



TUTUKA SOFTWARE PROPRIETARY LIMITED

Registration Number of Company: 1999/020074/07

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act 2 of 2000

(the "Act")

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1. Introduction

- 1.1. Company name: Tutuka Software Proprietary Limited (the "Company")
- 1.2. Company introduction: Tutuka is the leading payments enabler in South Africa and other emerging markets, connecting clients to the MasterCard and Visa networks, and processing payments between parties
- 1.3. This manual serves to inform members of the public of the categories of information the Company holds, and which may, subject to the grounds of refusal listed in the Act, be disclosed after evaluation of an access to information application being made in terms of the Act and this manual.

2. Availability of this manual

This manual is available at our reception desk, on our website and upon request from our offices.

3. Contact details

- 3.1. CEO: Mr. Rowan Brewer
- 3.2. Directors: RM Brewer, S Kark, D Kirkman, and AZH Mazanderani
- 3.3. Physical address: Building 1, Bentley Office Park, Cnr Rivonia & Wessel Rds, Rivonia, Johannesburg, South Africa
- 3.4. Postal address: P O Box 522113, Saxonwold, 2132
- 3.5. E-mail address: support@tutuka.com
- 3.6. Tel: +2711 803 3118

4. The Act and Section 10 Guide

- 4.1. 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.
- 4.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 4.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission ("SAHRC"), which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- 4.4. The contact details of the SAHRC are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11-877 3600
Fax Number:	+27-11-403 0625
Website:	www.sahrc.org.za

5. Applicable Legislation

	Act name	Act number
1.	Companies Act	71 of 2008
2.	Copyright Act	98 of 1978
3.	Employment Equity Act	55 of 1998
4.	Income Tax Act	95 of 1967
5.	Labour Relations Act	66 of 1995
6.	Value Added Tax Act	89 of 1991
7.	Financial Advisory and Intermediary Services Act	37 of 2002
8.	Financial Intelligence Centre Act	38 of 2001
9.	Basic Conditions of Employment Act	75 of 1997
10.	Electronic Communications and Transactions Act	25 of 2002
11.	Electronic Communications Act	36 of 2005
12.	Telecommunications Act	103 of 1996

13.	Promotion of Access to Information Act	2 of 2000
14.	Unemployment Insurance Act	30 of 1996
15.	Protection of Personal Information Act	4 of 2013
16.	Prevention and Combatting of Corrupt Activities Act	12 of 2004
17.	Skills Development Levies Act	9 of 1999
18.	Broad-based Black Economic Empowerment Act	53 of 2003

6. Schedule of Records

6.1. The fact that a record type is listed here does not necessarily mean that the Company will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act.

6.2. The Company hold records in the categories listed below:

6.2.1. **Internal records relating to the Company's business**, which include the Company's founding and other documents, minutes and policies; annual and other reports; financial records; operational records, policies and procedures; contracts; licences, trademarks and other intellectual property; production, marketing records; other internal policies and procedures; internal correspondence; statutory records; insurance policies and records; etc.

6.2.2. **Personnel records**, which include records relating to temporary employees, fixed term employees, part-time employees, permanent employees, locums, associates, contractors, partners, directors, executive directors, non-executive directors. These records also include employment contracts, conditions of employment; workplace policies; disciplinary records; termination records; minutes of staff meetings; performance management records and systems and all employment-related records and correspondence.

6.2.3. **Supplier and service provider records**, which include supplier registrations; contracts; confidentiality agreements and non-disclosure agreements, communications; logs; delivery records; commissioned work; and similar information, some of which might be provided to us by such suppliers and providers under service and other contacts.

6.2.4. **Technical records**, which include manuals, logs, electronic and cached information, product registrations, product dossiers, statutory body records, approvals, conditions and requirements, and similar product information.

6.2.5. **Third party information**, which may be in our possession but which would be subject to the conditions set in relation to such possession and use or purpose limitations.

6.2.6. **Environment and market information**, which includes information bought, publicly available information and commissioned information which pertains to the specific sector and market of our business and factors that affect the business, professional and prepaid card environment.

7. Form of Request

7.1. Requests for access to records held by the Company must be made on the request forms that are available from the SAHRC website (www.sahrc.org.za) or on the website of the Department of Justice (www.justice.gov.za) under "PAIA" and "forms".

7.2. When a record is requested, the following will apply:

7.2.1. Fees may be payable. These fees are prescribed by law, and can change from time to time. The fee list is attached to this document.

7.2.2. The Request Form must be completed.

7.2.3. On the Request Form all details must be completed, including the right the requester wants to protect by requesting the information.

7.2.4. If the requester is acting on behalf of someone else, the signature of the other person as the one who authorised the request to be made.

- 7.2.5. The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) s/he wants to access the information.
- 7.2.6. If the record is part of another record, the requester will only be given access, if access is granted, to the part(s) of the record that pertain to the information s/he wants or is entitled to, and not to the rest of the record.
- 7.3. When making a request, kindly provide sufficient details to enable the Company to identify:
- 7.3.1. the record(s) requested;
- 7.3.2. the requester (and if an agent is lodging the request, proof of capacity);
- 7.3.3. the form of access required;
- 7.3.4. the postal address or fax number of the requester in the Republic of South Africa;
- 7.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof;
- 7.3.6. the right which the requester is seeking to exercise or protect with an explanation of a reason the record is required to exercise or protect the right.
- 7.4. All requests will be evaluated against the provisions of the Act. It should be noted that the Act allows the Company to refuse access on grounds stipulated in the Act.
- 7.5. An answer on a request for information must be made within 30 days of the request, and, if the request is not granted and the requester is not satisfied, s/he can approach a competent court within 30 days of the decision.

8. Any other information

ANNEXURE: FEES IN RESPECT OF RECORDS REQUESTED FROM PRIVATE BODIES

- 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.
- The fees for reproduction referred to in regulation 11 (1) are as follows:

(a)	For every photocopy of an A4-size page or part thereof	R1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c)	For a copy in a computer-readable form on:	
	(i) stiffy disc	R7,50
	(ii) compact disc	R70,00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	R40,00
	(ii) For a copy of visual images	R60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R20,00
	(ii) For a copy of an audio record	R30,00

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