

PROMOTION OF ACCESS TO INFORMATION ACT
(PAIA)

LICENTIA FRANCHISE SA (PTY) LTD

Company Registration Number:
2015/172514/07

PAIA MANUAL

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

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1. INTRODUCTION

Licentia Franchise SA (PTY) LTD (“Licentia”) acknowledges its obligation to ensure transparency and uphold individuals' right of access to information, as enshrined in the Promotion of Access to Information Act, 2000 (PAIA). This manual provides an outline of the information available, as well as the procedures to follow for requesting access to records. It is also aligned with the Protection of Personal Information Act (POPIA) to safeguard personal data where applicable.

2. CONTACT DETAILS

For any PAIA-related requests, you can contact the Information Officer at Licentia.

- **Information Officer:** Jean Oliver
- **Physical Address:** 34 Louws Creek Street, Aerorand, Middelburg, Mpumalanga, 1050
- **Telephone:** 082 376 7338
- **Email:** director@licentia.co.za

3. GUIDE ON PAIA

A guide on how to exercise your rights under PAIA can be obtained from the Information Regulator. This guide provides clarity on the procedures to request records and understand your rights.

Contact details of the Information Regulator:

- **Postal Address:** PO Box 31533, Braamfontein, Johannesburg, 2017
- **Website:** www.inforegulator.org.za
- **Email:** inforeg@justice.gov.za
- **Telephone:** 012 406 4818

4. RECORDS AVAILABLE UNDER PAIA

Licentia holds records that are accessible in accordance with PAIA. Some records are available without the need for a formal request, while others will require a PAIA application. The following categories of records are maintained:

4.1 Records Available Without Request:

- Company promotional materials and brochures
- Newsletters and publications
- General information on Licentia services

4.2 Records Available Upon Request:

- **Company Records:** Incorporation documents, shareholder records, and financial records
- **Operational Records:** Contracts, internal policies, and employee records (as permitted by law)
- **Third-party records:** Records involving contractual agreements with clients and suppliers (as permitted)

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5. REQUEST PROCEDURE

To access records under PAIA, you must submit a request in writing to the **Information Officer** using the **prescribed PAIA Form C**.

The request must:

- Provide sufficient information to identify the record.
- Include the requester's contact details.
- Specify the form of access required (e.g., copies or inspection).
- State the reason for the request and whether it's personal information.

A request fee may be charged as per PAIA regulations. Records will only be provided after the payment of any applicable fees.

6. GROUNDS FOR REFUSAL

In terms of Section 62 of PAIA, LFSA may refuse access to records under certain conditions, such as:

- Protection of personal information of a third party.
- Information deemed confidential based on business relationships.
- Protection of the company's commercial interests.

7. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

Licentia maintains records in compliance with the following laws (among others):

- Companies Act, 71 of 2008
- Basic Conditions of Employment Act, 75 of 1997
- Labour Relations Act, 66 of 1995
- Income Tax Act, 58 of 1962
- Value-Added Tax Act, 89 of 1991

8. FEES

The following fee structure applies for access to records:

- Request fee: R50 (non-refundable) payable when submitting the PAIA request.
- Access fees: Additional costs will be applicable depending on the format of access and the volume of records.
- Payment details: All payments must be made directly to the company as specified by the Information Officer.

9. POPIA COMPLIANCE

As Licentia Franchise SA processes personal information, we ensure strict compliance with the Protection of Personal Information Act (POPIA). PAIA requests involving personal data will be evaluated in accordance with POPIA, and necessary safeguards will be applied to protect the privacy of data subjects.

10. AMENDMENTS AND UPDATES

This manual will be reviewed periodically to ensure compliance with legal requirements and best practices. Amendments will be published on Licentia's website and made available upon request.

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11. COMPLAINTS PROCESS

Should you have concerns regarding how your PAIA request was handled or the refusal of your request, you may lodge a complaint with the Information Regulator as per the contact details provided in Section 3.

APPROVAL AND SIGN-OFF

This manual has been approved by Jean Oliver, the Information Officer of Licentia Franchise SA.

Date: 2024/10/09



Jean Oliver
2024/10/09

NOTE:

Ensure that this document is available in both print and digital format on Licentia Franchise SA's website for public access, and that all company personnel are trained on PAIA compliance processes.

ANNEXURE A – FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

Section 53(1) of the Promotion of Access to Information Act, (Act No. 2 of 2000) [Regulation 10]

- **Particulars of the private body;**

The Head:

- **Particulars of the person requesting access to the record;**

- ✓ The particulars of the person who requests access to the record must be given below.
- ✓ The address and/or fax number in the Republic of South Africa to which the information is to be sent must be given.
- ✓ Proof of the capacity in which the request is made, if applicable, must be attached;

- Full Names and Surname:
- Identity Number:
- Postal Address:
- Telephone/Cell Number: (.....)
- Fax number: (.....)
- E-mail address:@.....
- Capacity in which the request is made, when made on behalf of another person:

- **Particulars of the person/entity on whose behalf the request is made;**

This section must be completed ONLY if a request for information is made on behalf of another person/entity.

- Entity Name:
- Entity Registration Number:
- Full Names and Surname:
- Identity Number:

- **Particulars of record;**

- ✓ 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 folio and attach it to this form. The requester must sign all the additional folios.

- Description of record or relevant part of the record:

.....
.....
.....
.....

- Reference number, if available:

.....

- Any further particulars of record:

.....
.....
.....
.....

- **Fees**

- ✓ 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.

- ✓ You will be notified of the amount required to be paid as the request fee.

- ✓ 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.

- ✓ If you qualify for exemption of the payment of any fee, please state the reason for exemption. Reason for exemption from payment of fees:

Reason for exemption from payment of fees: (If Applicable)

.....
.....

Signature of Requestee

ANNEXURE B – FEES

FEES IN RESPECT OF PRIVATE BODIES TERMS OF PAIA

- The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R 01-10 for every photocopy of an A4-size page or part thereof.
- The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows;
 - ✓ For every photocopy of an A4-size page or part thereof R 01-10.
 - ✓ For every printed copy of an A4-size page or part thereof held on a computer or in the electronic or machine-readable form R 00-75.
 - ✓ For a copy in a computer-readable form;
 - compact disc R 70-00.
 - ✓ For a transcription of visual images;
 - for an A4-size page or part thereof R 40-00,
 - for a copy of visual images R 60-00.
 - ✓ For a transcription of an audio record;
 - for an A4-size page or part thereof R 20-00;
 - for a copy of an audio record R 30-00.
- The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R 50-00.
- The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
 - ✓ For every photocopy of an A4-size page or part thereof R 01-10.
 - ✓ For every printed copy of an A4-size page or part thereof held on a computer or in the electronic or machine-readable form R 00-75.
 - ✓ For a copy in a computer-readable form;
 - compact disc R 70-00.
 - ✓ For a transcription of visual images;
 - for an A4-size page or part thereof R 40-00,
 - for a copy of visual images R 60-00.
 - ✓ For a transcription of an audio record;
 - for an A4-size page or part thereof R 20-00;
 - for a copy of an audio record R 30-00.
 - ✓ To search for and prepare the record for disclosure, R 30-00 for each hour or part of an hour reasonably required for such search and preparation.
 - ✓ For purposes of section 54(2) of PAIA, the following applies:
 - six hours as the hours to be exceeded before a deposit is payable; &
 - one-third of the access fee is payable as a deposit by the requester.
 - ✓ The actual postage is payable when a copy of a record must be posted to a requester.

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