

INFORMATION MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended)

This document serves as the information manual as required by Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 (the "Act") for a private body. It provides information on the records held and the process that is to be followed to request access to such records.

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1 LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** Chief Executive Officer;
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“IO”** Information Officer;
- 1.4 **“Minister”** Minister of Justice and Correctional Services;
- 1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000(as Amended);
- 1.6 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.7 **“Regulator”** Information Regulator; and
- 1.8 **“Republic”** Republic of South Africa.



2 PURPOSE OF PAIA MANUAL

- 2.1 This PAIA Manual is useful for the public to-
- 2.2 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.3 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.4 know the description of the records of the body which are available in accordance with any other legislation;
- 2.5 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.6 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.9 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.10 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.11 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



3 SCOPE

- 3.1 Büddycentral is a holding company established in accordance with the laws of South Africa with registration number 2015/137723/07. This Information Manual is relevant and has application to the subsidiaries as set out in the list below.
- 3.2 In this Information Manual, any reference to 'Büddycentral' includes any of the entities as listed below, companies established in accordance with the law of South Africa:

| COMPANY | FSP LICENSE NUMBER | REGISTRATION NUMBER |
|--|-------------------------------------|---------------------|
| Alert24 Response Solutions (Pty) Ltd | | 2003/003425/07 |
| BrokerBüddy (Pty) Ltd | FSP 43153 | 2005/011181/07 |
| BrokerBüddy Life (Pty) Ltd | FSP 47806 | 2015/047660/07 |
| Büddycentral IP (Pty) Ltd | | 2018/200699/07 |
| Büddycentral Management (Pty) Ltd | | 2015/260659/07 |
| Büddycentral Properties (Pty) Ltd | | 2004/029412/07 |
| CarScore (Pty) Ltd | | 2017/226375/07 |
| CHS Claims Handling Services (Pty) Ltd | FSP 46862 | 2009/010034/07 |
| DealerBüddy (Pty) Ltd | Juristic Representative of FSP43153 | 2022/247648/07 |
| DebtBüddy (Pty) Ltd | | 2013/207118/07 |
| Eagle Health App SA (Pty) Ltd | | 2018/049817/07 |
| Fingo Investments (Pty) Ltd | | 2004/028232/07 |
| FlowBüddy (Pty) Ltd | | 2015/029953/07 |
| ValueBüddy (Pty) Ltd | | 2016/074764/07 |



4 Contact details of the CHIEF EXECUTIVE OFFICER AND THE INFORMATION OFFICER

Contact Person: Mr Johan Alwyn Basson
Postal Address: PO Box 5050, Tyger Valley, Western Cape, 7530
Physical Address: 4th floor, CRF Building, 4 Bridal Close, Tyger Falls, Bellville, 7530
Telephone Number: 0861 777 013
E-mail Address: johan@buddycentral.co.za

Contact details of the Information Officer:

Information Officer: Ms Julicha Thelander
Physical Address: 4th floor, CRF Building, 4 Bridal Close, Tyger Falls, Bellville, 7530
Telephone Number: 0861 777 013
E-mail Address: companysecretarial@buddycentral.co.za

Contact details of Head Office:

Postal Address: PO Box 5050, Tyger Valley, 7536
Physical Address: 4th floor, CRF Building, 4 Bridal Close, Tyger Falls, Bellville, 7530
Telephone Number: 0861 777 013
E-mail: info@buddycentral.co.za
Website: www.buddycentral.co.za



5 GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of-
 - 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 5.3.3 the manner and form of a request for-
 - 5.3.3.1 access to a record of a public body contemplated in section 11; and
 - 5.3.3.2 access to a record of a private body contemplated in section 50;
 - 5.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1 an internal appeal;
 - 5.3.6.2 a complaint to the Regulator; and
 - 5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 5.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 5.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 5.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 5.3.10 the regulations made in terms of section 92.
- 5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.



5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5.6 A copy of the Guide is also available in the following official language, for public inspection during normal office hours-

5.6.1 English.



6 Records automatically created

A section 52(2) notice regarding categories of records, which are available without a person having to request access in terms of the Act, has to date not been published.



7 Records made available in accordance with other Legislation

Records are held in accordance with the following legislation and any amendments thereto-

| LEGISLATION (List not exhaustive) | LEGISLATION (List not exhaustive) |
|--|---|
| Arbitration Act | Arbitration Act |
| Auditing Professions Act | Broad Based Black Economic Empowerment Act |
| Companies Act | Basic Conditions of Employment Act |
| Competition Act | Compensation of Occupational Injuries & Diseases Act |
| Consumer Protection Act | Constitution of the Republic of South Africa |
| Copyright Act | Customs and Excise Act |
| Electronic Communications and Transactions Act | Employment Equity Act |
| Financial Advisory & Intermediary Services Act | Financial Sector Code |
| Financial Intelligence Centre Act | King Report on Governance for South Africa and the King Code (King IV) |
| Financial Services Ombud Schemes Act | Long-term Insurance Act |
| Income Tax Act | National Credit Act |
| Labour Relations Act | Patents Act |
| Occupational Health & Safety Act | Prevention of Organised Crime Act |
| Prevention and Combatting of Corrupt Activities Act | Promotion of Access to Information Act |
| Promotion of Equality and Prevention of Unfair Discrimination Act | Protection of Constitutional Democracy against Terrorist and related activities Act |
| Protection of Personal Information Act | Short-term Insurance Act |
| Skills Development Act | Trademarks Act |
| Unemployment Insurance Act | Value Added Tax Act |
| Communications and Provision of Communication-related Activities Act | Unemployment Insurance Fund |



8 Subjects and categories of Records

8.1 The following categories of records and related subjects are held (list not exhaustive)-

| CATEGORY | RECORD | AVAILABILITY |
|-----------------------------|---|------------------|
| Administrative & Regulatory | Licenses | Freely Available |
| | Complaints Policy | Freely Available |
| | Health & Safety Plan | PAIA Request |
| | Memorandum of Incorporation | PAIA Request |
| | Minutes of Board Meetings | PAIA Request |
| | Register of Board of Directors | PAIA Request |
| | Insurance Policies held by organisation | PAIA Request |
| Human Resources | Employment Contracts | PAIA Request |
| | Personal Information of Employees | PAIA Request |
| | Employment Equity Plan | PAIA Request |
| | Disciplinary Records | PAIA Request |
| | Performance Management Reports | PAIA Request |
| | Salary Records | PAIA Request |
| | Seta Records | PAIA Request |
| | Disciplinary Code | PAIA Request |
| | Leave Records | PAIA Request |
| | Training Records | PAIA Request |
| | Training material | PAIA Request |
| Financial | Financial Statements | PAIA Request |
| | Financial and Tax Records | PAIA Request |
| | Asset Register | PAIA Request |
| | Management Accounts and Reports | PAIA Request |



| | | |
|-------------------|--------------------------------|--------------|
| | Vouchers, Cash Books, Ledgers | PAIA Request |
| | Banking records and Statements | PAIA Request |
| | Electronic Banking Records | PAIA Request |
| Marketing | Market Information | PAIA Request |
| | Product Brochures | PAIA Request |
| | Advertisements | PAIA Request |
| | Performance Records | PAIA Request |
| | Product /Service Sales Records | PAIA Request |
| | Marketing Strategies | PAIA Request |
| Client / Customer | Database | PAIA Request |
| | Agreements | PAIA Request |
| | Files | PAIA Request |
| | Instructions | PAIA Request |
| | Correspondence | PAIA Request |
| Third Party | Rental Agreements | PAIA Request |
| | Non-disclosure Agreements | PAIA Request |
| | Letters of Intent | PAIA Request |
| | Supplier Contracts | PAIA Request |
| | Broker Agreements | PAIA Request |



9 Grounds for Refusal of Access to Records

Chapter 4 of the Act

- 9.1 The main grounds for refusal of a request for access to records are-
 - 9.1.1 Mandatory protection of the privacy of a third party who is a natural person if its disclosure would involve the unreasonable disclosure of personal information;
 - 9.1.2 Mandatory protection of the commercial information of a third party if its disclosure contains trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party or information disclosed in confidence by a third party if the disclosure thereof could reasonably put that third party at a disadvantage in contractual negotiations or in commercial competition;
 - 9.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - 9.1.4 Mandatory protection of the safety of individuals and the protection of property;
 - 9.1.5 Mandatory protection of records which could be regarded as privileged in legal proceedings;
 - 9.1.6 The commercial information of Büddycentral which may include trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Büddycentral, or information, the disclosure thereof could reasonably put Büddycentral at a disadvantage in contractual negotiations or in commercial competition; and
 - 9.1.7 Mandatory protection of research information of a third party or Büddycentral.



10 Approval of Information Manual

This information manual has been prepared in accordance with Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 and is hereby approved.