

PAIA MANUAL EDCOBRITE (PTY) LTD

Trading as 10bet South Africa ("10bet")

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	"CIPC"	Companies and Intellectual Property Commission;	
1.2	"COIDA"	Compensation for Occupational Injuries and Diseases Act, 130 of 1993 (as amended)	
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	"РОРІА"	Protection of Personal Information Act No.4 of 2013 (as amended);	
1.7	"Regulator"	Information Regulator;	
1.8	"Republic"	Republic of South Africa;	
1.9	"SOF"	Source of funds;	
1.10	"SOW"	Source of wealth;	

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
- 2.2 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.
- 2.3 know the description of the records of the body which are available in accordance with any other legislation.

2.4 access all the relevant contact details of the Information Officer who will assist the public

with the records they intend to access.

2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how

to obtain access to it;

2.6 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.

2.7 know the description of the categories of data subjects and of the information or categories

of information relating thereto.

2.8 know the recipients or categories of recipients to whom the personal information may be

supplied.

2.9 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

2.10 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. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

3.1. Information Officer:

Name: M Plaxton-Harrison

Tel: +27107461093

Email: <u>support@10bet.co.za</u>

Fax number: Not applicable

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3.2 Access to information general contacts:

Email: <u>support@10bet.co.za</u>

3.3 Head Office Address

Postal Address: P.O. Box 2275, Cape Town ,Western Cape, 8000

Physical Address: Unit 604, 70 Melville Road, Illovo Central, Johannesburg, 2196

Telephone: +27107461093

Email: support@10bet.co.za

Website: <u>www.10bet.co.za</u>

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

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of:

- 4.3.1. the objects of PAIA and POPIA.
- 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²:
- 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50^4 ; (Form C section 13)
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA.
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA.
- 4.3.6. 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:

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

a) that record is required for the exercise or protection of any rights.

b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and

c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.6.1. an internal appeal; (Form 4 https://inforegulator.org.za/paia-forms/)
- 4.3.6.2. a complaint to the Regulator; (Form 5 https://inforegulator.org.za/paia-forms/) and
- 4.3.6.3. 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;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual.
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that – "The Minister may, by notice in the Gazette, make regulations regarding-

⁽a) any matter which is required or permitted by this Act to be prescribed.

⁽b) any matter relating to the fees contemplated in sections 22 and 54;

⁽c) any notice required by this Act;

⁽d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

⁽e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

- 4.4. 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.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request to the Information Officer; (Form 1 Reg 3 https://inforegulator.org.za/paia-forms/)
 - 4.5.2. from the website of the Regulator (Form 1 Reg 2 https://www.justice.gov.za/inforeg/).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:
 - Afrikaans; and
 - isiZulu
- 4.7 Any queries can be directed to:
 - The South African Human Rights Commission; PAIA Unit; Research and Documentation Department
 - Physical Address: 27 Stiemens Street, Braamfontein, Johannesburg, 2001
 - Telephone Number: 011 877 3600
 - Email Address: info@sahrc.org.za
 - Website: www.sahrc.org.za

5 CATEGORIES OF RECORDS OF 10BET WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Records of a public nature, typically those disclosed on our website may be accessed without the need to submit a formal application, these include but are not limited to the following:

CATEGORY OF RECORDS	TYPES OF THE RECORD	AVAILABLE ON WEBSITE
Terms and Conditions	Terms and Conditions, Promotional Terms, Betting Rules, Games Rules, Privacy Policy, Cookie Policy, Responsible Gambling & Self Exclusion Policy	X

General Information	How to, About us and Contact us	Х
Promotions	Terms and Conditions	Х
Deposit and withdrawal Banking Options	A list of the Banking options that we offer	X
Affiliate Program	Commission Structure, Marketing materials and Terms and Conditions	X

Other non-confidential records, such as statutory records maintained by CIPC, may also be accessed without the need to submit a formal application.

6 DESCRIPTION OF THE RECORDS OF 10BET WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
Memorandum of incorporation	- Companies Act 71 of 2008
PAIA Manual	- Promotion of Access to Information Act 2 of 2000
Privacy Policy	- Protection of Personal Information Act, 4 of 2017
Risk Management and Compliance Program	 Financial Intelligence Centre Act, 38 of 2001 and amendments thereto Money Laundering and Terrorist Financing Control Regulations and amendments thereto Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004 and amendments thereto General Laws (Anti-Money Laundering and Combating Terrorism Financing) Amendment Act, 22 of 2022
Tax Compliance Pin	- Income Tax Act, 58 of 1962
Vat Registration Certificate	- Value Added Tax Act, 89 of 1991
Bookmaker Licence and Conditions	 National Gambling Act, 2004 National Gambling Amendment Act, 2008 National Gambling Regulations Mpumalanga Gambling Act, 5 of 1995 and

	amendment thereto
	- Mpumalanga Gambling Rules, 2018
	- Mpumalanga Gambling Regulations and
	amendments thereto
	- Mpumalanga Gambling Levies Act, 5 of 2007
	- Mpumalanga Gambling Levies Regulations
BEE Affidavit (EME)	- BEE Broad-Based Black Economic Empowerment Act, 53 of 2003
Employment Contracts	- Labour Relations Act, 66 of 1995
	- Basic Conditions of Employment Act, 75 of 1997
Proof of payment for SED levies	- Skills Development Act, 97 of 1998
	- Skills Development Levies Act, 9 of 1999
Proof of payment for UIF contributions	- Unemployment Insurance Act, 63 of 2001
	- Unemployment Contributions Act, 4 of 2002
HR Policies	- Occupational Health and Safety Act, 85 of 1993
	- Occupational Health and Safety Regulations
	- Employment Equity Act, 55 of 1998
Proof of payment for COIDA	- Compensation for Occupational Injuries and
	Diseases Act, 130 of 1993 (COIDA)
Agreements	- Intellectual Property Laws Amendments Act, 38 of 1997
	- Trademarks Act, 194 of 1993
	- Copyright Act, 98 of 1978
Complaints and Responses	- Consumer Protection Act, 68 of 2008

Kindly note that this may not be an exhaustive list, and that these records are not necessarily available for requestors.

7 DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY 10BET

SUBJECTS ON WHICH THE BODY HOLDS RECORDS	CATEGORIES OF RECORDS
Customer Records	 Full name Copies of national identity number or passport number including documents Physical address and proof thereof Banking details and proof thereof Bank Statements Contact number Correspondence Any other documentation provided by the customer
Finance	 Accounting records Annual financial statements Banking records Correspondence Invoices and statements Insurance policies Management reports Tax reports and returns Transactional records
Human Resources	 HR policies and procedures Advertised recruitment posts Employment Contracts Employee records Training records, manuals, materials and reports Employment equity records and reports Disciplinary records Payroll records UIF/SDL/PAYE returns Leave records Shift work Schedules Letter of appointment Resignations Tax returns of Employees
IT and Software	 Databases Computer software and hardware Registered Trademarks and Domains Consensually obtained member information and relationship history Software license agreements Operating systems Network coverage Disaster Recovery

Company and Legal	Agreements and contractsLicencesStatutory recordsCertificates
Marketing	Product Brochures (electronic only)Advertising materialInternet

Kindly note that this may not be an exhaustive list, and that these records are not necessarily available for requestors.

8 PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Please refer to our Privacy Policy which is available at: https://www.10bet.co.za/help/privacy-policy/

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
Customers / Clients	- Full Name
	- Physical address
	- Identity Number
	- Passport Number
	- Contact Numbers
	- Email address
	- Employment status
	- Banking details
	- SOF/SOW
Service Providers	- Company name
	- Registration number
	- Vat number
	- Registered address
	- Tax Number
	- Trade secrets
	- Banking details
Employees	- Full name
	- Identity number
	- Passport number
	- Banking details

- Physical address
- Qualifications
- Gender
- Race
- Marital Status and dependents
- Tax number
- Date of birth

8.3 The recipients or categories of recipients to whom personal information may be supplied.

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED
Identity number, Passport number and names, for criminal checks	South African Police ServicesManaged Integrity Evaluation (Pty) Ltd ("MIE")
Identity number, Passport number, names, address, for Credit and fraud checks Identity number, Passport number, names, for Identity Verification and Watchlist screening	- Managed Integrity Evaluation (Pty) Ltd ("MIE") - TransUnion - Experian - Fraudcheck (Pty) Ltd
Identity number, Passport number, names, address, Tax number and additional personal information for various Gambling Board related applications	- Mpumalanga Economic Regulator
Identity number, Passport number, names, address, for reporting obligations	- Financial Intelligence Centre
Identity number, Passport number, names, address, for contractual obligations	- Certain contractual partners like but not limited to our Gaming Providers

8.4 Planned transborder flows of personal information.

Customer information is stored outside of the Republic on the Google Cloud Platform. The servers are situated at the Google data center which is based in Belgium.

The following categories of Personal information are stored on the Google Cloud Platform:

• Personal information (Full name, email address, phone number, physical address, Identity and/or

Passport number, Banking details)

- Betting information
- Transaction information
- Documents
- Communication logs
 - 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Please refer to our Privacy Policy which is available at: https://www.10bet.co.za/help/privacy-policy/

9 AVAILABILITY OF THE MANUAL

- 9.1 A copy of the Manual is available:
 - 9.1.1 On our website: <u>www.10bet.co.za</u>;
 - 9.1.2 At our head office for public inspection during normal business hours.
 - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4 to the Information Regulator upon request.
- 9.2 A fee for a copy of the Manual, as contemplated in Section 11, shall be payable per each A4-size photocopy made.

10 UPDATING OF THE MANUAL

The IO will on a regular basis update this manual.

11 PRESCRIBED FEES

Below are the prescribed fees in respect of Private bodies which exclude vat:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140
2.	Photocopy/ printed black and white copy of A4-size page	R 2 per page or part thereof
3.	Printed copy of A4-size page	R 2 per page or part thereof
4.	For a copy in a computer-readable form on: iii. Flash drive (to be provided by requester) iv. Compact disc • If provided by requestor	R 40
5.	If provided to the requester For a transcription of visual images per A4-size page	Service to be outsourced.
6.	Copy of visual images per A4-size page	Will depend on quotation from Service Provider.
7.	Transcription of an audio record, per A4-size page	R 24
8.	Copy of an audio record on: v. Flash drive (to be provided by requestor) vi. Compact disc • If provided by requestor • If provided to the requestor	R 40 R 40 R 60
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145
10.	To not exceed a total cost of Deposit: if search exceeds 6 hours	R 435 One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

12 PROCEDURE FOR REQUESTING ACCESS TO RECORDS

The requestor must complete and submit Form C together with a request fee, as per section 11, to the Information Officer at the specified email address mentioned herein.

If a request is made on behalf of another person, the requestor must then submit proof of the capacity in which the requestor is making the request to the satisfaction of the IO.

The request must meet the following requirements as per section 53 of PAIA:

- (a) to provide sufficient particulars to enable the IO of the private body concerned to identify:
 - (i) the record or records requested; and
 - (ii) the requester.
- (b) to indicate which form of access is required.
- (c) to specify a postal address or email address of the requester in the Republic.
- (d) to identify the right the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- (e) if, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be so informed; and

After the IO has reviewed the request, the requestor will be notified within 30 days from receiving his initial request whether access is granted or refused. If the request is granted then an access fee is payable in respect of the search, reproduction, and preparation costs as detailed in section 11 herein. If additional time is required, the requestor will be informed accordingly and the aforementioned term can be extended for another but no more than 30 days depending on the scale and the volume of the required information.

It is important to note that a request which does not comply with the formalities as prescribed by the PAIA will be returned to the requestor. 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 of Chapter 4 of the Act.

Issued by

Marc Plaxton-Harrison (Information Officer)

Director

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)

(c) The particulars of the person who requests access to the record must be given below (b) The address (postal and/or email) 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: dentity number: dentity number is made, when on behalf of another person: dentity number: dentity number is made, when on behalf of another person: dentity number is must be completed ONLY if a request for information is made on behalf of another person full names and surname: dentity 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 requestor must sign all additional folios. Description of record or relevant part of record:	Α.	PARTICULARS OF PRIVATE BODY
(a) The particulars of the person who requests access to the record must be given below (b) The address (postal and/or email) 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: dentity number: costal address: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capacity in which request is made, when on behalf of another person: capac	The	Head:
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dentity number:		(b) The address (postal and/or email) and/or fax number in the Republic to which the information is to be sent must be given
dentity number:		
PARTICULARS OF PECORD To 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 requestor must sign all additional folios.	Full	names and surname :
elephone number:	lder	ntity number :
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Example 2. Capacity in which request is made, when on behalf of another person: Capacity in which request is made, when on behalf of another person:	⁻ax	number :
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: dentity 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 requestor must sign all additional folios.	Гele	phone number :
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		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
	Des	cription of record or relevant part of record :
Reterence number, it available :	Ref.	erence number, if available :

Any further	particulars of record :
E. FEES	
	request for access to a record, other than a record containing personal information about
-	ou, will be processed only after a request fee has been paid out 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
	easonable 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
eason for	exemption from payment of fees :
. FORM	OF ACCESS TO RECORD
	prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to er, state your disability and indicate in which form the record is required
	,
icahility :	
isability .	
orm in wh	ich record is required :
 Mark the ann	propriate box below with an X
атк ите арр	nopriate box below with all X
IOTES:	
	mpliance with your request in the specified form may depend on the form in which the record is ilable.
(b) Acc	ess in the form requested may be refused in certain circumstances. In such a case you will be
	rmed if access will be granted in another form
	e fee payable for access to the record, if any, will be determined partly by the form in which
acc	ess is requested
	the record is in written or printed form
	y of record* Inspection of record
	ecord consists of visual images (this includes photographs, slides, video recordings, nputer-generated images, sketches etc.)
	v the images Copy of the images* Transcription of the images*

3.	If record consists of	recorded	words or infor	mation v	which can	be reproduce	d in sound
	Listen to the soundtr	ick (audio	cassette)			ption of sounced document	Itrack * (written
4.	If record is held on	omputer	or in an electro	nic or m	nachine-re	eadable form	
	Printed copy of record *		Printed coinformation from the recor	derive	of ed	Copy in com form *	puter readable
the co	u requested a copy or to opy or transcription to ge is payable	•	•	ve) do yo	ou wish	YES	NO

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

requestor must sign all the additional sheets

ndicate which right is to			
xplain why the record r	equested is required for	the exercise or prote	ection of the aforementioned
H. NOTICE OF DECISION	N REGARDING REQUEST	FOR ACCESS	
			ed. If you wish to be informed in iculars to enable compliance with
How would you prefer to	be informed of the dec	ision regarding your r	equest for access to the reco
Signed at	this	day of	20
	SIGNAT	LIBE OF REQUESTOR	/PERSON ON WHOSE BEHAL

IS MADE

If the provided space is inadequate, please continue on a separate sheet and attach it to this form. The