

INFORMATION MANUAL

In terms of Section 51 of
The Promotion of Access to Information Act
2/2000

(the "Act")

INDEX

1. Introduction
2. Company contact details
3. Guide of South African Human Rights Commission
4. Who may request information
5. Applicable Legislation
6. Records that may be requested
7. Grounds for refusal
8. Procedures for accessing information
9. Prescribed fees
10. Right of appeal

Annexure: Application Form

Annexure: Table of fee schedule

1. INTRODUCTION

Boulderson Group (hereinafter referred to as "Boulderson"), where one of its subsidiaries is licensed with the Financial Services Conduct Authority (FSCA) as a Financial Service Provider (FSP) with licence number 50837.

This Information Manual is compiled in terms of section 51 of the Promotion of Access to Information Act (hereinafter referred to as "the Act"). The objectives of the Act are to promote transparency, accountability and effective governance of all public and private bodies, and to establish voluntary and mandatory procedures which give effect to the constitutional right of access to any information held by the public and private bodies. Where a request is made in terms of the Act, the public or private body to whom the request is made needs to make swift, inexpensive and effortless access available or release the information, except where the Act expressly provides that the information must not or need not be released.

2. COMPANY CONTACT DETAILS

In terms of Section 51(1)(a) of the Act, the following contact details can be used to obtain information recorded from Boulderson.

Information officer: Shaainaz Khan

Postal Address: Postnet Suite 213, Private Bag X504, 4064

Street Address: 192 Innes Road, Morningside, Durban 4001

Telephone Number: 031 309 5309

Email address: info@boulderson.co.za

3. GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION

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. Requests in terms of the Act shall be made in terms of the prescribed procedures, at the rates provided.

In terms of section 10 in conjunction with Section 51(1)(b) of the Act, the South African Human Rights Commission ("SAHRC") has compiled a Guide which contains information for the purposes of exercising Constitutional Rights. The guide is intended to assist the requester in the interpretation of the Act and is available at the offices of the SAHRC.

Contact details of the SAHRC:

Phone + 27 (11) 877 3600 E-mail PAIA@sahrc.org.za

Fax + 27 (11) 403 0625

Website www.sahrc.org.za Postal Address Private Bag X2700 Houghton 2041

Physical Address Braampark Forum 3 33 Hoofd Street Braamfontein 2017

4. WHO MAY REQUEST INFORMATION

In terms of section 50(1) of the Act, anybody may access a record held in Boulderson provided that -

- 4.1 the record is required for the exercise or protection of any rights;
- 4.2 if a public body is the requester, the public body must be acting in the public interest;
- 4.3 the requester complies with the procedural requirements defined in the Act;
- 4.4 access to the record is not refused in terms of any ground for refusal contemplated in the Act.

5 APPLICABLE LEGISLATION

Records applicable in accordance with Section 51(1)(c) of the Act:

- Long Term Insurance Act 52 of 1998
- Pension Funds Act 24 of 1956
- Medical Schemes Act 131 of 1998
- Collective Investments Schemes Control act 45 of 2002
- Companies Act 61 of 1973
- Skills Development Levies Act 66 of 1995
- Financial Intelligence Centre Act 38 of 2001
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Prevention of Organised Crime Act 121 of 1998
- Income Tax Act 58 of 1962
- National Credit Act 35 of 2002
- Financial Advisory and Intermediary Services Act 37 of 2002
- Value Added Tax 89 of 1991
- Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Protection of Personal Information Act 4 of 2013
- Consumer Protection Act 68 of 2008

6. RECORDS THAT MAY BE REQUESTED

In terms of Section 51(1)(d), access to the records listed below may be subjected to the grounds of refusal set out in paragraph 7.

6.1 Human Resources:

- Employment contracts;
- Personal records;
- Representative mandates;
- Internal evaluation records and other internal records;
- Policies and training manuals and records.

6.2 Administration

- Financial Service Provider Licence;
- Documents of Incorporation;
- Memorandum of Incorporation;
- Compliance reports;
- Conflict of interest management policy.

6.3 Operations

- Complaints resolution policy;
- Client records;
- Sales records;
- Product information;
- Marketing records.

6.4 Finances:

- Accounting and audit records;
- Financial statements;
- Assets inventory;
- Tax returns and assessments;
- VAT returns;
- Accounting office's reports;
- IRP 5 certificates;
- PAYE and EMP 201 records.

7. Grounds for Refusal

In terms of the Act justifiable grounds exist for BOULDERSON to refuse or limit access to information. Grounds for refusal include, but are not limited to:

- Personal information relating to an individual;

- Certain types of commercial information;
- Information that is deemed confidential;
- Information that is deemed privileged.

8. Procedures for accessing information

- 8.1 In terms of Section 51(1)(e), the prescribed application form annexed herewith must be completed and emailed to the contact person provided at paragraph 2 above.
- 8.2 Address your request to the company Information Officer;
- 8.3 Provide sufficient details to enable us to process, such as:
- the records requested;
 - the requester's contact details (if an agent is lodging the request, proof of capacity);
 - 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;
 - the form must be dated and signed in the place provided for this purpose.
- 8.4 Pay your fees.
- 8.5 On receipt of your application, the person in charge will make a decision based on the information provided.
- 8.6 You will receive a written notification of the decision made and our further advices.

9 Prescribed Fees

In terms of Section 51(1)(f),

- 9.1 If the request is for a record other than a record containing personal information about you, then prescribed fees are payable. Kindly refer to the annexed fee schedule.
- 9.2 A requester is required to pay the prescribed fees before a request will be processed.
- 9.3 The Act provides for two types of fees, namely:
- Request fee: this is a non-refundable administration fee paid by all requesters with the exclusion of personal requesters. It is paid before the request is considered;

- Access fee: This is paid by all requesters only when access is granted. This fee is intended to reimburse the private body for the costs involved in searching for a record and preparing it for delivery to the requester.

10. Right of appeal

A requester and/or third party that is dissatisfied with the information officer's refusal to grant any information may, within 30 days of notification of the decision, apply to court for relief.

Application form

REQUEST FOR ACCESS TO RECORD
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 10]

The Information Officer
Boulderson Group
P. O.BOX
Durban

Particulars of person requesting access to the record

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 (proof of the capacity in which the request is made, if applicable, must be attached):

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. | |
| <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p> | |

| | | | | | |
|--|---|--------------------------|---|-----|----|
| 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"/> | | <input type="checkbox"/> | transcription of the images* | | |
| 3. If record consists of recorded words or information which can be reproduced in sound: | | | | | |
| <input type="checkbox"/> | listen to the soundtrack audio cassette | <input type="checkbox"/> | transcription of soundtrack* written or printed document | | |
| 4. If record is held on computer or in an electronic or machine-readable form: | | | | | |
| <input type="checkbox"/> | printed copy of record* | <input type="checkbox"/> | printed copy of information derived from the record" | | |
| <input type="checkbox"/> | | <input type="checkbox"/> | 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. | | | <table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table> | YES | NO |
| 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 of20.....

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

Table of fee schedule

| Ref | Charges | Fees |
|-----|---|------------------|
| 1. | Electronic PDF copy of the manual | Free |
| 2. | Posted paper copy of the manual | R15.00 |
| 3. | Request fee (other than a personal requestor) | R50.00 |
| 4. | Access fee: electronic record format: A4 per page Reproduce: electronic record format: A4 per page | R0.75 R0.75 |
| 5. | Access fee: photocopy record format: A4 per page Reproduce: photocopy record format: A4 per page | R1.10 R1.10 |
| 6. | Access fee: record on stiffer disk Reproduce: record on stiffer disk | R7.50 R7.50 |
| 7. | Access fee: record on compact disk Reproduce: record on compact disk | R70.00 R70.00 |
| 8. | Access fee: transcription of visual images: A4 page Reproduce: transcription of visual images: A4 page | R40.00 R40.00 |
| 9. | Access fee: copy of visual image Reproduce: copy of visual image | R60.00 R60.00 |
| 10. | Access fee: transcription of audio record: A4 page Reproduce: transcription of audio record: A4 page | R20.00 R20.00 |
| 11. | Access fee: copy of audio record Reproduce: copy of audio record | R30.00 R30.00 |

Deposit

In terms of Section 54(2) of the Act, Boulderson may require a deposit in cases where searching for the record exceeds 6-hours. The deposit will represent one third of the access fee payable by the requester.