Al Sport Africa (Pty) Ltd ("Al Sport Africa").

Registration number: 2020/535585/07

1 December 2024

1. Introduction to the Act and Interpretation of the Manual

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 ("PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of PAIA, the body to which the request is made is not obliged to release the information, except where PAIA expressly provides that the information may or must be released. PAIA sets out the requisite procedural issues attached to such request.
- 1.2 This PAIA Manual (the "**Manual**") needs to be read in conjunction with AI Sport Africa's website Terms and Conditions and Privacy Policy.
- 1.3 Any words capitalized but not defined herein shall have the meaning given to them in the PAIA, Protection of Personal Information Act 4 of 2013, as amended ("**POPIA**") or Terms and Conditions, as the context may require.

2. Purpose of the Manual

- 2.1 In order 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 PAIA in order for them to exercise their rights in relation to public and private bodies.
- 2.2 Section 9 of PAIA, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
 - 2.2.1 Limitations aimed at the reasonable protection of privacy;
 - 2.2.2 Commercial confidentiality;
 - 2.2.3 Effective, efficient and good governance; and
 - 2.2.4 That request are conducted in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 2.3 This PAIA Manual assist you to:
 - 2.3.1 check the categories of records held by Al Sport Africa which are available without a person having to submit a formal PAIA request;
 - 2.3.2 have a sufficient understanding of how to make a request for access to a record of Al Sport Africa, by providing a description of the subjects on which Al Sport Africa holds records and the categories of records held on each subject;
 - 2.3.3 know the description of the records of Al Sport Africa which are available in accordance with any other legislation;
 - 2.3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
 - 2.3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it:
 - 2.3.6 know if Al Sport Africa processes personal information and the purpose of processing of personal information;
 - 2.3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
 - 2.3.8 know the recipients or categories of recipients to whom the personal information may be supplied;

- 2.3.9 know if Al Sport Africa plans 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
- 2.3.10 know whether Al Sport Africa has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Contact Details

Name of private body: Al Sport Africa (Pty) Ltd

Physical Address: Unit 3 Eden Gardens, 16 Wessel Road, Rivonia, Johannesburg, 2128,

Republic of South Africa.

Postal Address: Unit 3 Eden Gardens, 16 Wessel Road, Rivonia, Johannesburg, 2128,

Republic of South Africa.

Information Officer: Rob van Ginkel

Deputy Information Officer: Nicky Meiring

Email: info@aisport.africa

Telephone Number: +27 10 534 7011

Website: https://aisport.africa/

4. Information on How to Use PAIA and How to Obtain Access to the Guide

- 4.1 The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (the "**Guide**"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of:
 - 4.3.1 the objects of PAIA and POPIA;
 - 4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 4.3.2.1 the Information Officer of every public body, and
 - 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
 - 4.3.3 the manner and form of a request for:
 - 4.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
 - 4.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;

- 4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Regulator; and
 - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of Section 92 of PAIA.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained:
 - 4.5.1 upon request to the Information Officer; and
 - 4.5.2 from the website of the Information Regulator (https://inforegulator.org.za/).
- 4.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.

5. Records Automatically Available to the Public

5.1 A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of PAIA, has to date not been published.

6. Records of Al Sport Africa

- 6.1 This clause serves as a reference to the records that Al Sport Africa holds in order to facilitate a request in terms of PAIA.
- 6.2 It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter:

SUBJECTS ON WHICH RECORDS ARE HOLD	CATEGORIES OF RECORDS
Human Resources	HR Policies & Procedures; Employee Records: Attendance Registers: Monthly; F/nightly; Casual Labour Leave Records: Holiday; Sick & Special Leave Employment Contracts Disciplinary Hearings
Operational Records	Customer files (Quotes, Invoices & Jobs); Contain building plans; contact details; quotations & job- specific; Job sheets; Credit notes; Written specifications; Client data base
General	VAT Record PAYE records UIF records SDL records Management Accounts & financial statements

7. Records Required in Terms of Legislation

7.1 Records are kept in accordance with legislation applicable to Al Sport Africa, which includes but is not limited to, the following:

APPLICABLE LEGISLATION
Companies Act 71 of 2008
Promotion of Access to Information Act 2 of 2000
Basic Conditions of Employment Act 1997
Protection of personal information Act, 2013
Electronic Communications and Transactions Act 36 of 2005
Compensation for Occupational Injuries and Diseases Act, 130 of 1993
Constitution of the Republic of South Africa, 108 of 1996
Consumer Protection Act, 68 of 2008

Value Added Tax Ac, 89 of 1991
Income Tax Act, 58 of 1962
Unemployment Insurance Act, 63 of 2001
Copyright Act, No 98 of 1978
Employment Equity Act, No 55 of 1998
Financial Intelligence Centre Act, No 38 of 2001
Labour Relations Act, No 66 of 1995
Auditing Professions Act, No 26 of 2005
Occupational Health & Safety Act, No 85 of 1993

7.2 Reference to the above-mentioned legislation shall include subsequent amendments and regulations promulgated under the auspices of such legislation.

8. Processing of Personal Information

- 8.1 Personal information is processed in accordance with our Privacy Policy, which can be accessed via the Al Sport Africa website.
- 8.2 Our Privacy Policy deals with, among other things:
 - 8.2.1 purpose of processing personal information;
 - 8.2.2 description of the categories of data subjects and of the information or categories of information relating thereto;
 - 8.2.3 The recipients or categories of recipients to whom the personal information may be supplied;
 - 8.2.4 planned transborder flows of personal information; and
 - 8.2.5 general description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.
- 8.3 You are encouraged to consult the Privacy Policy when reading this Manual.
- 8.4 Should you have any difficulties in accessing or viewing the Privacy Policy, please contact Al Sport Africa's Information Officer.

9. Request Procedure for Obtaining Information from Al Sport Africa

9.1 Access to records held by Al Sport Africa

- 9.1.1 Records held by Al Sport Africa may be accessed by request only once the prerequisites for access have been met;
- 9.1.2 The requester must fulfil the prerequisites for access in terms of PAIA, including the payment of a requested access fee, as detailed more fully under **Annexure "A"**;
- 9.1.3 The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record;

- 9.1.4 The requester must complete the prescribed form outlined under **Annexure "B"** and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, or email address as stated herein;
- 9.1.5 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify:
 - 9.1.5.1 The record or records requested;
 - 9.1.5.2 The identity of the requester,
 - 9.1.5.3 Which form of access is required, if the request is granted;
 - 9.1.5.4 The postal address or fax number or email address of the requester.
- 9.1.6 The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 9.1.7 Al Sport Africa will process the request within 30 (thirty) business days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.
- 9.1.8 The requester shall be informed whether access has been granted or denied in the form of the document listed in **Annexure** "C". If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.
- 9.1.9 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.
- 9.1.10 If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

9.2 Fees

- 9.2.1 When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.
- 9.2.2 If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation 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.
- 9.2.3 The Information Officer shall withhold a record until the requester has paid the Fees as indicated.
- 9.2.4 A requester, whose request for access to a record has been granted, must pay an access 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 requested form.
- 9.2.5 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 within 10 (ten) business days to a nominated bank account.
- 9.2.6 The fees applicable to a request for information are set out in **Annexure "A"** hereto.

9.2.7 The requester must pay the prescribed fee before any further processing can take place.

10. Grounds for Refusal of Access to Information

- 10.1 The main grounds for Al Sport Africa to refuse a request for information relates to the:
 - 10.1.1 Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
 - 10.1.2 Mandatory protection of the commercial information of a third party, if the record contains:
 - 10.1.2.1 Trade secrets of that third party;
 - 10.1.2.2 Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - 10.1.2.3 Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - 10.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - 10.1.4 Mandatory protection of confidential information of the protection of property;
 - 10.1.5 Mandatory protection of records that would be regarded as privileged in legal proceedings;
 - 10.1.6 The commercial activities of Al Sport Africa which may include:
 - 10.1.6.1 Trade secrets of Al Sport Africa
 - 10.1.6.2 Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Al Sport Africa:
 - 10.1.6.3 Information which, if disclosed could put Al Sport Africa at a disadvantage in negotiations or commercial competition;
 - 10.1.6.4 A computer program, owned by Al Sport Africa and protected by copyright.
 - 10.1.7 The research information of Al Sport Africa or a third party, if its disclosure would reveal the identity of Al Sport Africa, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
- 10.2 Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused, and result in a forfeiture of any deposits made by the requester.

11. Decision on a Request

- 11.1 Al Sport Africa will within 30 (thirty) business days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 11.2 The requester shall be informed whether access has been granted or denied in the form of **Annexure "C"**. If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

11.3 The 30 (thirty) business day period within which Al Sport Africa has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 (thirty) business days if the request is for a large amount of information, or the request requires a search for information held at another office of Al Sport Africa and the information cannot reasonably be obtained within the original 30 (thirty) business days' period. Al Sport Africa will notify the requester in writing should an extension be sought.

12. Availability of and Changes to this Manual

- 12.1 This Manual is available at the premises of Al Sport Africa as well as on the website of Al Sport Africa, accessible at: https://aisport.africa/.
- 12.2 We may change this Manual from time to time. If we do so, we will post the revised policy on the Al Sport Africa website and will inform users of such amendments and of their effective date.
- 12.3 In the case of discrepancies between this document, the Terms and Conditions or the Privacy Policy, the provisions of this Manua, and thereafter the Privacy Policy, will prevail.
- 12.4 This version of Privacy Policy applies from 1 December 2024.

ANNEXURE A PRESCRIBED FEES

The table below sets out the fees applicable to any request for a record of information held by Al Sport Africa

<u>Item</u>	Description	<u>Amount</u>
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	Service to be outsourced. Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk:	R 40.00
	a. If provided by requesterb. If provided to the requester	R 40.00 R 60.00
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.	R 145.00
	Not to exceed a total cost of:	R 435.00

10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

ANNEXURE B

FORM FOR 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.

ТО	: The Information Off	ficer	- -					
-	ddress)		-					
E-n	nail address:							
Fax	c number: _							
Ma	rk with an "X"							
	Request is made in	n my own n	ame	Red	quest is m	nade on beha	lf of another pe	rson.
			PERSC	NAL IN	FORMAT	rion		
	Full Names		PERSC	DNAL IN	FORMAT	ΓΙΟΝ		
	Full Names Identity Number		PERSO	DNAL IN	FORMAT	ΓΙΟΝ		
			PERSO	DNAL IN	FORMAT	ΓΙΟΝ		
	Identity Number Capacity in which request is made (when made on behalf		PERSO	DNAL IN	FORMAT	ΓΙΟΝ		
	Identity Number Capacity in which request is made (when made on behalf of another person)		PERSO	DNAL IN	FORMAT	ΓΙΟΝ		
	Identity Number Capacity in which request is made (when made on behalf of another person) Postal Address		PERSO	DNAL IN	FORMAT	ΓΙΟΝ		

Contact Numbers	Cellular:	
Full names of person		
on whose behalf		
request is made (if		
applicable):		
Identity Number		
Postal Address		
Street Address		
Email Address		
	Tel.(B)	Facsimile
Contact Numbers	(2)	
Contact Nambers	Cellular	
number if that is know	of the reco	CULARS OF RECORD REQUESTED ord to which access is requested, including the reference enable the record to be located. (If the provided space is separate page and attach it to this form. All additional pages
Description of record		
or relevant part of the		
record:		
Reference number, if available		
Any further particulars of record		
01 10001G		

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.)
Franscription 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 <i>(in</i>	cluding soundtracks if possible)				
Cloud share/file transfer					
If the provided space	JLARS OF RIGHT TO BE EXERCISED OR PROTECTED is inadequate, please continue on a separate page and attach it m. The requester must sign all the additional pages.	to this			
Indicate which right is to					
be exercised or					
protected					
Explain why the record requested is required fo	•				
the exercise or					
protection of the					
aforementioned right:					
	FEES				
a) A request fee m	nust be paid before the request will be considered.				
,	fied of the amount of the access fee to be paid.				
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					
d) If you qualify for exemption	r exemplion of the payment of any fee, please state the reason f	101			
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	<u></u> this <u></u> d	lay of20
Signature of Requester / p		se behalf request is made
	FOI	R OFFICIAL USE
Reference number:		
Request received by: (State Rank, Name an Surname of Information Officer)		
Date received:		
Access fees:		
Deposit (if any):		
Signature of Information C	Officer	

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ANNEXURE C OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

- 1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
- 2. Please use the reference number hereunder in all future correspondence.

Reference number:	
то:	
Your request dated	, refers.

1. You requested:

Personal inspection of information 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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.

OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

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)	
Kindly note that your request has been:	
Approved	
Denied,	
for the following reasons:	

4. Fees payable with regard to your request:

<u>Item</u>	<u>Description</u>	<u>Amount</u>	Number of pages/Items	<u>Total</u>
1	The request fee payable by	R 140.00	pages/items	
1.	every requester	K 140.00		
2.	Photocopy/printed black & white	R 2.00 per page		
2.	copy of A4-size page	or part thereof		
	copy of A4-size page	or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page		
		or part thereof		
4.	For a copy of computer-readable	-		
	form on:	R 40.00		
	(i) Flash drive (to be			
	provided by the			
	requestor)	R 40.00		
	(ii) Compact Disk:	R 60.00		
	 a. If provided by 			
	requester			
	b. If provided to the			
	requester			
5.	For a transcription of visual	Service to be		
	images per A4-size page	outsourced. Will		
		depend on		
		quotation from		
		service provider.		
6.	For a copy of visual images	Service to be		
		outsourced. Will		
		depend on		
		quotation from		
		service provider.		
7.	Transcription of an audio record,	R 24.00		
	per A4-size page			
8.	For a copy of audio recording			
	on:	R 40.00		
	(i) Flash drive (to be			
	provided by the			
	requestor)	R 40.00		
	(ii) Compact Disk:	R 60.00		

	a. If provided by		
	requester		
	b. If provided to the		
	requester		
9.	To search for and prepare the	R 145.00	
	record for disclosure, for each		
	hour or part of an hour,		
	excluding the first hour,		
	reasonably required for such		
	search and preparation.		
	Not to exceed a total cost of:	R 435.00	
10	Deposit: If search exceeds 6	One third of the	
	hours	amount per	
		request calculated	
		in terms of items	
		2 to 8.	
11	Postage, email or any other	Actual expense, if	
	electronic transfer	any.	

5. Deposit payable (if search exceeds six hours):					
Yes		No			
Hours of search		Amount of dep (calculated on request)	oosit one third of total	amount per	
The amount must be	paid into the f	ollowing bank accour	nt:		
Name of Bank:					
Name of account hol	lder:				
Type of account:					
Account number:					
Branch Code:					
Reference No.:					
Submit proof of payn	nent to:				
Signed at	this	day of	20		

Information officer