We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

Callouts like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it, but please read the full manual.

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**Introduction**

We are Junk Mail Publishing (Pty) Ltd, we conduct business as an online marketplace, and this is our ‘Access to Information Manual’. Its purpose is to help you access our information and any other information that we have. PAIA requires us to make it available to you so that you:

- know what types of information we have; and
- can request access to it.

This manual exists to tell you what information we have and help you get access to it.

**Our details**

Our details are as follows:

- **Company name**: Junk Mail Publishing (Pty) Ltd
- **Registration number**: 1991/004503/07
- **Postal address**: P.O Box 6574, Pretoria, 0001
- **Physical address**: 1312 Pretorius Street, Hatfield, Pretoria
- **Phone number**: (021) 342 3840
- **Fax number**: 086 768 6921
- **Information officer**: Felix Peter Ian Erken
- **Information officer email**: popi@junkmail.co.za
- **Contact email**: webmaster@junkmail.co.za
- **Website**: https://www.junkmail.co.za

These are all our details, but please rather contact us by email at popi@junkmail.co.za whenever possible.

**Further guidance**

If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission (SAHRC) to find out more information about PAIA. They have a guide in each official language of South Africa on how to exercise any right under PAIA. The guide is available here: https://www.sahrc.org.za/home/21/files/SAHRC%20PAIA%20Section%2010%20Guide%202020%20FINAL%20WEB.pdf. In terms of the Section 110 of the Protection of Personal Information Act 4 of 2013 the functions of the Human Rights Commission have been transferred to the Information Regulator. Their contact details are as follows:

- **Postal address**: P.O Box 3153, Braamfontein, Johannesburg, 2017
- **Physical address**: JD House, 27 Siemens Street, Braamfontein, Johannesburg, 2001
- **Phone number**: 010 023 5200
- **General e-mail**: inforeg@justice.gov.za
- **Complaints email**: complaints.IR@justice.gov.za

Records we hold

We hold the following subjects and categories of records:

- Company records;
- Business records;
- Financial records;
- Insurance records;
- Personnel records;
- Policies and directives;
- Agreements or contracts;
- Regulatory documents;
- Published information;
- Customer information; and
- Reference materials.

Please note that records that are ‘not automatically available,’ must be requested using the process outlined in the ‘How to request access’ section of this manual.

We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.

Company records

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (CIPC).

<table>
<thead>
<tr>
<th>Record</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorandum of incorporation</td>
<td>Automatically available from CIPC</td>
</tr>
<tr>
<td>Directors’ names</td>
<td>Automatically available from CIPC</td>
</tr>
<tr>
<td>Documents of incorporation</td>
<td>Automatically available from CIPC</td>
</tr>
<tr>
<td>Minutes of board of directors meetings</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Written resolutions</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Records relating to appointment of directors, auditor, secretary, public officer, or other officers</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Share register and other statutory registers</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Other statutory records</td>
<td>Not automatically available</td>
</tr>
</tbody>
</table>

Company records include our memorandum of incorporation and directors’ names.

Business records

Business records include any documents that have economic value to the business.

<table>
<thead>
<tr>
<th>Record</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational records</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Databases</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Published works</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Internal correspondence</td>
<td>Not automatically available</td>
</tr>
<tr>
<td>Product records</td>
<td>Not automatically available</td>
</tr>
</tbody>
</table>
Financial records

Financial records are all our records related to our finances.

| Financial statements                        | Not automatically available (NDA required) |
| Tax returns                                 | Not automatically available               |
| Other documents relating to taxation of the company | Not automatically available               |
| Accounting records                          | Not automatically available               |
| Banking records                             | Not automatically available               |
| Banking details                             | Automatically available on request        |
| Bank statements                             | Not automatically available               |
| Electronic banking records                  | Not automatically available               |
| Paid cheques                                | Not automatically available               |
| Asset register                              | Not automatically available               |
| Rental agreements                           | Not automatically available               |
| Invoices                                    | Not automatically available               |
| Financial agreements                        | Not automatically available               |

Financial records include our financial statements and banking details.

Insurance records

Insurance records are all our records related to our insurable assets.

| Insurance policies held by the company       | Not automatically available               |
| Register of all immovable property owned by the company | Not automatically available               |

Income tax records

Income tax records are all our records related to our income tax obligations.

| PAYE Records                                  | Not automatically available               |
| Corporate tax records                         | Not automatically available               |
| Customs tax                                   | Not automatically available               |
| Documents issued to employees for income tax purposes | Not automatically available               |
| Records of payments made to SARS on behalf of employees | Not automatically available               |
| VAT records                                   | Not automatically available               |
| Regional Services Levies                      | Not automatically available               |
| Skills Development Levies                     | Not automatically available               |
| UIF                                          | Not automatically available               |
| Workmen’s Compensation                        | Not automatically available               |

Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

| List of employees                            | Not automatically available               |
Employee personal information  Not automatically available
Employee employment contracts  Not automatically available
Employment policies and procedures  Not automatically available
Employment Equity Plan  Not automatically available
Medical aid records  Not automatically available
Pension and provident fund records  Not automatically available
Salaries of employees  Not automatically available
Leave records  Not automatically available
Internal evaluations  Not automatically available
Disciplinary records  Not automatically available
Disciplinary codes  Not automatically available
Training records  Not automatically available
Operating manuals  Not automatically available
Personal records provided by personnel  Not automatically available
Other statutory records  Not automatically available
Related correspondence  Not automatically available

Personnel records include records about our employees and contractors.

Policies and directives
Policies and directives include both internal and external documents.

  Internal relating to employees and the company  Not automatically available
  External relating to clients and other third parties  Not automatically available
  Information technology systems and documents  Not automatically available

Agreements or contracts
Agreements or contracts include the documents themselves and all related documents.

  Standard Agreements  Not automatically available
  Contracts concluded with customers  Not automatically available
  NDAs  Not automatically available
  Letters of Intent, MOUs  Not automatically available
  Third party contracts (such as JV agreements, VAR Agreements, etc.)  Not automatically available
  Office management contracts  Not automatically available
  Supplier contracts  Not automatically available

Regulatory documents
Regulatory documents include any documents required to comply with any laws.

  Permits  Not automatically available
  Licences  Not automatically available
  Authorities  Not automatically available
Published information

Published information includes any document that we prepare and produce.

- **External newsletters and circulars**: Automatically available
- **Internal newsletters and circulars**: Not automatically available
- **Information on the company published by third parties**: Not automatically available

Customer information

Customer information includes any information about anyone that we provide goods or services to, including our customers, leads, or prospects.

- **Customer details**: Not automatically available
- **Contact details of individuals within customers**: Not automatically available
- **Communications with customers**: Not automatically available
- **Sales records**: Not automatically available
- **Transactional information**: Not automatically available
- **Marketing records**: Not automatically available

Reference materials

Reference materials include any sources of information that we contribute to.

- **Books**: Not automatically available
- **Newsletters and journals articles**: Not automatically available
- **Magazines**: Not automatically available
- **Newspaper articles**: Not automatically available

Information we hold to comply with the law

We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Basic Conditions of Employment Act 75 of 1997;
- Broad Based Black Economic Empowerment Act 53 of 2003;
- Companies Act 61 of 1973;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Disease Act 130 of 1993;
- Competition Act 89 of 1998;
- Consumer Protection Act 68 of 2008;
- Copyright Act 98 of 1978;
- Electronic Communications Act 36 of 2005
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Income Tax Act 58 of 1962;
- Intellectual Property Laws Amendment Act, No 38 of 1997;
- Intellectual Property Laws Amendment Act, No 28 of 2013;
- Labour Relations Act 66 of 1995;
- National Credit Act 34 of 2005;
- Occupational Health and Safety Act 85 of 1993;
How to request access

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete Form C which is available from:

- The Information Regulator website at

Please submit the completed form to our information officer together with the relevant request fee (details here: [http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf](http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf)) at our information officer’s email address, our physical address, or by fax in terms of our details provided above. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, postal address, or fax number;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form we may:

- reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

You may request information by completing a request for access form and submitting it to our information officer together with a request fee.

Grounds for refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else’s privacy;
We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

We may have to refuse you access to a record to protect others.

How we will give you access

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

How much it will cost you

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from http://www.sahrc.org.za/index.php/understanding-paia at this link: http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf. You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

How we process and protect personal information

We process the personal information of various categories of people for various purposes as set out in this clause.

Categories of people

We process the personal information of the following categories of people:

• customers or clients;
• prospects or leads;
• employees;
• recruiters and medical practitioners providing services related to employees;
• contractors, vendors, or suppliers;
• children and their guardians;
• debtors and creditors;
• dealers; and
• directors and shareholders.

Purposes

We process the personal information to:

• provide our goods or supply our services;
• better understand our data subjects’ needs when doing so;
• keep our data subject records up-to-date;
• manage employees in general;
• manage supplier contracts in general;
• manage dealer relationships in general;
• manage customers in general;
• manage customer credit in general;
• market to customers in various countries;
• educate children in general;
• enforce debts;
• market goods and services to prospects;
• run promotional competitions for businesses;
• process customer requests or complaints; and
• process personal information of employees for forensic purposes.

Categories of personal information
We process many different categories of personal information, including:
• contact details, such as phone numbers, physical and postal addresses, and email addresses;
• personal details, such as names and ages;
• demographic details, such as races and age groups;
• health information;
• biometric information;
• account numbers;
• background information;
• contract information;
• credit information;
• market intelligence information;
• learner information; and
• debt and debtor information.

Third-party disclosures
We give the following people personal information that we process in the ordinary course of business to
fulfil our obligations to our customers or clients:
• contractors, vendors, or suppliers;
• agents, distributors, or other resellers;
• operators, other responsible parties, or co-responsible parties; and
• third party vendors (such as software developers) to help us maintain our services.

Cross-border transfers
We send personal information outside of South Africa to various countries. We will only transfer data to
other countries who have similar privacy laws to South Africa’s, or recipients who can guarantee the
protection of personal information to the same standard we must protect it.

Security
We secure data by maintaining reasonable measures to protect personal information from loss, misuse,
and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep
personal information accurate, current, complete, confidential and reliable for its intended use.
We do our best to keep all data in our possession secure and up-to-date.

**Remedies**

If your request for access is denied, you may:

- apply to a court with appropriate jurisdiction, or
- lodge a complaint with the Information Regulator, for the necessary relief.

**Availability of this Manual**

This manual is available in English and will be available on our website, and at our company offices. The manual is also electronically available on our website at: https://www.junkmail.co.za/PAIA-manual.pdf

**Updates to this Manual**

This manual will be updated whenever we make material changes to the current information.