

PAIA INFORMATION MANUAL

In terms of section 51 of the Promotion of Access to Information Act No. 2 of 2000 (as amended)

THE FOLLOWING COMPANIES FORM PART OF THE MEGAPRO HOLDINGS (PTY) LTD GROUP

(All companies are incorporated in the Republic of South Africa and registered under the Companies Act, 2008)

COMPANY NAME	REGISTRATION NUMBER
Megapro Holdings (Pty) Ltd	1996 / 002761 / 07
Megaview South Africa (Pty) Ltd	2013 / 186607 / 07
Megapro Ductions (Pty) Ltd t/a MegaLive	2025 / 664939 / 07

Table of Contents

1. Applicability And Purpose Of The PAIA Manual	3
2. List Of Acronyms And Abbreviations	3
3. Guide On How To Use PAIA And How To Obtain Access To The Guide.....	3
4. Business and Contact Details	4
5. Records Available In Terms Of Other Legislation.....	5
6. Purpose Of Processing Of Personal Information (In Terms Of POPIA)	6
7. Records That Are Held By The Offices Of The Business	6
8. General Description Of Information Security Measures	8
9. Information Request Procedure	8
10. Denial Of Access To Information.....	9
11. Prescribed Fees (Section 51(1)(F))	9
12. Decision	9
13. Remedies For Refusal Of A Request.....	10
14. Availability Of Our Manual.....	10
15. Applicable Forms.....	10

1. Applicability And Purpose Of The PAIA Manual

This PAIA Manual is prepared in terms of section 51 of the Promotion of Access to Information Act, 2000 (as amended), and applies to Megapro Holdings (Pty) Ltd and its related entities.

It sets out the records held by the company and the process for requesting access to such records.

2. List Of Acronyms And Abbreviations

"Minister"	Minister of Justice and Correctional Services
"PAIA"	Promotion of Access to Information Act No.2 of 2000 as amended
"POPIA"	Protection of Personal Information Act No.4 of 2013
"Regulator"	Information Regulator
"The Act"	Promotion of Access to Information Act No.2 2000 (as Amended)

3. Guide On How To Use PAIA And How To Obtain Access To The Guide

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 must be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in regulations 6 and 7 of the Act. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the Information Regulator, which will contain information for the purposes of exercising Constitutional Rights.

The guide can also be obtained:

- Upon request to the information officer;
- From the website of the regulator (<https://info regulator.org.za/>)

All requests for access to information (other than information that is available to the public) must be addressed to the Information Officer named in section 4 of this Manual.

2nd Floor, Block A, Corner Main Office Park, 2 Payne Road, Bryanston, 2191
P. O. Box 69368, Bryanston, 2021 Tel: +27 (0)11 305 9800

4. Business and Contact Details

4.1. The Business Contact Details Are:

Information Officer:	Nicolette Le Roux
Position:	Group Financial Manager
Postal Address:	Corner Main Office Park, Block A, 2nd Floor, 2 Payne Road, Bryanston, 2191
Physical Address:	Corner Main Office Park, Block A, 2nd Floor, 2 Payne Road, Bryanston, 2191
Phone Number:	011 305 9800
Email Address:	accounts@megapro.co.za
Website:	https://www.megapro.co.za/

4.2. The Contact Details Of The Regulator Are:

Postal Address:	P.O Box 31533, Braamfontein, Johannesburg, 2017
Physical Address:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
General Enquiries:	enquiries@inforegulator.org.za
Should your PAIA request be denied or there is no response from a public or private bodies for access to records you may use this email address to lodge a complaint:	PAIAComplaints@inforegulator.org.za
Should you feel that your personal information has been violated, you may use this e-mail address to lodge a complaint:	POPIAComplaints@inforegulator.org.za

Website:	https://infoeregulator.org.za/
----------	---

5. Records Available In Terms Of Other Legislation

NOTE: There may not be specific records that mention us by name in the records of all or any of the institutions that administer the Acts mentioned below, but the following legislation is applicable to us:

Megapro retains records and documents in terms of the legislation listed below.

Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement, or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below-mentioned legislation and applicable internal policies and procedures, should such interested parties be entitled to such information.

- Basic Conditions of Employment Act, No. 75 of 1997
- Broad-Based Black Economic Empowerment Act, No. 53 of 2003
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Consumer Protection Act, No. 68 of 2008
- Competition Act, No. 89 of 1998
- Copyright Act, No. 98 of 1978
- Debt Collectors Act, No. 114 of 1998
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Financial Advisory and Intermediary Services Act, No. 37 of 2002
- Financial Intelligence Centre Act, No. 38 of 2001
- Income Tax Act, No. 58 of 1962
- Labour Relations Act, No. 66 of 1995
- Occupational Health and Safety Act, No. 85 of 1993
- Protection of Personal Information Act, No. 4 of 2013

- Promotion of Access to Information Act, No. 2 of 2000
- Skills Development Act, No. 97 of 1998
- Unemployment Insurance Act, No. 63 of 2001
- Value Added Tax Act, No. 89 of 1991

Whilst care was taken to provide a comprehensive list of applicable legislation, this list may be incomplete. To this end, this list shall be updated accordingly as and when Megapro receives new information to this effect.

If a Requester believes that a right of access to a record exists in terms of other legislation not listed above, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

The accessibility of documents and records requested as a result of other legislation, may be subject to the grounds of refusal, set out in this Manual.

6. Purpose Of Processing Of Personal Information (In Terms Of POPIA)

6.1. Processing

- Fulfilling statutory obligations in terms of applicable legislation
- Historical record keeping, research and recording statistics necessary for fulfilling service offered to our clients and to fulfill our business objectives
- Keeping of accounts and records
- Obtaining information necessary to provide contractually agreed services to customers and clients
- Resolving and tracking complaints
- Staff administration
- Verifying information provided to us

6.2. Categories And Data Subjects

Clients, employees, service providers, and other stakeholders.

7. Records That Are Held By The Offices Of The Business

2nd Floor, Block A, Corner Main Office Park, 2 Payne Road, Bryanston, 2191
P. O. Box 69368, Bryanston, 2021 Tel: +27 (0)11 305 9800

Subject	Categories of Records
Operations	• Brochures and Company Information • Client and Customer registry • Contacts • General Correspondence • Information relating to Work-In-Progress • Marketing material and future strategies • Policies and Procedures
Financial Records	• Accounting Records • Annual Financial Statements • Asset Register • Banking records • Contracts • Financial Transactions • Insurance Information • Management Accounts • Tax Records (Company and Employee)
Information Technology	• IT Policies and Procedures
Possible Recipients of Personal Information	• Banks and other financial institutions • Ombudsman and regulatory authorities • Regulatory, statutory and government bodies • Third party verification agencies and credit bureau

Category of Data Subject	Types of Personal Information Processed
Clients and Customers	• Full names and contact details • ID / registration numbers • Physical / postal addresses • Tax and financial details • Communication records

Employees, Former Employees, Contractors, and Job Applicants	• Names and ID / passport numbers • Contact information • Employment history and qualifications • Payroll, banking, and tax details • Performance and disciplinary records • Health / biometric data (where required)
Service Providers and Vendors	• Company and trading names • Registration and VAT numbers • Contact persons • Business addresses • Banking/payment details • Contractual documentation
Stakeholders and Directors	• Names and ID numbers • Contact details • Shareholding / directorship records • Governance-related information
Website and System Users	• IP addresses • Access logs • Login credentials • Device and usage data • Communication preferences

8. General Description Of Information Security Measures

We implement appropriate technical and organisational measures to protect personal information against loss, unauthorised access, and misuse.

9. Information Request Procedure

Requests for access to records must be made using the prescribed PAIA request form available from the Information Regulator website: <https://inforegulator.org.za/>

- Requests must be submitted to the Information Officer using the contact details provided in this Manual.
- Requests may be subject to prescribed fees and procedural requirements.
- We will respond within 30 days in accordance with PAIA.

We will not process personal information for purposes incompatible with those for which it was collected.

10. Denial Of Access To Information

Access to records may be refused in accordance with the provisions of PAIA, including where disclosure would:

- Infringe the privacy of a third party
- Reveal confidential or commercially sensitive information
- Breach a duty of confidence
- Endanger the safety of individuals or property
- Be legally privileged.

Each request will be considered on its own merits in accordance with applicable law.

11. Prescribed Fees (Section 51(1)(F))

Fees for access to records are prescribed by the Information Regulator.

The applicable fee schedule is available on the Information Regulator's website: <https://inforegulator.org.za/>

Requesters will be informed of any applicable fees before processing their request.

12. Decision

12.1 Megapro, will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give written notice with reasons to that effect.

12.2 The 30 (thirty) day period within which Megapro must decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for a large amount of information, or the request requires a search for information held at another location and the information cannot reasonably be obtained within the original 30 (thirty) day period.

12.3 Megapro will notify the requester in writing should an extension be sought.

13. Remedies For Refusal Of A Request

If a requester is dissatisfied with a decision, they may apply to a court of competent jurisdiction for appropriate relief.

14. Availability Of Our Manual

This Manual can be viewed on our website or may be obtained from the Information Officer referred to in Section 4 above for inspection free of charge at our below physical address.

Any transmission costs or postage required in respect of hard copies of the Manual, will be for the account of the requester.

The Information Officer of Megapro will update this Manual as required.

15. Applicable Forms

Prescribed PAIA forms are available on the Information Regulator's website:

<https://inforegulator.org.za/>