



## PAIA AND POPI MANUAL

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000 AND TO ADDRESS REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT NO. 04 OF 2013.**

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## Content Revision History

Date	Revision Number	Author	Comments – Note sections that changed
04 February 2019	1.0	Nithin Parmanand	Final
08 May 2020	2.0	Chief Legal and Compliance Officer	Updated template, remove reference to JM, added reference documents table
01 June 2021	3.0	Chief Legal and Compliance Officer	Integrated POPI requirements (added sections 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 5.1, 5.2, 5.3, 5.4, 5.5 of the manual) into the PAIA Manual – uploaded to the IMS.
21 June 2021	4.0	Chief Legal and Compliance Officer	Updated reference document to add hyperlink.

## RACI Model

Responsible	Accountable	Consulted	Informed
Chief Legal and Compliance Officer Legal and Compliance Manager Legal and Compliance Admin Staff	Chief Executive Officer	All HOD's	All RM Staff

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## 1. GLOSSARY OF TERMS

Act	The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [as amended] together with its regulations
Availability	Characteristic of the information by which it can be accessed by authorized persons when it is needed
Customer	Customers' at Route Monitoring refers to the following: <ul style="list-style-type: none"> <li>• National Gambling Board ("NGB")</li> <li>• Provincial Licensing Authority ("PLA")</li> <li>• Route Operator ("RO")</li> </ul>
Data Subject	the person to whom personal information relates
Confidentiality	Characteristic of the information by which it is available only to authorised persons or systems
Information security	Preservation of confidentiality, integrity and availability of information
Manual	This manual together with all annexures
National Gambling Act ("NGA")	(Act no 7 of 2004) read together with the Gambling Regulations.  [NCEMS Service Level Contract]
National Gambling Board ("NGB")	is the National Gambling Board of South Africa constituted in terms of National Gambling Act (Act no 7 of 2004) and is a Schedule 3A listed Public Entity in terms of the Public Finance Management Act (Act no 1 of 1999) as amended from time to time
Office Hours	09:00 to 16:00 Monday to Friday, excluding any day declared as a public holiday in South Africa
Protection of Personal Information (POPI) Act	To promote the protection of personal information processed by public and private bodies; to introduce certain conditions so as to establish minimum requirements for the processing of personal information; to provide for

	the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of this Act and the Promotion of Access to Information Act, 2000; to provide for the issuing of codes of conduct; to provide for the rights of persons regarding unsolicited electronic communications and automated decision making; to regulate the flow of personal information across the borders of the Republic; and to provide for matters connected therewith.
Request	A request for access to a record in terms of Section 53 of the Act
Requester	A person making a request for access to a record as defined in Section 1 of the Act
Route Monitoring ("RM")	Is Route Monitoring (RF) (PTY) Limited constituted in terms of the Companies Act, Act no. 71 of 2008 as amended from time to time
SAHRC	The South African Human Rights Commission

## 2. PURPOSE

Route Monitoring (RF)(PTY) Limited ("Route Monitoring") is the National Central Electronic Monitoring System ("NCEMS") Operator, monitoring all Limited Pay-out Machines within the South African gambling industry on behalf of the National Gambling Board ("NGB").

On a national level, the data generated from the NCEMS is the property of the NGB. Provincial regulators have access to information relevant to each jurisdiction whilst gambling operators exchange and have access to information relevant to their respective estates.

As such, Route Monitoring has daily access to third party trade secrets, intellectual property, personal and confidential information. Due to prevailing privacy regulation in South Africa, Route Monitoring is under regulatory duty to ensure the safe and proper use, storage and dissemination of such information.

The purpose of this Manual is to provide assistance, as envisaged in the Act, to potential Requesters with regard to the procedure to be followed when requesting access to records held by Route Monitoring. This Manual gives effect to the constitutional right to privacy, by safeguarding personal information when processed and requested by a responsible party, subject to justifiable limitations that are aimed at

balancing the right to privacy against other rights, particularly the right of access to information and protecting important interests, including the free flow of information within the Republic and across international borders.

This manual aims to define the responsibilities and duties of Route Monitoring and Requesters.

The records held by Route Monitoring are available by means of a Request addressed as set out in Clause 4. A Request form is attached hereto. If the Request is granted, all fees, as prescribed in Section 54 of the Act must be paid before any Request can be processed. The fees payable were originally published by way of Regulation Gazette No. 23119 Vol. 440.

Route Monitoring reserves the right to refuse information where such information falls under a specified exemption as set out in Chapter 4 of the Act.

### **3. SCOPE**

This PAIA and POPI Manual applies to all employees of Route Monitoring, all requesters whose information is held by Route Monitoring and all external parties who conduct business with Route Monitoring.

### **4. ACCESS TO INFORMATION**

#### 4.1 SECTION 51(1)(a) OF THE ACT – OUR DETAILS

4.1.1 Name of Body: Route monitoring (RF) (Pty) Limited with registration number 2016/440500/07

4.1.2 Head of Body: Virindra Parmanand

4.1.3 Physical Address: 178 Cumberland Avenue, Turnberry Office Park, Bryanpark Place, Bryanston, 2191

4.1.4 Postal Address: P O Box 67494, Bryanston, 2021

4.1.5 Telephone Number: 010 900 2442

4.1.6 Facsimile Number: 010 900 2444

4.1.7 Website Address: [www.routemonitoring.co.za](http://www.routemonitoring.co.za)

4.1.8 Deputy Information Officers: Nithin Parmanand (email address: [NVP@routemonitoring.co.za](mailto:NVP@routemonitoring.co.za)); Alecia Moodley (email address: [AleciaM@routemonitoring.co.za](mailto:AleciaM@routemonitoring.co.za))

## 4.2 SECTION 51(1)(b) OF THE ACT– THE SAHRC GUIDE

- 4.2.1 The SAHRC has compiled a “Guide on how to use Act” in terms of Section 10 of the Act. The guide contains information required by a person wishing to exercise or protect any right in terms of the Act.
- 4.2.2 The Act grants a Requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest.
- 4.2.3 Requesters are referred to the guide, which will contain information for the purposes of exercising Constitutional Rights. The guide is available from the SAHRC.
- 4.2.4 The contact details of the Commission are: Braampark Forum 3, 33 Hoofd Street, Braamfontein, Telephone Number: +27 011 877 3600, Website: [www.sahrc.org.za](http://www.sahrc.org.za)
- 4.2.5 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided.

## 4.3 SECTION 39 OF THE POPI ACT- INFORMATION REGULATOR

- 4.3.1 The Information Regulator of South Africa is an independent body established in terms of section 39 of the Protection of Personal Information Act, 2013 (Act No. 04 of 2013) [POPI Act]. The Information Regulator is subject only to the law and the constitution, and it is accountable to the National Assembly.
- 4.3.2 The Information Regulator is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and the POPI Act.

## 4.4 SECTION 51(1)(c) OF THE ACT – INFORMATION AUTOMATICALLY AVAILABLE

- 4.4.1 No notice has been published in accordance with Section 52(2) of the Act regarding the categories of records freely available without a person having to request access in terms of the Act.
- 4.4.2 The following categories of records are however freely available without a person having to request access in terms of the Act. The information may be requested from the Deputy Information Officers:
- 4.4.3 Marketing and promotional material published by Route Monitoring;
- 4.4.4 Newsletters; and
- 4.4.5 Information as published on the website of Route Monitoring.

#### 4.5 SECTION 51(1)(d) OF THE ACT – OTHER LEGISLATIVE INFORMATION

Where applicable to the business of Route Monitoring, records are kept in accordance with the following legislation:

- 4.5.1 The National Gambling Act, 2004 (Act No. 7 of 2004) [as amended]
- 4.5.2 The Eastern Cape Gambling and Betting Act, 1997 (Act No. 5 of 1997) [as amended]
- 4.5.3 The Free State Gambling and Liquor Act, 2010 (Act No. 6 of 2010) [as amended]
- 4.5.4 The Gauteng Gambling Act, 1995 (Act No. 4 of 1995) [as amended]
- 4.5.5 The Mpumalanga Gambling Act, 1995 (Act No. 5 of 1995) [as amended]
- 4.5.6 The KwaZulu-Natal Gambling and Betting Act, 2010 (Act No. 8 of 2010) [as amended]
- 4.5.7 The North- West Gambling Act, 2001 (Act No. 2 of 2001) [as amended]
- 4.5.8 The Northern Cape Gambling Act, 2008 (Act No. 3 of 2008) [as amended]
- 4.5.9 The Northern Province Casino and Gaming Act, 1996 (Act No. 4 of 1996) [as amended]
- 4.5.10 The Western Cape Gambling and Racing Act, 1996 (Act No. 4 of 1996) [as amended]
- 4.5.11 The Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997) [as amended]
- 4.5.12 The Companies Act, 2008 (Act No. 71 of 2008) [as amended]
- 4.5.13 The Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993) [as amended]
- 4.5.14 The Employment Equity Act, 1998 (Act No. 55 of 1998) [as amended]
- 4.5.15 The Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001) [as amended]
- 4.5.16 The Income Tax Act, 1962 (Act No. 58 of 1962) [as amended]
- 4.5.17 The Labour Relations Act, 1995 (Act No. 66 of 1995) [as amended]
- 4.5.18 The Occupational Health and Safety Act, 1993 (Act No. 85 of 1993) [as amended]
- 4.5.19 The Pension Funds Act, 1956 (Act No. 24 of 1956) [as amended]
- 4.5.20 The Skills Development Act, 1998 (Act No. 97 of 1998) [as amended]
- 4.5.21 The Skills Development Levies Act, 1999 (Act No. 9 of 1999) [as amended]
- 4.5.22 The Unemployment Insurance Act, 1966 (Act No. 30 of 1966) [as amended]
- 4.5.23 The Valued-Added Tax Act, 1991 (Act No. 89 of 1991) [as amended]



4.5.24 The Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003 [as amended])

4.6 SECTION 51(1)(e) OF THE ACT– SUBJECTS AND CATEGORIES OF INFORMATION

Route Monitoring holds the following categories of records:

4.6.1 Statutory Company Information:

4.6.1.1 Certificate of Incorporation

4.6.1.2 Memorandum of Incorporation

4.6.1.3 Minutes, resolutions and proxy forms

4.6.1.4 Registers of allotments, meetings, members, mortgages and debentures and fixed assets and directors

4.6.2 Financial and Accounting:

4.6.2.1 Audited annual financial statements

4.6.2.2 Ledgers

4.6.2.3 Journals

4.6.2.4 Budgets and business plans

4.6.2.5 Bank account statements

4.6.2.6 Asset register

4.6.2.7 Management accounts

4.6.2.8 Tax records

4.6.2.9 VAT returns

4.6.2.10 Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange

4.6.3 Legal documents, Agreements and Contracts:

4.6.3.1 Contracts, including finance and lease agreements

4.6.3.2 Material licences, permits and authorisations

4.6.3.3 Material agreements relating to provision of services or materials

4.6.3.4 Agreements with contractors, suppliers and customers/clients such as sale agreements, warranty agreements and letters of engagement

4.6.3.5 Agreements with governmental agencies

- 4.6.4 Insurance:
  - 4.6.4.1 Insurance policies
  - 4.6.4.2 Claim records
  - 4.6.4.3 Details of insurance coverage, limits and insurers
- 4.6.5 Administration:
  - 4.6.5.1 Correspondence
  - 4.6.5.2 Internal policies and procedures
- 4.6.6 Employee information records:
  - 4.6.6.1 Names, date of birth and occupations
  - 4.6.6.2 Key Employee Licences
  - 4.6.6.3 Personal History Disclosures
  - 4.6.6.4 Hours of work
  - 4.6.6.5 Remuneration
  - 4.6.6.6 Tax returns
  - 4.6.6.7 Employment contracts
  - 4.6.6.8 Policies and procedures
  - 4.6.6.9 Attendance register
  - 4.6.6.10 Expense accounts
  - 4.6.6.11 Incentive schemes
  - 4.6.6.12 Study assistance schemes
  - 4.6.6.13 Employee evaluation and performance records
  - 4.6.6.14 Training and development
  - 4.6.6.15 Payroll records (salaries and wages)
  - 4.6.6.16 UIF, PAYE and SDL returns
  - 4.6.6.17 Medical Aid
  - 4.6.6.18 Group life
  - 4.6.6.19 Group personal accident

- 4.6.6.20 Disciplinary records
- 4.6.6.21 Scholarships/bursaries
- 4.6.6.22 Health and safety records
- 4.6.6.23 Recruitment and appointments
- 4.6.6.24 Organisational design
- 4.6.7 Pension and retirement funding records:
  - 4.6.7.1 Provident fund rules
  - 4.6.7.2 Provident fund records
  - 4.6.7.3 Contributions reports
  - 4.6.7.4 Annual records
- 4.6.8 Fixed Property:
  - 4.6.8.1 Leases
  - 4.6.8.2 Building plans
- 4.6.9 Movable Property:
  - 4.6.9.1 Asset register
  - 4.6.9.2 Finance and lease agreements
- 4.6.10 Intellectual property:
  - 4.6.10.1 Designs, trademarks, trade names and protected names
  - 4.6.10.2 Copyrights
  - 4.6.10.3 Agreements relating to intellectual property, inter alia, licence agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements, and joint development agreements
- 4.6.11 Clients:
  - 4.6.11.1 Client information, records and correspondence
- 4.6.12 Marketing:
  - 4.6.13 Service and product information
  - 4.6.14 Marketing literature (brochures, newsletters and advertising materials)

- 4.6.15 Public relations policies and procedures
- 4.6.16 Media releases
- 4.6.17 Website
- 4.6.18 Information technology:
  - 4.6.18.1 Agreements
  - 4.6.18.2 Software packages
  - 4.6.18.3 Licenses
  - 4.6.18.4 Internal systems support and programming/development
  - 4.6.18.5 Capacity and utilization of current systems
  - 4.6.18.6 Development or investment plans
  - 4.6.18.7 Disaster recovery processes and procedures
  - 4.6.18.8 Client database
  - 4.6.18.9 Hardware
  - 4.6.18.10 Internet
  - 4.6.18.11 Security
  - 4.6.18.12 Operating systems
  - 4.6.18.13 Telephone exchange equipment
  - 4.6.18.14 Telephone lines, leased lines and data lines
  - 4.6.18.15 LAN installations
  - 4.6.18.16 Maintenance agreements

#### 4.7 SECTION 51(1)(f) OF THE ACT– GENERAL PRESCRIBED INFORMATION

The following applies to requests (other than personal requests):

- 4.7.1 A Requestor is required to pay the applicable prescribed fee before a Request will be processed.
- 4.7.2 If the preparation of the record requested requires more than the prescribed hours, a deposit shall be paid (of not more than one-third of the access fee which would be payable if the Request were granted).

- 4.7.3 A Requestor may lodge an application with a Court against the tender/payment of the Request fee and/or deposit
- 4.7.4 Records may be withheld until the fees have been paid
- 4.7.5 The fee structure is available on the website of the SAHRC at [www.sahrc.org.za](http://www.sahrc.org.za)
- 4.8 SECTION 51(1)(f) OF THE ACT - REQUEST PROCEDURE
- 4.8.1 The Requester must use the prescribed form (**Annexure A** – “Form C”) to make the Request for access to a record. The Request must be addressed as provided for in Clause 4 above.
- 4.8.2 The Requester must provide sufficient detail on the Request form to enable the head of Route Monitoring to identify the record and the Requester. The Requester should also indicate which form of access is required. The Requester should also indicate if any other manner is to be used to inform the Requester and state the necessary particulars to be so informed.
- 4.8.3 The Requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 4.8.4 If a Request is made on behalf of another person, the Requester must then submit proof of the capacity in which the Requester is making the request to the satisfaction of the head of Route Monitoring.
- 4.8.5 A Requester who seeks access to a record containing personal information about that Requester is not required to pay the Request fee (**Annexure B** – “Prescribed Fees”). Every other Requester, who is not a personal Requester, must pay the required Request fee.
- 4.8.6 A Requester has the right to have his, her or its personal information processed in accordance with the conditions for the lawful processing of personal information and to object, on reasonable grounds relating to his, her or its particular situation to the processing of his, her or its personal information.
- 4.8.7 A Requester who wishes to object to the processing of their personal information of personal information must submit a request to Route Monitoring on the prescribed form (**Annexure C** – “Form 1”).
- 4.8.8 A requester who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information in terms of section 24 (1) of the Act, must submit a request to the responsible party on the prescribed form (**Annexure D** – “Form 2”)

#### 4.9 SECTION 51(1)(f) OF THE ACT – FEES

- 4.9.1 The head of Route Monitoring must notify the Requester (other than a personal Requester) by notice, requiring the Requester to pay the prescribed fee (if any) before further processing the Request.
- 4.9.2 The Requester may lodge an application to the Court against the tender or payment of the Request fee.
- 4.9.3 After the head of Route Monitoring has made a decision on the Request, the Requester must be notified in the required form.
- 4.9.4 The head of a private body may withhold a record until the requester concerned has paid the applicable fees (if any).
- 4.9.5 If the Request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- 4.9.6 Different fees may be prescribed in respect of different categories of responsible parties and data subjects.

#### 4.10 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4 OF THE ACT)

- 4.10.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person
- 4.10.2 Mandatory protection of the commercial information of a third party, if the record contains:
- 4.10.2.1 Trade secrets of that party
- 4.10.2.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party
- 4.10.2.3 Information disclosed by a third party to any of the Companies if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- 4.10.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement
- 4.10.3.1 the provisions of the PAIA to apply in relation to the rights of the relevant third parties
- 4.10.4 Mandatory protection of the safety of individuals and the protection of property
- 4.10.5 Mandatory protection of records which could be regarded as privileged in legal proceedings.

4.10.6 The commercial activities of Route Monitoring, which may include: Trade secrets of the Companies; and Financial, commercial, scientific or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of Route Monitoring.

#### 4.11 APPEAL AGAINST REFUSAL TO GRANT ACCESS

4.11.1 If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, upon notification of the Information Officer's decision (or upon deemed refusal in terms of Section 58 of the Act), lodge a complaint to the Information Regulator or apply to court for appropriate relief within the timeframes as prescribed by the Act.

## 5. PERSONAL INFORMATION

### 5.1 SECTION 13(1)(2) OF THE POPI ACT – PURPOSE OF PROCESSING

The purpose for which personal information is processed by Route Monitoring will depend on the nature of the information. In general, personal information is processed by Route Monitoring for business administration purposes, including:

- 5.1.1 to carry out actions for the conclusion or performance of a contract
- 5.1.2 to comply with obligations imposed by law
- 5.1.3 to fulfil duties in terms of law
- 5.1.4 to protect the legitimate interests of the data subjects; or
- 5.1.5 where it is necessary for pursuing the legitimate interests of the Company

### 5.2 SECTION 23 OF THE POPI ACT – CATEGORIES OF DATA SUBJECTS

Route Monitoring processes personal information relating to the following categories of data subjects

- 5.2.1 Personnel / employees
- 5.2.2 Consultants
- 5.2.3 Customers
- 5.2.4 Regulators
- 5.2.5 Service providers
- 5.2.6 Suppliers
- 5.2.7 Operators

5.2.8 Other third parties with whom the company conducts business

### 5.3 SECTION 23 OF THE POPI ACT – CATEGORIES OF INFORMATION

Route Monitoring processes personal information in respect of natural persons

5.3.1 name

5.3.2 identifying number (identity or passport number)

5.3.3 date of birth

5.3.4 citizenship

5.3.5 age

5.3.6 gender

5.3.7 race

5.3.8 marital status

5.3.9 language

5.3.10 telephone number(s)

5.3.11 email address(es)

5.3.12 physical and postal addresses

5.3.13 income tax number

5.3.14 banking information

5.3.15 disability information

5.3.16 employment history

5.3.17 background checks

5.3.18 fingerprints

5.3.19 CVs

5.3.20 education history

5.3.21 remuneration and benefit information

5.3.22 details related to employee performance and disciplinary procedures



Route Monitoring processes personal information in respect of juristic persons

- 5.3.23 name
- 5.3.24 registration number
- 5.3.25 tax information
- 5.3.26 contact details
- 5.3.27 physical and postal addresses
- 5.3.28 FICA documentation
- 5.3.29 B-BBEE certificates
- 5.3.30 banking and/or account details
- 5.3.31 invoices
- 5.3.32 contractual agreements

#### 5.4 SECTION 11 OF THE POPI ACT – CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

The categories of recipients to whom Route Monitoring may supply the personal information will depend on the nature of the information. In general, such categories of recipients would include:

- 5.4.1 Subsidiary or related companies
- 5.4.2 Service providers
- 5.4.3 B-BBEE Consultants
- 5.4.4 Medical aid, pension or provident funds
- 5.4.5 Auditing and accounting bodies (internal and external)
- 5.4.6 Third parties with whom Route Monitoring have contracted for the retention of data
- 5.4.7 Relevant authorities, government departments, statutory bodies or regulators
- 5.4.8 Provincial Gambling Boards
- 5.4.9 National Gambling Board
- 5.4.10 A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of applicable laws or rules.

5.5 SECTION 19 OF THE POPI ACT – INFORMATION SECURITY MEASURES

Route Monitoring strives to take appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in its possession or under its control.

**6. AVAILABILITY OF THIS MANUAL**

This Manual is available for inspection upon request, during Office Hours and free of charge at Route Monitoring offices. A copy of this Manual is also available on the website of Route Monitoring.

**7. FORMS**

Please refer to Annexures A – D provided hereinbelow.

**8. REVIEW**

This CEO-MN\_PAIA and POPI Manual must be reviewed, at minimum, annually and as and when required or when RM experiences structural changes which significantly affect the organisational structure.

RM reserves the right to amend this CEO-MN\_PAIA and POPI Manual from time to time. Any such modifications shall be automatically effective and shall be deemed to have come to the attention of all employees when posted to the RM "SharePoint". RM will endeavour to advise employees of all changes, however, responsibility rests with RM employees to ensure that they are aware of, and fully understand all company policies and procedures.

**9. REFERENCE DOCUMENTS**

Document Name
LC-POL_Privacy Policy

**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 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:					
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 words 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? Postage 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.

- Indicate which right is to be exercised or protected: .....
- 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 – PRESCRIBED FEES

A.	REPRODUCTION FEES	
1.	For every photocopy of an A4 Size page or part thereof	R0.82
2.	For every printed copy of an A4 size page or part thereof held on a computer in electronic or machine-readable form	R 0.58
3.	For a copy in a computer readable form on;	
3.1	Compact Disc (CD)	R54.14
3.2	Digital Video Disk (DVD)	R54.14
4.		
4.1	For transcription of visual images for an A4 size page or part thereof	R29.78
4.2	For a copy of visual images	R85.70
5.		
5.1	For a transcription of an audio record, for an A4 size page or part thereof	R17.13
5.2	For a copy of an audio record	R23.01
6.	The request fee payable by every requested, other than a personal requestor referred to in section 22 (1) of the Act	R47.35
B.	ACCESS FEES	
	Access fees payable by a requester referred to in section 22 (7) of the Act, unless exempted under section 22 (8) of the Act	
1.	For every photocopy of an A4 Size page or part thereof	R0.82
2.	For every printed copy of an A4 size page or part thereof held on a computer in electronic or machine-readable form	R0.58
3.	For a copy in a computer readable form on;	
3.1	Compact Disc (CD)	R54.14
3.2	Digital Video Disk (DVD)	R54.14
4.		
4.1	For transcription of visual images for an A4 size page or part thereof	R29.78
4.2	For a copy of visual images	R81.19
5.		
5.1	For a transcription of an audio record, for an A4 size page or part thereof	R 16.24
5.2	For a copy of an audio record	R23.01
6.	To search for the record for disclosure, excluding R20.29 per hour or part of the first hour, reasonably required time for such a search.	R20.29 per hour or part of an hour



**ANNEXURE C - FORM 1**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11 (3) OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)  
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018  
[Regulation 2.]**

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

<b>A      DETAILS OF DATA SUBJECT</b>	
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number / E-mail address:	
<b>B      DETAILS OF RESPONSIBLE PARTY</b>	
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
<b>C      REASONS FOR OBJECTION IN TERMS OF SECTION 11 (1) (d) to ( f ) (Please provide detailed reasons for the objection)</b>	
Signed at.....this.....day of ..... 20.....	

**ANNEXURE D - FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

**[Regulation 3]**

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

<b>A     DETAILS OF THE DATA SUBJECT</b>	
Name(s) and surname/ registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
<b>B     DETAILS OF RESPONSIBLE PARTY</b>	

Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
<b>C    INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>	
1.	
2.	
3.	
4.	
5.	
6.	
<b>D    REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24 (1) (a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;</b> and/or <b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24 (1) (b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN</b> (Please provide detailed reasons for the request)	
Signed at .....this .....day of ..... 20.....	
<p>.....</p> <p>Signature of data subject/designated person</p>	

**END OF DOCUMENT**