

NAME OF COMPANY:
**BIDVEST MERCHANT SERVICES
(PTY) LTD MANUAL**

in terms of Section 51 of
The Promotion of Access to Information
Act 2/2000 (the “ACT”)

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1. INTRODUCTION

Bidvest Merchant Services provides card acquiring and processing services to merchants in South Africa, making it possible for the business to accept payments simply, securely and reliably, whether the business is done in-store, online or over the phone.

2. COMPANY CONTACT DETAILS (SECTION 51 (1) (A))

Requests to Bidvest Merchant Services in terms of PAIA should be addressed as per the following details:

Authorised Officer: Mr Marc van Zyl (General Manager)

Postal Address: PO Box 1314, Witkoppen 2068

Street Address: 2nd Floor Muirfield Building, Fourways Golf Park, Roos Street, Fourways 2055, Johannesburg

Telephone Number: 011 875 0713

Fax Number: 088 011 467 9925

Email Address: marc.vanzyl@bidvestbankms.co.za

3. THE ACT (SECTION 51(1) (B))

- 3.1 The ACT 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.
- 3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the ACT.
- 3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton 2041

Telephone Number: +27-11-877 3600

Fax Number: +27-11-403 0625

Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION (SECTION 51 (1) (C))

- Basic Conditions of Employment Act, No. 75 of 1997
- Broad Based Black Economic Empowerment Act, No. 53 of 2003
- Companies Act, No. 61 of 1973 & 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Competition Act, No. 89 of 1998
- Constitution of South Africa Act, No. 108 of 1996
- Copyright Act, No. 98 of 1987
- Electronic Communications and Transactions Act, No. 2 of 2000
- Employment Equity Act, No. 55 of 1998
- Financial Intelligence Centre Act, No. 38 of 2001
- Income Tax Act, No. 58 of 1962
- Labour Relations Act, No. 66 of 1995

- Occupational Health and Safety Act, No. 85 of 1993
(Regulations and amendments to the above legislation as promulgated from time to time)
- Promotion of Access to Information Act, No. 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000
- Regulation of Interception of Communications and Provisions of Communication Related Information Act, No. 70 of 2002
- Skills Development Act, No. 97 of 1997
- Skills Development Levy Act, No. 9 of 1999
- Trade Marks Act, No. 194 of 1993
- Unemployment Insurance Act, No. 63 of 2001
- Value-Added Tax Act, No. 89 of 1991

5. SCHEDULE OF RECORDS (SECTION 51 (1) (D))

Records relating to the following subjects and categories are held by **Bidvest Merchant Services**:

Client Services Records

- Client Correspondence
- Client Statements and Invoices
- Client Contracts
- Client Business Information

Corporate Governance

- Policies

Finance and Administration

- Accounting Records
- Annual Financial Statements
- Agreements
- Banking Records
- Correspondence
- Invoices and Statements
- Management Reports
- PAYE Records
- Rental Agreements

Human Resources

- Accounting and Payroll Records
- BEE Statistics
- Documents issued to employees for Income Tax purposes
- Disciplinary Code and Records
- Employment Equity Plan and Reports
- General Terms of Employment
- Letters of Employment
- Leave Records
- PAYE Records and Returns
- Investigative Material
- Legal Documentation
- Proposal and Tender Documents
- Risk Management Records
- Tax Records and Returns
- SARB Returns
- All other statutory compliances

- VAT
- Regional Services Levies
- Skills Development Levies
- Workmen's Compensation
- Performance Management Records
- Personnel Information
- Policies and Procedures
- Records of payments made to SARS
- Returns to UIF
- Salary Records
- SETA Records

6. FORM OF REQUEST (SECTION 51 (1) (E))

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the website of the **South African Human Rights Commission** at www.sahrc.org.za
- 6.2 Address your request to the Head of the Company (CEO).
- 6.3 Provide sufficient details to enable the COMPANY to identify:
 - (a) The record(s) requested;
 - (b) The requester (and if an agent is lodging the request, proof of capacity);
 - (c) The form of access required;
 - (d) (i) The postal address or fax number of the requester in the Republic;
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7. PRESCRIBED FEES (SECTION 51 (1) (F))

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee that would be payable if the request were granted).
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The fee structure is available on the website of the **South African Human Rights Commission** at www.sahrc.org.za