

**MANUAL REQUIRED IN TERMS OF THE SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, for BALLTRON (PTY) LIMITED AND ITS GROUP COMPANIES**

**Introduction to Balltron**

Balltron combines a comprehensive range of quality consumable products needed by all, with an exceptional Tell-A-Friend based compensation plan. It combines the largest service industries in the world, with one of the fastest growing industries in the world, "Referral Marketing."

- **Name of Body:** Balltron (Pty) Limited  
Registration No. 90/000919/07
  
- **Group Companies:** Assistron (Pty) Limited  
Registration No. 98/001791/07  
  
Balltron.com (Pty) Limited  
Registration No. 98/008424/07  
  
Calltron (Pty) Limited  
Registration No. 98/000604/07  
  
Hospitron (Pty) Limited  
Registration No. 97/020308/07  
  
Motortron (Pty) Limited  
Registration No. 97/020306/07  
  
Network 1 on 1 (Pty) Limited  
Registration No. 2007/027596/07  
  
Phorwardtron (Pty) Limited  
Registration No. 97/021764/07  
  
Savetron (Pty) Limited  
Registration No. 97/020310/07  
  
Smiletron (Pty) Limited  
Registration No. 99/003479/07  
  
⌘-tron Exclusive Buying Club (Pty) Limited  
Registration No. 2007/027479/07

**PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**

**1. Contact details [Section 51(1)(a)]**

Contact Person: Mr. Alan Hardaker  
Postal address: Private Bag X5004, Stellenbosch, 7599  
Street address: Balltron Park, Neutron Street, Technopark, Stellenbosch, 7600  
Telephone: +27 21 809-1800  
Fax: +27 21 809-1824  
E-mail: [alanh@balltron.com](mailto:alanh@balltron.com)

Alternative Contact Person: Mr. Shaun Pillay  
Postal address: Private Bag X5004, Stellenbosch, 7599  
Street address: Balltron Park, Neutron Street, Technopark, Stellenbosch, 7600  
Telephone: +27 21 809-1800  
Fax: +27 21 809-1824  
Website: [www.balltron.com](http://www.balltron.com)  
E-mail: [shaun@balltron.com](mailto:shaun@balltron.com)

## **2. The section 10 Guide on how to use the Act [Section 51(1) (b)]**

A Guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, inter alia, at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, cnr York and St. Andrews Street, Parktown and on its website at [www.sahrc.org.za](http://www.sahrc.org.za).

## **3. Records are kept in accordance with the following legislation [Section 51(1) (d)]**

- 3.1. Arbitration Act No. 42 of 1965
- 3.2. Basic Conditions of Employment Act No. 75 of 1997
  - Policies and Procedures Manual
  - Conditions of Employment
  - Remuneration records
  - Leave records
  - Staff details
- 3.3. Companies Act No. 61 of 1973
- 3.4. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
  - Compensation Policy and records
- 3.5. Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988
- 3.6. Copyright Act No. 98 of 1978
- 3.7. Employment Equity Act No. 55 of 1998
- 3.8. Finance Act No. 35 of 2000
- 3.9. Financial Service Board Act No. 97 of 1990
- 3.10. Financial Relations Act No. 65 of 1976
- 3.11. Harmful Business Practices Act No. 23 of 1999
- 3.12. Income Tax Act No. 95 of 1967
- 3.13. Insolvency Act No. 24 of 1936
- 3.14. Insurance Act no 27 of 1943
- 3.15. Intellectual Property Laws Amendments Act No. 38 of 1997
- 3.16. Labour Relations Act No. 66 of 1995
- 3.17. Medical Schemes Act No. 131 of 1998
- 3.18. Occupational Health and Safety Act No. 85 of 1993
- 3.19. Pension Funds Act No. 24 of 1956
- 3.20. Protection of Businesses Act No. 99 of 1978
- 3.21. Regional Services Councils Act. No. 109 of 1985
- 3.22. SA Reserve Bank Act No. 90 of 1989
- 3.23. Short Term Insurance Act No. 53 of 1998
- 3.24. Skills Development Levies Act No. 9 of 1999
- 3.25. Skills Development Act No. 97 of 1998
- 3.26. Tax on Retirement Funds Act No. 38 of 1996
- 3.27. Trade Marks Act No. 194 of 1993
- 3.28. Unemployment Contributions Act No. 4 of 2002
- 3.29. Unemployment Insurance Act No. 63 of 2001
- 3.30. Value Added Tax Act No. 89 of 1991

#### **4. Access to the records held by the private body in question [Section 51(1) (c) and 51(1) (e)]**

##### **4.1 a) Categories of records of Balltron, which are available without a person having to request access in terms of this Act in terms of section 52(2) [Section 51(1) (c)]**

- (i) For purchase from Balltron:
  - Marketing Material ( fliers; books; audios; DVD's; miscellaneous network marketing tools)
- (ii) From Balltron free of charge:
  - Company background and overview
  - General product information
  - Breaking news
  - Training information
  - Events information

##### **b) How to obtain access to above information:**

- Contact Balltron Client Relationship Centre on:
  - Telephone: +27 861 11 22 33
  - +27 21 809 1800
  - Fax: +27 21 809 1890
  - E-mail: [services@balltron.com](mailto:services@balltron.com)
- Log onto [www.balltron.com](http://www.balltron.com)
- Visit Balltron Head Office at:
  - Balltron Park
  - Neutron Street
  - Technopark
  - Stellenbosch
  - 7599
- Regional Marketing and Distribution Centres:
  - Gauteng:
    - Ground Floor
    - Building 11
    - Pinewood Office Park
    - Riley Road
    - Woodmead
    - 2146
  - Port Elizabeth:
    - Metropolitan Office Park
    - Ground Floor
    - Block C
    - Cape Road
    - Port Elizabeth

#### **4.2. Subjects and categories of records held [Section 51(1) (e)]**

##### **Description of the subjects and categories of records held by Balltron**

## **FINANCE DEPARTMENT**

- a. FINANCIAL RECORDS
  - Creditors
  - Debtors
  - Transaction Files
  - Bank statements
  - Asset Register
  - Financial statements
  - Statutory Returns

## **MANAGEMENT**

- a. AGREEMENTS
  - With Product Providers
  - With Service Providers
  - Operating Agreements
- b. MINUTES
  - Departmental; General
  - External
- c. CORRESPONDENCE
  - General
  - Product
  - Proposals: services; products

## **INFORMATION TECHNOLOGY DEPARTMENT**

- a. PROGRAMME DOCUMENTATION AND SPECIFICATION
- b. SOFTWARE LICENSE MANAGEMENT
  - Software licensing policy
- c. HARDWARE ADMINISTRATION
- d. SYSTEM ADMINISTRATION
  - System change requests
  - Maintenance
- e. INTERNET PROTOCOL
  - Internet usage and e-mail protocol
- f. STATISTICS
  - Capture statistics (membership and product)
  - Monthly Rebate Run reports
  - Events bookings
  - Web activity
  - Demographics

- g. DATABASE
  - Client records
  - Member records
- h. WEBSITE MANAGEMENT

### **HUMAN RESOURCES DEPARTMENT**

- a. STAFF ADMINISTRATION
  - Policies on staff recruitment
  - Employment records
  - Medical Aid records
  - Provident Fund records
  - Conditions of Employment
  - Policies and Procedures Manual
  - Personality Profile Analyses
  - Disciplinary and Grievance Procedures
- b. TRAINING
  - Skills development

### **MARKETING DEPARTMENT**

- a. EVENT CO-ORDINATION
  - Booking records
  - Administration history
  - Archives
- b. MARKETING MATERIAL
  - Printed and electronic
  - Archives
  - Design templates
- c. COMPENSATION PLAN
  - Compensation plan

### **STOCK DEPARTMENT**

- a. STOCK MANAGEMENT AND SALES
  - Brochures, fliers, books, audio, DVD, White Goods etc.
  - Costing reports

## **CLIENT SERVICES DEPARTMENT**

### a. MEMBER RECORDS AND ADMINISTRATION

- Payment histories
- Personal detail
- Organisational structures
- Queries
- General Client Support
- Events bookings

### b. PRODUCT INFORMATION

- General product information

## **The request procedures:**

### **Form of request:**

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2) (d)].
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

### **Fees:**

A requester who seeks a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribe fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3) (b)].
- After the head of the private body has made a decision on the request, the requester must be notified on the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

## **7. Fees in respect of private bodies**

7.1 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.

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

|  | R     |
|--|-------|
| (a) For every photocopy of an A4-size page or part thereof   | 1.10  |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0.75  |
| (c) For a copy in a computer-readable form on –  |       |
| (i) compact disc   | 70.00 |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof  | 40.00 |
| (ii) For a copy of visual images   | 60.00 |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof  | 20.00 |
| (ii) For a copy of an audio record   | 30.00 |

7.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.

7.4 The access fees payable by a requester referred to in regulation 11(3) are as follows:

|   | R     |
|---|-------|
| (I)(a) For every photocopy of an A4-size page or part thereof   | 1.10  |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form                            | 0.75  |
| (c) For a copy in computer-readable form on –   |       |
| (i) compact disc  | 70.00 |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof   | 40.00 |
| (ii) For a copy of visual images  | 60.00 |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof   | 20.00 |
| (ii) For a copy of an audio record  | 30.00 |
| (f) To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation. |       |

II. 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.

III. The actual postage is payable when a copy of the record must be posted to a requester.

**10. Prescribed forms**

**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]**

**A. Particulars of private body**

The Head:

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**B. Particulars of person requesting access to the record**

- |   |
|---|
| <p>(a) <i>The particulars of the person who requests access to the record must be given below.</i></p> <p>(b) <i>The address and/or fax number in the Republic to which the information is to be sent must be given.</i></p> <p>(c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p> |
|---|

Full names and  
surname: \_\_\_\_\_

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Identity  
number: \_\_\_\_\_

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Postal  
address: \_\_\_\_\_

---

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail  
address: \_\_\_\_\_

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Capacity in which request is made, when made on behalf of another person:

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**C. Particulars of person on whose behalf request is made**

|   |
|---|
| <p><i>This section must be completed ONLY if a request for information is made on behalf of another person.</i></p> |
|---|

Full names and surname:

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Identity 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 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 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 hereunder, 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 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.

|  |  |   |   |
|--|--|---|---|
| <b>1. If the record is in written or printed form:</b>   |  |   |   |
| copy of record*  |  | inspection of record:   |   |
| <b>2. If record consists of visual images</b><br>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):     |  |   |   |
| view the images  |  | copy of the images*   | transcription of the Images*                                |
| <b>3. If record consists of recorded words or information which can be reproduced in sound:</b>  |  |   |   |
| listen to the soundtrack<br>(audio cassette)   |  | transcription of soundtrack*<br>(written or printed document) |   |
| <b>4. If record is held on computer or in an electronic or machine-readable form:</b>  |  |   |   |
| printed copy of a record*  |  | printed copy of information derived from the record*          | copy in computer-readable form*<br>(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?<br><b>Postage is payable</b> |  |   | YES      NO   |

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

**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?

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

SIGNATURE OF REQUESTER / PERSON  
ON WHO'S BEHALF REQUEST IS MADE