
RealNet Holdings (Proprietary) Limited

COMPANY REGISTRATION NUMBER
2000/018707/07



MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT, ACT NO 2 OF 2000

("The Act")

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TABLE OF CONTENTS

1.	INTRODUCTION	3
2.	SCOPE OF THE MANUAL	3
3.	AVAILABILITY OF THE MANUAL	4
4.	CONTACT DETAILS - SECTION 51(1)(a)	4
5.	GUIDE (HUMAN RIGHTS COMMISSION ("HRC") GUIDE) FOR REQUESTERS ON HOW TO USE THE ACT IN TERMS OF SECTION 10 – SECTION 51(1)(b)	4
6.	RECORDS AVAILABLE AND HELD IN ACCORDANCE WITH OTHER LEGISLATION – SECTION 51(1)(d)	5
7.	RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC - SECTION 51(1)(c)	5
8.	CATOGARIES AND TYPES OF RECORDS AND INFORMATION HELD IN TERMS OF THE ACT – SECTION 51(1)(e)	6
9.	SUBJECT AND CATEGORIES OF RECORDS HELD: SECTION 51(1)(E)	6
10.	ACCESS REQUEST PROCEDURE – SECTION 51(1)(e)	7
11.	GROUND FOR REFUSAL TO ACCESS TO RECORDS	8
12.	PERSCRIBED FEES - SECTION 51(1)(e)	9
13.	ADDITIONAL PRESCRIBED INFORMATION – SECTION 51(1)(f)	10

MANUAL OF RealNet Holdings (Proprietary) Limited
2000/018707/07

**Prepared in accordance with Section 51 of the Promotion of Access to Information Act,
No. 2 of 2000**

(Private Body)

Last Updated: 01 September 2016

1. INTRODUCTION

- 1.1. On 9 March 2001, the Promotion of Access to Information Act, No. 2 of 2000 ("the Act") became operative, giving effect to the section 32(2) Constitutional right of access to information.
- 1.2. This document serves as the **RealNet Holdings (Proprietary) Limited** information manual and provides reference to the records held by **RealNet Holdings (Proprietary) Limited** and the process to request access to such records.
- 1.3. Those who seek a record of a private body must meet the following requirements before a private body may release records to them:
 - 1.3.1. *The record must be required for the exercise or protection of any of the individual's legal rights;*
 - 1.3.2. *All the procedural requirements in requesting the information must be complied with;*
 - 1.3.3. *Access may be refused in terms of any grounds referred to in the Act.*
- 1.4. 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.
- 1.5. **Who may request access to information:**
 - 1.5.1. A person may request information in terms of the Act only if the information is required for the protection of a right. Therefore, the requestor has to provide the designated person with sufficient particulars to ensure that the designated person is able to access the right which the requestor is seeking to protect.

2. SCOPE OF THE MANUAL

- 2.1. This manual has been prepared to assist persons requesting information and provide procedures to be followed to gain access to information and documentation as provided for in the Act.
- 2.2. **RealNet Holdings (Proprietary) Limited** carries on business of franchising in the real estate industry.

3. AVAILABILITY OF THE MANUAL

- 3.1. A copy of this manual is available to the public for inspection during office hours at the offices of **RealNet Holdings (Proprietary) Limited** as well as on request from the designated contact person referred to in this manual. This manual has been made available to the Human Rights Commission.

4. CONTACT DETAILS - SECTION 51(1)(a)

- 4.1. The responsibility for administration of, and compliance with the Act is that of the Managing Director and/or Compliance Officer of **RealNet Holdings (Proprietary) Limited**. Requests pursuant to the provisions of the Act should be directed as follows:

Contact Person: Gerhard Kotzé and/or Regine van Aswegen

Postal Address: P.O. Box 530, Menlyn, 0063

Physical Address: Boardwalk Office Park, Block 15 Ground Floor, Boardwalk Boulevard, Faerie Glen, Pretoria, 0043

Phone Number: 086 046 0460

E-mail: gerhard@realnet.co.za and/or regine@realnet.co.za

Website Address: www.realnet.co.za

Managing Director Signature



Compliance Officer Signature

5. GUIDE (HUMAN RIGHTS COMMISSION (“HRC”) GUIDE) FOR REQUESTERS ON HOW TO USE THE ACT IN TERMS OF SECTION 10 - SECTION 51(1)(b)

- 5.1. A Guide has been compiled in terms of Section 10 of the Act by the Human Rights Commission. It contains information to assist a person wishing to exercise a right, in terms of the Act. The Guide is available for inspection, *inter alia*, as follows:

5.2. The South African Human Rights Commission:

PAIA Unit

Forum 3, Braampark Office Park, 33 Hoofd Street, Braamfontein

Website: <http://www.sahrc.org.za>

- 5.3. Kindly direct any queries to:

Postal address: Private Bag 2700, Houghton, 2041

Phone Numbers

Head Office: +27 (11) 877 3600
Gauteng Provincial Office: +27 (11) 877 3750
Fax number: +27 (11) 403 0668
E-mail: PAIA@sahrc.org.za
info@sahrc.org.za
Website: www.sahrc.org.za

6. RECORDS AVAILABLE AND HELD IN ACCORDANCE WITH OTHER LEGISLATION - SECTION 51(1)(d)

- 6.1. Records are held in accordance with the following legislation:
- 6.1.1. Basic Conditions of Employment Act, No. 75 of 1997;
 - 6.1.2. Broad-Based Black Economic Empowerment Act, No 53 of 2003;
 - 6.1.3. Companies Act, No. 61 of 1973;
 - 6.1.4. Companies Act No. 71 of 2008;
 - 6.1.5. Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
 - 6.1.6. Copyright Act, No. 98 of 1987;
 - 6.1.7. Electronic Communication and Transactions Act, No. 2 of 2000;
 - 6.1.8. Employment Equity Act, No 55 of 1998;
 - 6.1.9. Financial Intelligence Centre Act, No. 38 of 2001;
 - 6.1.10. Income Tax Act, No. 58 of 1962;
 - 6.1.11. Labour relations Act, No. 66 of 1995;
 - 6.1.12. National Credit Act, No 34 of 2005;
 - 6.1.13. Occupational Health and safety Act, No. 85 of 1993;
 - 6.1.14. Promotion of Access to Information Act, No. 2 of 2000;
 - 6.1.15. Skills Development Levy Act, No. 9 of 1999;
 - 6.1.16. Unemployment Insurance Act, No. 63 of 2001;
 - 6.1.17. Value-added Tax Act, No. 89 of 1991.

7. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC - SECTION 51(1)(c)

- 7.1. The Act provides for the automatic disclosure of certain records. Should records be automatically disclosed, you will not have to formally request these records in terms of the Act.
- 7.2. In terms of the Act, this automatic disclosure by private companies is voluntary. This means that a private company is not obliged to make such disclosure. If a private company chooses

to make such voluntary disclosure, it may do so by giving notice thereof in terms of Section 52(2) of the Act.

8. CATEGORIES AND TYPES OF RECORDS AND INFORMATION HELD IN TERMS OF THE ACT - SECTION 51(1)(e)

- 8.1. Employment Contracts: Availability to be determined upon receipt of request;
- 8.2. Employment Equity Plan where applicable: Availability to be determined upon receipt of request;
- 8.3. Domain Name Registrations: Availability to be determined upon receipt of request;
- 8.4. Trademark Registrations: Availability to be determined upon receipt of request;
- 8.5. Trade Name Registrations: Availability to be determined upon receipt of request;
- 8.6. Company Documentation: Availability to be determined upon receipt of request;
- 8.7. Agreements with Suppliers: Availability to be determined upon receipt of request;
- 8.8. Corporate Sales Agreements: Availability to be determined upon receipt of request;
- 8.9. Customer Agreements: Availability to be determined upon receipt of request;
- 8.10. Data Bases of Customers: Availability to be determined upon receipt of request;
- 8.11. Client Services Records: Availability to be determined upon receipt of request;
- 8.12. Corporate Governance: Availability to be determined upon receipt of request;
- 8.13. Marketing & Communication: Availability to be determined upon receipt of request;
- 8.14. Finance and Administration: Availability to be determined upon receipt of request.

9. SUBJECTS AND CATEGORIES OF RECORDS HELD: SECTION 51(1)(E)

9.1. Companies Act Records

- 9.1.1. Documents of incorporation;
- 9.1.2. Memorandum and Articles of Association;
- 9.1.3. Minutes of Board of director's meetings;
- 9.1.4. Records relating to the appointment of directors / auditor / secretary / public officer and other officers;
- 9.1.5. Share register and other statutory registers.

9.2. Financial Records

- 9.2.1. Annual Financial Statements;
- 9.2.2. Tax Returns;
- 9.2.3. Accounting records;
- 9.2.4. Banking records;
- 9.2.5. Bank Statements;

- 9.2.6. Paid Cheques;
- 9.2.7. Electronic Banking records;
- 9.2.8. Asset Register;
- 9.2.9. Rental Agreements;
- 9.2.10. Invoices.


9.3. **Income Tax Records**

- 9.3.1. PAYE Records;
- 9.3.2. Documents issued to employees for tax purposes;
- 9.3.3. Records of payments made to SARS on behalf of employees;
- 9.3.4. All other statutory compliances:
 - 9.3.4.1. Vat;
 - 9.3.4.2. Regional Services Levies;
 - 9.3.4.3. Skills Development Levies;
 - 9.3.4.4. UIF;
 - 9.3.4.5. Workmen's compensation.
 - 9.3.4.6. **Personnel Documents and Records:**
 - 9.3.4.6.1. Employment contracts;
 - 9.3.4.6.2. Employment Equity Plan (if applicable);
 - 9.3.4.6.3. Medical Aid records;
 - 9.3.4.6.4. Pension Fund records;
 - 9.3.4.6.5. Salary Records;
 - 9.3.4.6.6. SETA records;
 - 9.3.4.6.7. Disciplinary code;
 - 9.3.4.6.8. Leave records;
 - 9.3.4.6.9. Training Records;
 - 9.3.4.6.10. Training Manuals.

10. ACCESS REQUEST PROCEDURE - SECTION 51(1)(e)

- 10.1. *It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.*
- 10.2. *If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.*

78



- 10.2.1. The requester must use the prescribed form to make the request for access to a record. This must be made to the appointed designated person This request must be made to the address, fax number or electronic mail address of the body concerned.
- 10.2.2. Request for access to records of private body – Form C has been appended to the manual.
- 10.2.3. The requester must provide sufficient detail on the request form to enable the head of the private body 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.
- 10.2.4. **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.**
- 10.2.5. **Take care to adequately describe the right which you are seeking to protect or enforce by means of the records requested. Please note that the courts have indicated that access to the records must be “necessary” for the exercise or protection of the right so stated.**
- 10.2.6. 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 designated person of the private body.
- 10.2.7. A public body may make a request for access to a record of a private body for the exercise or protection of any rights other than its rights, only if it is acting in the public interest.

11. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 11.1. The main grounds for refusal of a request for information are:
- 11.2. 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;
- 11.3. Mandatory protection of the commercial information of a third party, if the record contains:
 - 11.3.1. Trade secrets of that party;
 - 11.3.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
 - 11.3.3. Information disclosed in confidence by a third party to **RealNet Holdings (Proprietary) Limited** if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.
- 11.4. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 11.5. Mandatory protection of the safety of individuals and the protection of property;
- 11.6. Mandatory protection of records which could be regarded as privileged in legal proceedings;



- 11.7. The Commercial Activities of **RealNet Holdings (Proprietary) Limited** which may include:
- 11.7.1. Trade secrets of **RealNet Holdings (Proprietary) Limited**;
 - 11.7.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of **RealNet Holdings (Proprietary) Limited**.

12. PRESCRIBED FEES - SECTION 51(1)(e)

- 12.1. A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.
- 12.2. The appointed designated person of the private body 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.
- 12.3. The fee that the requester must pay to a private body is R50 exclusive of value added tax. The requester may lodge an application to the court against the tender or payment of the request fee.
- 12.4. After the designated person of the private body has made a decision on the request, the requester must be notified in the required form.
- 12.5. 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.
- 12.6. The prescribed fees relating to a request to access information are as per includes Section 54(7), Section 54(2) and Section 54(7) of Regulation 11(3).

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 11 (3)]

PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)

- 12.6.1 Photocopy
- 12.6.2 Printed copy
- 12.6.3 For a copy in a computer-readable form on
 - (i) Flash drive R40.00
 - to be provided by requestor
 - (ii) Compact disc R40.00
 - If provided by requestor

- If provided to the requestor R60.00
- 12.6.4 For a transcription of visual images per A4-size page Service to be outsourced. Will depend on the quotation of the service provider.
Copy of visual images
- 12.6.5 Transcription of an audio record, per A4-size R24.00
Copy of an audio record
- (i) Flash drive
- To be provided by requestor R40.00
- (ii) Compact disc
- If provided by requestor R40.00
 - If provided by requestor R60.00
- 12.6.6 Postage, e-mail or any other electronic transfer: Actual costs

***Section 54(2) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
[Regulation 11 (3)]***

PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)

- 12.6.7 Deposit payable (if search exceeds six hours)

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

13. ADDITIONAL PRESCRIBED INFORMATION - SECTION 51(1)(f)

- 13.1. In terms of this Section, the Minister may publish a notice prescribing any other information that private bodies will have to disclose.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
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:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer