

Promotion of Access to Information Act (“PAIA”) Manual

Which incorporates the Protection of Personal information Act (“POPIA”) requirements

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Manual in terms of the Promotion of Access to Information Act No. 2 of 2000 and the Protection of Personal Information Act No. 4 of 2013

1 Introduction

Netcash (Pty) Ltd operates as a Third-Party Payment Provider (TPPP) and is registered as a for-profit South African company in terms of the Companies Act No. 71 of 2008. Netcash (Pty) Ltd is a Private Body for the purposes of the Promotion of Access to Information Act No. 2 of 2000 (PAIA) and the Protection of Personal Information Act No. 4 of 2013 (POPIA) and accordingly has produced this Manual in compliance of both the PAIA and the POPIA.

2 Contact Details¹

2.1 General contact details:

- Postal address: P O Box 5, West Beach, 7449
- Physical address: Netcash Square, 64 Parklands Main Road, Parklands, Cape Town, 7441
- E-mail address: legal@netcash.co.za
- Telephone number: 0861338338
- Internet site address: www.netcash.co.za and www.shop.netcash.co.za
- Fax number: None

2.2 Contact details of the Information Officer and the Deputy Information Officer:

- Name of Information Officer: Percy Schultz
- Role: Managing Director
- Name of the Deputy Information Officer: Lisanne Pienaar-De Gouveia
- Role: Head of Risk, Legal and Compliance
- Postal address: P O Box 5, West Beach, 7449
- Physical address: Netcash Square, 64 Parklands Main Road, Parklands, Cape Town, 7441
- E-mail address: informationofficer@netcash.co.za and legal@netcash.co.za
- Telephone number: 0861338338

3 Corporate Structure

Netcash (Pty) Ltd is 95% owned by Netcash Corporate (Pty) Ltd, Registration nr. 2000/002001/07 and 5% owned by MyNetcash (Pty) Ltd, Registration nr. 2010/001959/07

4 PAIA

4.1 The Promotion of Access to Information Act²

The PAIA 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.

Requests in terms of the PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in Sections 6 and 7 of the PAIA.

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

¹ In terms of s51(1)(a) of the Promotion of Access to Information Act No. 2 of 2000.

² In terms of s51(1)(b) of the Promotion of Access to Information Act No. 2 of 2000. This must be reproduced as set out in this section.

exercising Constitutional Rights and is available at <https://www.sahrc.org.za/index.php/understanding-paia>.

The Guide may be replaced by the Information Regulator which assumes the duties of the SAHRC from the 1st of July 2021. It will be available at <https://justice.gov.za/inforeg/docs1-gn.html>

The contact details of the South African Information Regulator are:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal address: P. O. Box 31533, Braamfontein, Johannesburg, 2001

General enquiries email: enquiries@inforegulator.org.za

Complaints email: PAIAComplaints@inforegulator.org.za - should your PAIA request be denied or there is no response from a public or private bodies for access to records you may use this email address to lodge a complaint. (Complete PAIA Form 5).

POPIAComplaints@inforegulator.org.za – should you feel that your personal information has been violated, you may use this e-mail address to lodge a complaint. (Complete POPIA Form 5).

Website: <https://justice.gov.za/inforeg/>

4.2 Availability of this Manual

This Manual is made available in terms of Regulation R.187 of 15 February 2002 to the PAIA, as amended in 2021 and Section 4 of the Regulations to the POPIA.

This Manual is also available on the website of Netcash (Pty) Ltd: www.netcash.co.za and www.shop.netcash.co.za

This Manual is further available at the offices of Netcash (Pty) Ltd for inspection during normal business hours. Copies of the Manual can be obtained from the Information Officer and the Deputy Information Officer.

4.3 Applicable legislation³

The list of applicable legislation that affects Netcash (Pty) Ltd can be found in Appendix 1.

4.4 Schedule of Records⁴

The schedule of records that affects Netcash (Pty) Ltd can be found in Appendix 2.

4.5 Procedure for a request for access in terms of the PAIA

A Requester must comply with all the procedural requirements as contained in Section 53 of the PAIA relating to a Request for Access to a Record.

A Requester must complete the prescribed Request for Access form attached as Form 2 and submit the completed Request for Access form as well as payment of a request fee (if applicable) and a deposit (if applicable), to the Information Officer at the postal or physical address, facsimile number or electronic mail address stated in above.

The Request for Access form must be specific enough to enable the Information Officer to identify the following:

- a) The Record/s requested;
- b) The identity of the Requester;
- c) The form of access that is required, if the request is granted;
- d) The postal address or email address of the Requester; and

³ In terms of s51(1)(c) of the Promotion of Access to Information Act No. 2 of 2000.

⁴ In terms of s51(1)(d) of the Promotion of Access to Information Act No. 2 of 2000.

- e) The right that the Requester is seeking to protect and an explanation as to why the Record is necessary to exercise or protect such a right.

Netcash (Pty) Ltd will process the Request for Access within 30 (thirty) days of receipt of the Request for Access, unless the Request for Access is of such nature that an extension of the prescribed time limit is necessitated in accordance with section 57 of the PAIA.

If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and the particulars so required.

If a Request for Access is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer and complete Form 3.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

Netcash (Pty) Ltd will voluntarily provide the requested Records to a request for personal information by the data subject (as defined in section 1 of the POPIA). The prescribed fee for reproduction of the Record requested by a Personal Requester will be charged in accordance with section 54(6) of the PAIA.

4.6 Fees payable

The Act provides for two types of fees, namely:

- a) A request fee, payable by a Requester (other than a request by the Data Subject) and
- b) An access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postage costs.

When the Request for Access is received by the Information Officer, the Information Officer will require the Requester, other than a Data Subject, to pay the prescribed request fee (if any), before further processing of the Request for Access.

If the search for a Record requires more than the prescribed hours for this purpose, the Information Officer shall notify the Requester to pay as a deposit, the prescribed portion of the access fee (being not more than one third) which would be payable if the Request for Access is granted.

The Information Officer shall withhold a Record until the Requester has **paid the fees** set out in **Appendix 3**.

A Requester whose Request for Access to a Record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure including making arrangements to make it available in a requested form provided for in section 29(2) (a) and (b)(i) and (ii) of the PAIA.

If a deposit has been paid in respect of a Request for Access which is refused, the Information Officer must repay the deposit to the Requester.

4.7 Grounds for Refusal of Access to Records in terms of the PAIA

The following are the grounds on which Netcash (Pty) Ltd may, subject to the exceptions contained in Chapter 4 of the PAIA, refuse a Request for Access in accordance with Chapter 4 of the PAIA:

1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;
2. Mandatory protection of the commercial information of a third party, if the Records contain:
 - a) Trade secrets of that third party;

- b) Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - c) Information disclosed in confidence by a third party to Netcash (Pty) Ltd, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition
- 3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 4. Mandatory protection of the safety of individuals and the protection of property;
- 5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 6. Protection of the commercial information of Netcash (Pty) Ltd, which may include:
 - a) Trade secrets;
 - b) Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Netcash (Pty) Ltd;
 - c) Information which, if disclosed, could put Netcash (Pty) Ltd at a disadvantage in contractual or other negotiations or prejudice Netcash (Pty) Ltd in commercial competition; and/or
 - d) Computer programs which are owned by Netcash (Pty) Ltd, and which are protected by copyright and intellectual property laws.
- 7. Research information of Netcash (Pty) Ltd, or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

4.8 Decision to grant access to records

Netcash (Pty) Ltd, shall decide whether to grant or decline the Request for Access within 30 (thirty) days of receipt of the Request for Access and must give notice to the Requester with reasons (if required) to that effect.

The period referred to above may be extended for a further period of not more than 30 (thirty) days if the Request for Access is for a large number of Records or the Request for Access requires a search for Records held at another office of Netcash (Pty) Ltd, and the Records cannot reasonably be obtained within the original 30 (thirty) day period.

Netcash (Pty) Ltd, will notify the Requester in writing should an extension of time be required.

4.9 Remedies available to requestor if the PAIA request is refused

4.9.1 Internal remedies

Netcash (Pty) Ltd, does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and Requesters will have to exercise such external remedies at their disposal if the Request for Access is refused.

4.9.2 External remedies

In accordance with sections 56(3) (c) and 78 of the PAIA, a Requester may apply to a court for relief within 180 (one hundred and eighty) days of notification of the decision for appropriate relief.

5 The POPIA

The Protection of Personal Information Act No. 4 of 2013 provides that data subjects have the right to know what personal information Netcash (Pty) Ltd has about them, what it is used for, recipients or categories of recipients, whether it is transferred overseas. These are set out in Appendix 4 below.

If you are a **data subject** you **have specific rights in relation to your personal information. These include:**

- 5.1 the right to access personal information (Form 1 PAIA);
- 5.2 the right to object to the use of your Personal information (Form 1 POPIA);
- 5.3 the right to request a deletion or correction of your records (Form 2 POPIA);
- 5.4 the right to provide Netcash with your Consent for the processing of your Personal Information for the purposes of Direct Marketing (Form 4 POPIA); and
- 5.5 You also have a right to know what security measures we have in place at Netcash (Pty) Ltd (Appendix 5).

6 Definitions

- 6.1 **“Data”** includes both PI and other information.
- 6.2 **“Data Subject”** means the person to whom PI relates.
- 6.3 **“Information Officer”** means the head of a private body as contemplated in section 1, of the PAIA.
- 6.4 **“Minister”** means the Cabinet member responsible for the administration of justice.
- 6.5 **“PAIA”** means the Promotion of Access to Information Act No. 2 of 2000.
- 6.6 **“Personal Information” or “PI”** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person including:
- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
 - information relating to the education or the medical, financial, criminal or employment history of the person;
 - any identifying number, symbol, e-mail address, physical address, telephone number or other particular assignment to the person;
 - the blood type or any other biometric information of the person;
 - the personal opinions, views or preferences of the person;
 - correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
 - the views or opinions of another individual about the person; and
 - the name of the person if it appears with other
 - Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person.
 - Personal Information excludes information about an individual who has been dead for more than 20 (twenty) years (PAIA) and excludes information about a person who is dead (POPIA).
- 6.7 **“POPIA”** means the Protection of Personal Information Act No. 4 of 2013
- 6.8 **“Private body”** means:
- a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
 - a partnership which carries or has carried on any trade, business or profession; or
 - any former or existing juristic person, but excludes a public body
- 6.9 **“Processing”** means any operation or activity or any set of operations, whether or not by automatic means, concerning PI, including:
- the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - dissemination by means of transmission, distribution or making available in any other form; or
 - merging, linking, as well as blocking, degradation, erasure or destruction of information;
- 6.10 **“Public Body”** means:
- any department or state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
 - Any other functionary or institution when-
 - exercising a power of performing a duty in terms of the Constitution or a provincial constitution; or
 - exercising a public power or performing a public function on terms of any legislation;

- 6.11 **“Record”** in relation to a private body means any recorded information regardless of form or medium in the possession or under the control of that public or private body, respectively and whether or not it was created by the public or private body respectively;
- 6.12 **“Responsible Party”** or a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information;
- 6.13 **“Requester”** means a person or legal persons seeking access to information;
- 6.14 **“Third Parties”** means any natural or juristic person other than the Requester or, such party acting on behalf of the Requester or Netcash (Pty) Ltd.

7 Appendixes

7.1 Appendix 1: List of applicable legislation

1. Basic Conditions of Employment Act No. 75 of 1997
2. Broad-Based Black Economic Empowerment Act No. 53 of 2003
3. Companies Act No. 71 of 2008
4. Competition Act No. 89 of 1998
5. Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
6. Constitution of the Republic of South Africa, Act No. 108 of 1996
7. Consumer Protection Act No. 68 of 2008
8. Copyright Act No. 98 of 1978
9. Cybercrimes Act No. 19 of 2020
10. Electronic Communications and Transactions Act No. 25 of 2002
11. Employment Equity Act No. 55 of 1998
12. Employment Tax Incentive Act No. 26 of 2013
13. Financial Advisory and Intermediary Services Act No.37 of 2002
14. Financial Intelligence Centre Act No. 38 of 2001
15. Financial Sector and Deposit Insurance Levies Act No. 11 of 2022
16. Financial Sector Regulation Act No. 9 of 2017
17. Income Tax Act No. 58 of 1962
18. Insolvency Act No. 24 of 1936
19. Inspection of Financial Institutions Act No.80 of 1998
20. Labour Relations Act No. 66 of 1995
21. National Minimum Wage Act No. 9 of 2018
22. National Payment System Act No. 78 of 1998
23. Occupational Health and Safety Act No. 85 of 1993
24. Prevention and Combating of Corrupt Activities Act No. 12 of 2004
25. Prevention of Organised Crime Act No. 121 of 1998
26. Promotion of Access to Information Act No. 2 of 2000
27. Protection of Personal Information Act No. 4 of 2013
28. Protected Disclosures Act No. 26 of 2000
29. Protection of Constitutional Democracy Against Terrorist and Related Activities Act No. 33 of 2004
30. Skills Development Act. No. 97 of 1998
31. Skills Development Levies Act No. 9 of 1999
32. Trademarks Act No. 194 of 1993
33. Unemployment Insurance Act No. 30 of 1996
34. Unemployment Insurance Contributions Act No. 4 of 2002
35. Value-added Tax Act No. 89 of 1991

7.2 Appendix 2: Schedule of records

The list of available records for Netcash (Pty) Ltd is as follows:

Subject of Record	Key #
Record Category - EMPLOYEES	
Personal records provided by employees	12
Records provided by a third party relating to employees	12
Conditions of employment and other employee-related contractual and quasi-legal records	12
Internal evaluation records and other internal records	12
Correspondence relating to employees	12
Training schedules and material	12
Record Category - CLIENTS	
Records provided by a client to a third party acting for, or on behalf of Netcash (Pty) Ltd	12
Records provided by a third party to Netcash (Pty) Ltd	12
Records generated by, or within Netcash relating to its clients, including transactional records	12
Records provided by a Customer to Netcash (Pty) Ltd	12
Record Category – NETCASH (Pty) Ltd	
Incorporation Information	1
Executive (board) records and decisions	1, 12
Trademark information	1
Databases	12
Operational records	12
Information technology	12
Marketing records	2, 12, 13
Media releases	1
Internal correspondence	12
Product records	12
Statutory records	12
Internal policies and procedures	12
SARS-related records (VAT, Tax and PAYE)	12
Securities and equities	12
Records held by officials of Netcash (Pty) Ltd	1, 12
Record Category – THIRD PARTY	

Subject of Record	Key #
Employee, Customer or Netcash (Pty) Ltd Records which are held by another party	12
Records held by Netcash relating to other parties, incl. financial Records, correspondence and contractual Information.	12
Records provided by other parties and Records that third parties have provided which relate to contractors and suppliers.	12
Netcash may possess Records, pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess Records that can be said to belong to Netcash (Pty) Ltd.	12

7.2.1 Key to reasons for disclosure / refusal to disclose

#	Type of disclosure	Degree of disclosure
1.	May be disclosed	Publicly accessible
2.	May not be disclosed	Request after the commencement of criminal or civil proceedings [Section 7]
3.	May be disclosed	Subject to copyright
4.	Limited disclosure	Personal information that belongs to the Requester of information [Section 61]
5.	May not be disclosed	Unreasonable disclosure
6.	May not be disclosed	Likely to harm the commercial or financial interest of third parties [Section 64(a)(b)]
7.	May not be disclosed	Likely to harm the company or Third Party in contract or other negotiations [Section 64(c)]
8.	May not be disclosed	Would breach a duty of confidence to a Third Party in terms of an agreement [Section 65]
9.	May not be disclosed	Likely to compromise the safety of individuals or protection of private property [Section 66]
10.	May not be disclosed	Legally privileged documents [Section 67]
11.	May not be refused	Environmental testing / investigation which reveals public safety / environmental risks [Section 64 and 68(2)]
12.	May not be disclosed	Commercial information of Private Body [Section 68]
13.	May not be disclosed	Likely to prejudice research and development information of the company or a Third Party [Section 69]
14.	May not be refused	Disclosure in public interest [Section 70]

7.3 Appendix 3: Applicable fees for Private Bodies

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

Artefact	R
(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) For a transcription of visual images, for an A4size page or part thereof	R40,00
ii. For a copy of visual images	R60,00
(e) For a transcription of an audio record, for an A4size page or part thereof	R20,00
ii. For a copy of an audio record	R30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.
4. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

Artefact	R
(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) For a transcription of visual images, for an A4size page or part thereof	R40,00
ii. For a copy of visual images	R60,00
(e) For a transcription of an audio record, for an A4size page or part thereof	R20,00
ii. For a copy of an audio record	R30,00

- (2) For purposes of section 54 (2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

7.4 Appendix 4: The POPIA records

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration, recruit prospective employees or to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our **Prospective Employees** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Employee recruitment	Section 11 - It is in our organisation's legitimate interest (Employment data processing)	Upon conclusion of the service, event or promotion
Risk Report Services	Section 11 - It is in our organisation's legitimate interest (Employment data processing)	Upon conclusion of the service, event or promotion

From our **clients** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Debit Order Service	Section 11 - To conclude or perform a contract to which the data subject is party	Until no longer needed for purposes of proof
Payments Service	Section 11 - We have the data subject's consent	Until no longer needed for purposes of proof
Pay Now Solutions	Section 11 - To conclude or perform a contract to which the data subject is party	Until no longer needed for purposes of proof
Risk Report Services	Section 11 - To conclude or perform a contract to which the data subject is party	Until no longer needed for purposes of proof
Legal Compliance	Financial Intelligence Centre Act and Regulations	Until no longer needed for purposes of proof

From our [Service Providers](#) we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Purchase to Pay	Section 11 - To conclude or perform a contract to which the data subject is party	Until no longer needed for purposes of proof
Processing Support	Section 11 - To conclude or perform a contract to which the data subject is party	Until no longer needed for purposes of proof

What personal information do we collect?

We only collect the minimum amount of information that is relevant to the purpose. If you interact with us on the internet, the personal information we collect depends on whether you just visit our website or, use our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you use our services, personal information is required to fulfill the requirements of that service.

Generally, we collect the following personal information. If there is any *specific* personal information to collect, we will indicate it at or near the time of collection.

- Online identifier
- Physical address
- Telephone number
- Confidential Correspondence
- Email address
- Financial and Banking details
- Location information
- Identification Number
- Education history
- Employment history
- Name, together with other identifying information
- Special personal information could be about your health, your racial or ethnic origin, your trade union membership etc. We collect the following special personal information, on the appropriate lawful basis.:
 - Criminal behaviour - allegations
 - Section 33 - We comply with provisions concerning a data subject's criminal behaviour or biometric information
 - Race or ethnic origin
 - Section 29 - We comply with provisions concerning a data subject's race or ethnic origin

We collect your personal information from the following indirect sources

Personal information type	Indirect source name
Data Subject type: Prospective Employees / Employees	
Physical address	Recruitment Agency
Identification Number	Recruitment Agency
Telephone number	Recruitment Agency
Education history	Recruitment Agency
Employment history	Recruitment Agency
Email address	Recruitment Agency
Name, together with other identifying information	Recruitment Agency
Race or ethnic origin	Recruitment Agency
Special personal information	Directly when appointed
Data Subject type: Clients	
Physical address	Public domain
Identification Number	CIPC
Telephone number	Public domain
Name, together with other identifying information	CIPC

7.5 Appendix 5: Security Measures

Netcash (Pty) Ltd undertakes to institute and maintain the data protection measures to accomplish the objectives outlined in numbers 1 to 9. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. Netcash (Pty) Ltd may use other measures and adapt to technological security development, as needed, provided that a similar level of data protection is achieved. "Data" includes both personal information and other information.

1. Access Control of Persons

Netcash (Pty) Ltd will implement suitable measures to prevent unauthorized persons from gaining access to the data processing equipment where the data is processed.

2. Data Media Control

Netcash (Pty) Ltd undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by Netcash (Pty) Ltd and containing personal information of data subjects and disaster recovery.

3. Data Memory Control

Netcash (Pty) Ltd undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorized reading, alteration or deletion of stored data of the Netcash (Pty) Ltd customers.

4. User Control

Netcash (Pty) Ltd implements suitable measures to prevent its data processing systems from being used by unauthorized persons by means of data transmission equipment.

5. Access Control to Data

Netcash (Pty) Ltd warrants that the persons entitled to use Netcash (Pty) Ltd's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

6. Transmission Control

Netcash (Pty) Ltd enables the verification and tracing of the locations / destinations to which personal information is transferred by utilization of Netcash (Pty) Ltd's data communication equipment / devices.

7. Transport Control

Netcash (Pty) Ltd implements measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

8. Organisation Control

Netcash (Pty) Ltd will maintain its internal organization in a manner that meets the requirements of this PAIA manual, which includes appropriate training for staff.

9. Risk Management

Netcash (Pty) Ltd maintains and regularly reviews its information security measures to assess for new security risks and constantly updates its security measures accordingly. **Netcash adopted ISO27001:2022 in 2023 and is certified annually.**

8 Forms

8.1 FORM 1: Request for a copy of the guide in terms of the PAIA

REQUEST A COPY OF THE GUIDE

[Regulation 3]

TO:

Name of Information Officer (Deputy): Lisanne Pienaar-De Gouveia

Role: Head of Risk, Legal and Compliance

Physical and Postal address: Netcash Square, 64 Parklands Main Road,
Parklands, Cape Town, 7441

E-mail address: informationofficer@netcash.co.za and Legal@netcash.co.za

Telephone number: 021 521 8657

Internet site address: www.netcash.co.za

Particulars of person requesting a copy of the Guide - The particulars of the person who requests a copy of the guide must be given below.

Full names:			
In my capacity as (mark with "x"):	Information Officer		Other
Name of "public/private body" (if applicable):			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")		No of copies	Language (mark with "X")		No of copies
<input type="checkbox"/>	Sepedi		<input type="checkbox"/>	Sesotho	
<input type="checkbox"/>	Setswana		<input type="checkbox"/>	siSwati	
<input type="checkbox"/>	Tshivenda		<input type="checkbox"/>	Xitsonga	
<input type="checkbox"/>	Afrikaans		<input type="checkbox"/>	English	
<input type="checkbox"/>	IsiNdebele		<input type="checkbox"/>	isiXhosa	
<input type="checkbox"/>	IsiZulu				

Manner of collection (mark with "X"):

Personal collection	Postal address	Facsimile	Electronic Communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at _____ this _____ day of _____ 20____.

Signature of requester

**** END OF FORM 1 ****

8.2 FORM 2: Request for Access to Record in terms of the PAIA

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 authorization, must be attached to this form.

TO:

Name of Information Officer (Deputy): Lisanne Pienaar-De Gouveia

Role: Head of Risk, Legal and Compliance

Physical and Postal address: Netcash Square, 64 Parklands Main Road,
Parklands, Cape Town, 7441

E-mail address: informationofficer@netcash.co.za and Legal@netcash.co.za

Telephone number: 021 521 8657

Internet site address: www.netcash.co.za

Mark with an "X"

Request made in own name ☐

Request 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

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).

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD (Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
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 (Mark the applicable box with an "X")

Printed copy of record (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 record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record 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)	
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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED 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.	
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) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) 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. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer / Deputy

*** END OF FORM 2 ***

8.3 FORM 3: Outcome of Request and of Fees Payable in terms of the PAIA

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:

Name of Information Officer / Deputy :

Percy Schultz / Lisanne Pienaar-De Gouveia

Role:

MD / Head of Risk, Legal and Compliance

Physical and Postal address:

Netcash Square, 64 Parklands Main Road,
Parklands, Cape Town, 7441

E-mail address:

informationofficer@netcash.co.za and
Legal@netcash.co.za

Telephone number:

021 521 8657

Internet site address:

www.netcash.co.za

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.	
--	--

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			
• If provided to the requestor	R60.00		
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			
• If provided to the requestor	R60.00		
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 / Deputy

***** END OF FORM 3 *****

8.4 **FORM 4: Internal Appeal Form in terms of the PAIA**

INTERNAL APPEAL FORM

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged; (Proof of the capacity in which appeal is lodged, if applicable, must be attached.)				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (if lodged by a third party)				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (mark the appropriate box with an "X")				
Refusal of request for access				
Decision regarding fees prescribed in terms of section 22 of the Act				

Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
<p align="center"> GROUNDS FOR APPEAL </p> <p align="center">(if the provided space is inadequate, please continue in a separate page and attach it to this form. All the additional pages must be signed)</p>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant / Third party

*** END OF FORM 4 ***

8.5 **FORM 1: Objection to processing of PI in terms of [POPIA](#)**

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT NO. 4 OF 2013, REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION 2017 [Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number _____

A) DETAILS OF DATA SUBJECT	
Name and surname of data subject:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B) DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural):	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Fax number:	
E-mail address:	
Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>	

Signed at _____ this _____ day of _____ 20
_____ .

Signature of Data subject (applicant) _____ .

*** END OF FORM 1 ***

8.6 **FORM 2: Form for the Request to Delete or Correct PI in terms of [POPIA](#)**

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT NO. 4 OF 2013, REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

Note:

- 1) *Affidavits or other documentary evidence in support of the request must be attached.*
- 2) *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number Mark the appropriate box with an "x".

Request for:

Reference number:

- ☐ Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party
- ☐ Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A) DETAILS OF THE DATA SUBJECT	
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B) DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible Party <i>(if the responsible party is a natural person):</i>	

Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C) REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. <i>(Please provide detailed reasons for the request)</i>	

* Delete whichever is not applicable

Signed at _____ this _____ day of _____ 20
_____.

Signature of Data subject _____

***** END OF FORM 2 *****

8.7 **FORM 4: Application for the Consent to Receive Direct Marketing in terms of [POPIA](#)**

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 6]

TO: _____

(Name and address of Data Subject)

FROM: **Netcash (Pty) Ltd**
Netcash Square
64 Parklands Main Road
Parklands
7441

And

P O Box 5
West Beach
7449

Contact number(s): 0861 338 338

E-mail address: Sales@netcash.co.za

(Name, address and contact details of responsible party)

Dear *Mr/Ms/Dr/Adv/Prof _____

PART A

1. In terms of section 69 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), the processing of personal information of a data subject (the person to whom personal information relates) for the purpose of direct marketing by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs or e-mail is prohibited unless written consent to the processing is given by the data subject. You may only be approached once for your consent by this responsible party. After you have indicated your wishes in Part B, you are kindly requested to submit this Form either by post, facsimile or e-mail to the address, facsimile number or e-mail address as stated above.
2. "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- (b) dissemination by means of transmission, distribution or making available in any other form; or
- (c) merging, linking, as well as restriction, degradation, erasure or destruction of information.

3. "Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

(Signature of person authorised by responsible Party)

Full names and designation of person signing on behalf of responsible party:

Date: _____

PART B

I, _____ (*full names*) hereby:

Consent to goods and services to be marketed by means of unsolicited electronic communication.

SPECIFY GOODS AND SERVICES: _____

SPECIFY METHOD OF COMMUNICATION:

FAX: Select either YES or NO

E-Mail: Select either YES or NO

SMS: Select either YES or NO

OTHER - SPECIFY: _____

☐

Give my consent.

☐

Do not give my consent.

Signed at _____ this _____ day of _____ 20____

Signature of data subject

**** END OF FORM 4 *****

8.8 FORM SCN1 – Notification of a Security Compromise

NOTIFICATION OF A SECURITY COMPROMISE IN TERMS OF SECTION 22 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Note:

1. Attach documents in support of the notification.
2. Complete the form in full as applicable.
3. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

A	DETAILS OF RESPONSIBLE PARTY
Name(s) and Surname / Registered name of responsible party	Netcash (Pty) Ltd
Address:	Netcash Square, 64 Parklands Main Road Parklands Code (7441)
Contact Number(s):	0861 338 338
E-mail Address:	Legal@netcash.co.za
B	DETAILS OF THE INFORMATION OFFICER
Full names of information officer	Percy Schultz / Lianne Pienaar-De Gouveia
Registration number of information officer	
Contact Number(s)	0861 338 338
E-mail address:	Legal@netcash.co.za
C	DETAILS OF SECURITY COMPROMISE
Date of Incident:	
Date incident reported to Information Regulator	
Explanation for delay in notification to the Regulator, if applicable	
Kindly tick applicable box <input checked="" type="checkbox"/>	

NOTIFICATION OF SECURITY COMPROMISE

Type of Security Compromise	Loss of personal information			
	Damage to personal information			
	Unauthorised destruction of personal information			
	Unlawful access to personal information			
	Unlawful processing of personal information			
	Other			
	If other, please explain _____			
Description of Incident				
Kindly tick applicable box ✓				
Type of personal information compromised	Personal information of children		Unique identifiers	
	Special personal information		Other	
	If other, please explain _____			
Number of data subjects affected				

NOTIFICATION OF SECURITY COMPROMISE

Method of notification to data subjects	Mail to the data subject's last known physical or postal address			
	Sent by e-mail to the data subject's last known e-mail address			
	Placed in a prominent position on the website of the responsible party			
	Published in the news media			
Does the notification provide sufficient information to allow the data subject to take protective measures against the potential consequences of the compromise, including:	A description of the possible consequences of the security compromise			
	A description of the measures that the responsible party intends to take or has taken to address the security compromise			
	A recommendation with regards to the measures to be taken by the data subject to mitigate the possible adverse effects of the security compromise			
	If known, the identity of the unauthorised person who may have accessed or acquired the personal information			
Status of the compromise	Confirmed:		Alleged:	
D	Description of the measures that the responsible party intends to take or has taken to address the security compromise and to protect the personal information of the data subjects from further unauthorised access or use.			
E	DECLARATION			
I declare the information contained herein is true, correct, and accurate.				
SIGNED at _____ on this the _____ day of _____ 20__				
_____ Signature				
Name: Percy Schultz Designation: Information Officer and Managing Director				