

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA")

1. Introduction to the Company

This manual has been prepared by OfferForge (Pty) Ltd to comply with the provisions of the Promotion of Access to Information Act (PAIA), as well as the Protection of Personal Information Act (POPIA) where applicable.

- **Company Name:** OfferForge (Pty) Ltd
- **Company Registration Number:** 2018/279085/07
- **Registered Address:** Unit 31 Ground Floor, Corobay Corner Block 1, 169 Corobay Ave, Menlyn, Pretoria, 0077
- **Postal Address:** [PostNet suite #0139, Private Bag X03, Woodhill, 0076
- **Telephone Number:** +27 87 2310 377
- **Email Address:** privacy@offerforge.com
- **Website:** OfferForge.com

2. Purpose of PAIA Manual

The purpose of this manual is to facilitate access to information held by OfferForge to assist individuals who wish to exercise their right of access to information. The manual provides guidance on how to request access to records and information held by the company, including its procedures and costs.

3. Company Overview

The business operates as a leading digital content provider, affiliate network and performance marketing agency. Consumer facing services include providing access to websites, newsletters and content. B2B services advertising and performance-based marketing.

4. Contact Details of the Information Officer

- **Information Officer:** Jonathan Miller
- **Contact Details:**
 - Email: privacy@offerforge.com
 - Phone: +27 87 2310 377
 - Physical Address: Unit 31 Ground Floor, Corobay Corner Block 1, 169 Corobay Ave, Menlyn, Pretoria, 0077

5. Applicable Legislation

The following laws are applicable to OfferForge and records may be requested in terms of these legislations where relevant:

- **Companies Act No. 71 of 2008**
- **Income Tax Act No. 58 of 1962**

- **Labour Relations Act No. 66 of 1995**
- **Basic Conditions of Employment Act No. 75 of 1997**
- **Employment Equity Act No. 55 of 1998**
- **Protection of Personal Information Act No. 4 of 2013 (POPIA)**
- **Occupational Health and Safety Act No. 85 of 1993**
- **Value Added Tax Act No. 89 of 1991**
- **Any other legislation as applicable to the industry**

6. Categories of Records Available Without a Formal Request

In terms of Section 52(2) of PAIA, the following records are available without the need to submit a formal request:

- Publicly available documents such as marketing materials, product brochures, company publications

7. Categories of Records Held by the Company

The company holds the following categories of records, which may be requested in accordance with PAIA:

7.1 Personnel Records

- Employee contracts and personal information
- Attendance and leave records
- Disciplinary records
- Salary and remuneration details

7.2 Client Records

- Contracts and agreements with clients
- Invoices and billing information
- Personal and contact details of clients (where applicable)
- Consent and communication records of clients

7.3 Financial Records

- Annual financial statements
- Tax records
- Audit records

7.4 Marketing Records

- Advertising and promotional materials
- Customer feedback
- Campaign performance reports
- Marketing consent records

7.5 Company Governance Records

- Memorandum of Incorporation
- Board minutes

- Policies and procedures
- Shareholder records

8. Procedure to Request Access to Records

Any person requesting access to records held by the company must follow the procedure outlined below:

8.1 Request Procedure

- Complete the prescribed **Form C** in terms of PAIA.
- Submit the form to the Information Officer at OfferForge via email or physical delivery.
- The request must include sufficient details to enable the company to identify:
 - The record(s) requested.
 - The identity and contact details of the requester.
 - The form of access required (i.e., physical copy, electronic copy, or inspection).

8.2 Response to Request Upon receiving the request, the Information Officer will:

- Determine whether the requested record is available and whether access can be granted.
- Notify the requester within 30 days of receiving the request.
- If access is granted, specify any fees payable and the method of access.

8.3 Grounds for Refusal Access to information may be refused on certain grounds, including:

- The protection of the privacy of a third party.
- Trade secrets or other confidential business information.
- Information that would endanger the safety of an individual or compromise law enforcement activities.
- Other grounds as specified in PAIA.

9. Fees Payable

Fees may be charged for processing a request, as stipulated by the Act. The following costs may apply:

- **Request Fee:** A fee of R140 (subject to change) for making the request.
- **Access Fee:** The cost of copying and/or transcribing records, as well as other reasonable costs related to providing access to records.

For a detailed fee structure, refer to the Government Gazette or request this information from the Information Officer.

10. Remedies Available if a Request is Refused

If a request for access to records is refused, the requester may:

- Appeal the decision by lodging a complaint with the Information Regulator.

- Approach a court for relief, in accordance with Section 78 of PAIA.

11. Records Available in Terms of Other Legislation

Certain records may also be available in terms of other legislation such as the Companies Act, Labour Relations Act, and others listed above.

12. Availability of the Manual

This manual is available for inspection by the public at the offices of OfferForge at no charge. Copies of the manual can also be requested from the South African Human Rights Commission (SAHRC) or downloaded from the company's website.

13. Updates to the Manual

This manual is subject to annual review and may be updated from time to time to reflect changes in company policy or applicable legislation.

Signed by: Jonathan Miller

Date: 1 / 12 / 2023

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 requester must sign all the additional folios.

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees:

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F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

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2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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Signed at this day..... ofyear

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SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE