



**SECTION 51 MANUAL FOR
CALLPAY (PTY) LTD (“CALLPAY”)**

**MANUAL PREPARED IN ACCORDANCE
WITH SECTION 51**

OF

**THE PROMOTION OF ACCESS TO
INFORMATION ACT, NO.2 OF 2000
 (“ACT”)**

FOR

CALLPAY

INTRODUCTION

Callpay is a company that specialises in Card Not Present (CNP) transactions in a mail-order/telephone-order (MOTO) environment. Providing contact centres with a Level 1 PCI DSS v3.0 compliant, 100% cloud based, patent-pending Telephony Payment System enabling them to take payments via their contact centres compliant with PCI and POPI Act.

PART 1 – Contact details

Company Secretary	:	Thomas Beeton van der Spuy
Designated Information Officer	:	As per details provided on Page 2 - 4
Registered Address	:	5 Waboom Crescent Plattekloof 7500 Cape Town South Africa
Head Office	:	Unit 48, Eden on the Bay Bloubergstrand 7441 Cape Town South Africa
Postal Address	:	Unit 48, Eden on the Bay Bloubergstrand 7441 Cape Town South Africa
Telephone Number	:	+27 (0) 21 554 5285
Fax Number	:	+27 (0) 86 663 8888
E-mail Address of Information Officer	:	thomas@callpay.co.za
Website	:	www.callpay.co.za

PART 2 – The official guide

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. Any enquiries relating to the Guide should be directed to:

Head Office:	Braampark Forum 3 33 Hoofd Street Braamfontein JHB 2000
Telephone:	Tel: 011 877 3600 (Switchboard)
Contact person:	Ms Neo Nhlapo on
Contact details:	(011) 877 3808
E-mail:	nnhlapo@sahrc.org.za

Website: www.sahrc.org.za

E-mail: info@sahrc.org.za

For PAIA and Section 51 Manuals to the PAIA Unit. Manuals are to be submitted directly to Jerry Mokadikwa and not through the Commissions Provincial Offices:

Telephone: 011 877 3640

E-mail: jmokadikwa@sahrc.org.za

PART 3 - Voluntary disclosure and automatic availability of certain records (Section 52(1))

The following categories of records are automatically available for inspection, purchase or photocopying. In other words you do not need to request this information in terms of the Act. Request forms for these categories of information are also available from our information officer, whose contact details appear in Part 1 of this manual. Some of the information is available on the website at www.callpay.co.za.

- Reports
- Code of ethics
- Other literature intended for public viewing
- Public customer information
- Product brochures
- Copies of statutory notices i.e. copyrights
- Publishing copyright information
- Client List

PART 4 – Information available in terms of other legislation (Section 51(1) (d))

Where applicable to our operations, information is also available in terms of the following statutes and their provisions:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Regional Services Councils Act No. 109 of 1985
- Skills Development Levies Act No. 9 of 1999
- Stamp Duties Act No. 77 of 1968
- Stock Exchanges Control Act No. 1 of 1985
- Transfer Duty Act No. 40 of 1949
- Unemployment Insurance Act No. 63 of 2001
- Value-added Tax Act No. 89 of 1991

PART 5 – Information available (Section 51(1) (e))

We hold the following categories of information:

- **Company Secretarial**
 - Company Statutes
 - Registers
 - Minutes of Meetings
 - Statutory Returns

- Circulars Issued to Members
- **Legal**
 - Legal Agreements and Controls
 - Loans from and to Third Parties
- **Human Resources**
 - Policies and Procedures
 - Employee Information, including Employee Agreements
 - Personnel Files
 - Contracts
 - Skills Development Programmes
 - Health and Safety Records
- **Financial**
 - Accounting Records
 - Fixed Asset Registers
 - Financial Statements and Management Accounts
 - Tax Records and Returns
 - VAT Records and Returns
 - Bank Statements and Cheques
 - Debtor Invoices and Statements
 - Creditors Invoices, Statements and Related Payment Supporting Documents
- **Intellectual Property**
 - Trademarks
 - Copyright
 - Patents
 - Licenses
- **Marketing**
 - Market Information
 - Public Customer Information
 - Product Brochures
 - Owner Manuals
 - Field Records
 - Product Sales Records
 - Marketing Strategies
 - Public Media Announcements
 - Vision and Mission statements / Strategic Premise
 - Customer Database
 - Reseller Documents
- **Immovable and Moveable Property**
 - Title deeds of land owned by the Companies
 - Agreements for the lease or sale of property/buildings by the Companies
 - Leases in respect of vehicles
 - Office equipment leases
 - Property Records and Leases
- **Insurance**
 - Insurance Policies

- o Property Records and Leases

PART 6 – Availability of manual

The manual is available for inspection at the offices of Callpay , free of charge, and on the Callpay website (refer to Part 1 of the manual).

PART 7 – Manner of access

If you wish to request access to any of the above categories of information, you are required to complete a request form. The prescribed forms for requests to private bodies are available from the Callpay website (see Part 1 of this manual).

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

ANNEXURE "A"

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:

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 to 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:					
<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*		
*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 of 20

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF
REQUEST IS MADE

ANNEXURE “B”

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure “A” of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

Reproduction fees¹

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure “A” to the Regulations.

Access fees²

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure “A” to the Regulations.

Other fees

- A request fee³ of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part 1 of this work.
- A search fee may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.
- If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.⁴
- If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

¹ Section 52(3) and Regulation 1(1).

² Section 54(7) and Regulation 11(3).

³ Section 54(1) and Regulation 11(2).

⁴ Section 54(2).

PART III
FEES IN RESPECT OF 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) stiffy 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

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
(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) stiffy 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 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 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.	

Signed at CAPE TOWN on 1 April 2015

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For and on behalf of:

Callpay (Pty) Ltd

Name: TB van der Spuy

Capacity: Company Secretary

who warrants his authority hereto