

Mweb Proprietary Limited
(Registration number: 2000/021413/07)

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000 ("THE ACT")**

INDEX

1. INTRODUCTION	3
2. CONTACT DETAILS (Section 51(1)(a) of the Act)	4
3. GUIDE IN TERMS OF SECTION 10 OF THE ACT (Section 51(1)(b) of the Act)	5
4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (Section 51(1)(c) of the Act)	6
5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1)(d) of the Act)	7
6. DOCUMENTS / INFORMATION HELD BY MWEB IN TERMS OF THE ACT (Section 51(1)(e) of the Act)	8
7. PROCESSING OF PERSONAL INFORMATION	10
8. AVAILIBILITY OF THE MANUAL (Section 51(3) of the Act)	12
9. FORM OF REQUEST (Section 53(1) of the Act)	13

1. INTRODUCTION

The manual provides an outline of the type of records and personal information Mweb holds, and provides guidance to potential requestors as to the procedure to be followed when requesting access to information / documents from Mweb as contemplated in terms of the Act. In addition, this manual explains how Data Subjects can access, object to the processing of personal information held by Mweb, or to request correction of their personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPIA”).

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

All requests shall be made in accordance with the prescribed procedures as set out in this manual.

The following words will bear the following meaning in this manual :-

"The Act"	shall mean the Promotion of Access to Information Act, No. 2 of 2000, together with all relevant regulations published from time to time;
“Applicable Law”	shall mean laws relating to the processing of personal information;
“Data Subject”	shall mean the individual whom personal information relates to;
"The/this manual"	shall mean this manual together with all annexures thereto as available at the offices of Mweb from time to time;
"Mweb"	shall mean Mweb Proprietary Limited;
“Operator”	shall mean third parties who process personal information on behalf of Mweb;
"SAHRC"	shall mean the South African Human Rights Commission.

2. CONTACT DETAILS (Section 51(1)(a) of the Act)

Name of body	Mweb Proprietary Limited
Chief Executive Officer	Sean Nourse
Information Officer	Alan Kirton
Physical Address	547 Voortrekker Rd Maitland 7405
Postal Address	PO Box 8116 Roggebaai Cape Town Western Cape 8012
Telephone Number	087 701 2100
Email Address	legal@mweb.com

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT (Section 51(1)(b) of the Act)

The Regulator has, in terms of section 10(1) of PAIA, as amended, updated the PAIA guide, as initially compiled by the SAHRC. The purpose of the guide is to provide information that is needed by any person who wishes to exercise any right contemplated in PAIA and POPIA. The guide is available at the offices of the Information Regulator and on its website.

Contact details of the Information Regulator:

Address	JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Website	https://www.inforegulator.org.za/
Email Address	PAIAComplaints@inforegulator.org.za

4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (Section 51(1)(c) of the Act)

At this stage no notice(s) has / have been published.

5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1)(d) of the Act)

Mweb keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list):

- Companies Act, No. 71 of 2008
- Consumer Protection Act, No. 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Income Tax Act, No. 58 of 1962
- Financial Intelligence Centre Act 38 of 2001
- Value-Added Tax Act, No. 89 of 1991
- Customs and Excise Act, No. 91 of 1964
- Unemployment Insurance Act, No. 30 of 1966
- Unemployment Insurance Contributions Act, No. 4 of 2002
- Basic Conditions of Employment Act, No. 75 of 1997
- Employment Equity Act, No. 55 of 1998
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Insolvency Act, No. 24 of 1936
- Occupational Health and Safety Act, No. 85 of 1993
- Copyright Act, No. 98 of 1978
- Labour relations Act, No. 66 of 1995
- South African Reserve Bank Act, No. 90 of 1989
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Trade Marks Act, 194 of 1993

**6. DOCUMENTS / INFORMATION HELD BY MWEB IN TERMS OF THE ACT
(Section 51(1)(e) of the Act)**

The documents / information listed herein below pertain to the day-to-day management of the business of Mweb:

DEPARTMENT	DESCRIPTION OF CATEGORIES OF RECORDS HELD
Governance	<ul style="list-style-type: none"> ▪ Compliance with Corporate Governance ▪ Memorandum and Articles of Association ▪ Company Register ▪ Shareholders Agreements ▪ Share Certificates ▪ Board Meetings : <ul style="list-style-type: none"> • Attendance register • Resolutions • Minute books ▪ Delegation of Authorities ▪ General correspondence
Finance	<ul style="list-style-type: none"> • Invoices • Credit/Debit Notes • Journals, Ledgers & Balance Sheets • Income Statements • Trial Balance Statements • Cash Flow Statements • Tax invoices • Salary information • Auditors Report • General correspondence <p>Financial Administration</p> <ul style="list-style-type: none"> • Suppliers • Debtors and Creditors • Insurance Policies • Lease Agreements • Employees travel records • General correspondence

Legal and Compliance	<ul style="list-style-type: none"> • Contracts / Agreements • Litigation Records • Administration of Legislation • General correspondence • Regulatory submissions • General correspondence
Customer Service	<ul style="list-style-type: none"> ▪ Customer complaints/queries ▪ Customer liaison ▪ Compliment records ▪ General correspondence
Product, Marketing and Sales	<ul style="list-style-type: none"> ▪ Development of new products ▪ Advertising ▪ General correspondence
Human Resources	<ul style="list-style-type: none"> ▪ Employee's personal details ▪ Job Profiles ▪ Division and Cost Centres ▪ Remuneration ▪ Medical Aid ▪ Employee Benefits ▪ Disciplinary records ▪ Job competency profile ▪ Employee performance contract ▪ Training records ▪ Internal Policies and Procedures ▪ General correspondence

It is recorded that access to the documents listed above may be protected by privacy or the grounds of refusal set out in the Act. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act and other applicable legislation.

7. PROCESSING OF PERSONAL INFORMATION

Mweb takes the privacy and protection of personal information very seriously and will only process personal information in accordance with Applicable Law. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, disclosure, transfer, correction, storage, retention and deletion) will be applied to any personal information processed by Mweb.

THE PURPOSE OF PROCESSING OF PERSONAL INFORMATION BY MWEB

We will use the personal information that we collect from and about you for one or more of the following purposes:

- When you have requested information about our products and/or services, to respond to your request;
- To provide you with products and/or services that you have contracted for;
- To market our products and services to you;
- To improve our products and/or services;
- To improve our website functionality;
- To inform you of any changes to our products and/or services;
- For market research purposes;
- To provide you with technical and administrative support;
- As otherwise required by law; and
- For reasons not described above, where the reason for processing is consistent with the purpose for which we originally collected your information; and/or where we have a legitimate business interest, and where such use is lawful.

DISCLOSURE AND TRANSFER OF PERSONAL INFORMATION

We will only share your personal information with third parties when we have your explicit consent to do so and where:

- we are obliged to provide such information for legal or regulatory purposes;
- for purposes of fraud prevention and detection;
- they perform technical, professional and/or support services and process personal information on our behalf;
- there is a business transfer in the event that there is an acquisition or merger; or
- it is needed to help us improve the quality of our products and services.

In addition, we will only transfer personal information outside South African borders if the relevant business transactions or situation requires trans-border processing, and in these instances, transfer will be done in accordance with Applicable Law; or if the Data Subject consents to transfer of their personal information. Furthermore, Mweb will take reasonable

steps to ensure that its operators are bound by laws that provide similar or stricter data protection; and/or are party to binding corporate rules that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of Applicable Law.

SECURITY MEASURES

Mweb undertakes to implement appropriate technical and organisational measures for the protection of personal information under its control to prevent the unauthorised access, and alteration and/or destruction of personal information.

DATA SUBJECT RIGHTS

Data Subjects have the right to:

- (a) be notified that their personal information is being collected by Mweb, and the purpose of such collection;
- (b) know whether Mweb holds personal information about them, and to access that information;
- (c) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
- (d) object to Mweb's use of their personal information and request the deletion of such personal information (deletion would be subject to Mweb's record keeping requirements); and
- (e) object to the processing of personal information for purposes of direct marketing by means of unsolicited electronic communications.

Any request for information must be handled in accordance with the provisions of this manual. Mweb may reject certain Data Subject requests, should such request be contrary to Mweb's legal obligations.

8. AVAILIBILITY OF THE MANUAL (Section 51(3) of the Act)

8.1. This manual is available for inspection at the offices of Mweb, free of charge.

8.2. Copies of the manual may be obtained, subject to the prescribed fees, at the offices of Mweb.

8.3. The manual can also be accessed on the company's website (www.mweb.co.za).

9. FORM OF REQUEST (Section 53(1) of the Act)

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

- | |
|--|
| <p>a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>b) <i>Furnish an address and/or email address or fax number in the Republic to which information must be sent.</i></p> <p>c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p> |
|--|

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 requested 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 therefore.*

Reason for exemption from payment of fees: _____

F. FORM OF ACCESS TO RECORD

<i>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.</i>	
Disability : _____ _____ _____	Form in which record is required : _____ _____
<p><i>Mark the appropriate box with an "X".</i></p> <p><i>Notes :</i></p> <p>a) <i>Your indication as to the required form of access depends on the form in which the record is available.</i></p> <p>b) <i>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.</i></p> <p>c) <i>The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i></p>	

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 works 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? A postal fee 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 requested record is required for the exercising 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 thereof 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

I. PRESCRIBED FEES

1.1 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.

1.2 The fee for reproduction referred to in regulation 11(1), is 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) stifty disc	7,50
ii) compact disc	70,00
(d) i) For a transcription of visual images, for an A4-size page or part thereof	40,00
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
ii) For a copy of an audio record	30,00

1.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

1.4 The access fee 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
(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) stifty disc	7,50
ii) compact disc	70,00
(d) i) For a transcription of visual images, for an A4-size page or part thereof	40,00
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
ii) For a copy of an audio record	30,00
(f) To search for the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and operation.	
(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.	