



**GOLDRUSH GROUP (PTY) LTD AND ITS SUBSIDIARIES
(PRIVATE BODIES)**

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT NO. 2 OF 2000 IN RESPECT OF GOLDRUSH GROUP (PTY) LTD**

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1 INTRODUCTION

- 1.1 This Manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act No.2 of 2000 ("**PAIA**").
- 1.2 The aim of the Manual is to assist potential Requesters to request access to information (documents, records and/or Personal Information) from Goldrush Group (Pty) Ltd ("**Goldrush**") and or its affiliates / subsidiaries as contemplated under PAIA.
- 1.3 The Manual may be amended from time to time and as soon as any amendments have been affected, the latest version of the Manual will be published and distributed in accordance with PAIA.
- 1.4 A Requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.
- 1.5 The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA.
- 1.6 Any reference to "Goldrush" shall include the affiliate and / or subsidiary entities or bodies listed in Annexure B hereto.

2 DEFINITIONS

The following words or expressions will bear the following meanings in this Manual –

- 2.1 "**Customer**" means a natural person who or which engages in gaming, betting and / or entertainment services and/or products from Goldrush;
- 2.2 "**Data Subject**" means the natural or juristic person to whom Personal Information relates;
- 2.3 "**Employee**" means any person who works for, or provides services to, or on behalf of Goldrush, and receives or is entitled to receive remuneration;
- 2.4 "**Information Officer**" means Goldrush's designated information officer described in paragraph 5.2 of this Manual;
- 2.5 "**Information Regulator**" shall bear the meaning ascribed thereto in POPIA;
- 2.6 "**Manual**" means this manual, together with all annexures thereto as amended and made available on the website of Goldrush and at the offices of Goldrush from time to time;

- 2.7 "PAIA" means the Promotion of Access to Information Act No. 2 of 2000, together with any regulations published thereunder;
- 2.8 "POPIA" means the Protection of Personal Information Act No. 4 of 2013, together with any regulations published thereunder;
- 2.9 "**Personal Information**" has the meaning ascribed thereto under POPIA;
- 2.10 "**Processing**" means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including –
- 2.10.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- 2.10.2 dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means; or
- 2.10.3 merging, linking, blocking, degradation, erasure or destruction. For the purposes of this definition, "Process" has a corresponding meaning;
- 2.11 "**Requester**" means any person or entity (including any Data Subject) requesting access to a record that is under the control of Goldrush; and
- 2.12 "**Third-Party**" means any independent contractor, agent, consultant, sub-contractor or other representative of Goldrush.

3 **SCOPE OF THE MANUAL**

This Manual has been prepared in respect of and applies to, Goldrush.

4 **HOW TO USE PAIA TO ACCESS INFORMATION**

(Information provided in terms of section 51(1) of PAIA)

- 4.1 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 in terms of PAIA, the public body must be acting in the public interest. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, and at the prescribed fees.
- 4.2 The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("**Guide**"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA, and is available in each of the official languages.

- 4.3 The Guide contains a description of –
 - 4.3.1 the objects of PAIA and POPIA;
 - 4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of –
 - 4.3.2.1 the Information Officer of every public body, and
 - 4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA, and section 56 of POPIA;
 - 4.3.3 the manner and form of a request for –
 - 4.3.3.1 access to a record of a public body contemplated in section 11; and
 - 4.3.3.2 access to a record of a private body contemplated in section 50;
 - 4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 4.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging –
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Information Regulator; and
 - 4.3.6.3 an application with a court against a decision by the Information Regulator; and
 - 4.3.6.4 an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
 - 4.3.7 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.3.8 the provisions of section 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively'
 - 4.3.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
 - 4.3.10 the regulations made in terms of section 92 of PAIA.

- 4.4 The Guide has been published in various languages on the Information Regulator's website –
- 4.4.1 The English version of the Guide is accessible [here](#);
- 4.4.2 The isiXhosa version of the Guide is accessible [here](#); and
- 4.4.3 The isiZulu version of the Guide is accessible [here](#)
- 4.5 The Guide is also available at the offices of the Information Regulator during normal working hours, or you may request a copy of the Guide from Goldrush by contacting Goldrush's Information Officer. You may also direct any queries to:

The Information Regulator of South Africa

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

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

E-mail: enquiries@infoeregulator.org.za/ PAIAComplaints@infoeregulator.org.za

Website: <https://www.infoeregulator.org.za/contact.html>

5 OVERVIEW OF THE STRUCTURE AND FUNCTIONS OF GOLDRUSH

- 5.1 Goldrush is incorporated and registered in the Republic of South Africa under registration number 2009/013264/07.
- 5.2 Goldrush's primary business is to own and operate gaming and entertainment venues / branches and outlets throughout South Africa and Africa offering a diverse range of gaming and entertainment options, including 33 bingo venues with electronic bingo terminals ("EBT's"), 28 (twenty eight) bookmaking / betting retail branches as well as conducting the business of a licensed route operator of limited pay-out machines ("LPM's") in six (6) provinces and contracting with three hundred and ninety nine (399) small businesses owners who themselves are licensed to operate LPM's, examples of these are hotels, restaurants, bars, taverns and shebeens. We also have a casino in Lesotho, an independent nation housed entirely within the borders of South Africa.
- 5.3 Goldrush also has several active minority interests in a variety of other licensed entities, an example of which is the shareholding in BOSS Gaming.

6 GOLDRUSH'S CONTACT DETAILS

(Information required under section 51(1)(a) of PAIA)

Name of Body: Goldrush Group (Pty) Ltd	
Physical & Postal Addresses:	<p>Physical: 66 Ontdekkers Road, Cnr Ontdekkers & Ruhamah Drive, Westgate, 1734</p> <p>Postal: P.O. Box 7383, Westgate, Roodepoort, 1734</p>
Information Officer	<p>Name: Mike Burns</p> <p>T: +27 (0) 11 279 7900</p> <p>E: mike.burns@goldrushgroup.co.za</p>

7 GOLDRUSH'S PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

(Information required under section 51(1)(c) of PAIA)

7.1 Purpose of Goldrush's Processing of Personal Information -

- 7.1.1 Goldrush will process Personal Information only in ways that are for, or compatible with, the business purposes for which the data was collected or that are subsequently authorised by the relevant Data Subject.
- 7.1.2 Goldrush will retain Personal Information only for as long as is necessary to accomplish Goldrush's legitimate business purposes or for as long as may be permitted or required by applicable law.
- 7.1.3 We use the Personal Information we collect:
- 7.1.3.1 for the purposes of providing gaming and / or entertainment products or services to customers and where relevant, for purposes of doing appropriate customer 'Know Your Customer' onboarding and vetting;
- 7.1.3.2 for purposes of onboarding service providers as approved service providers of Goldrush. For this purpose, Goldrush will also Process a service provider's Personal Information for purposes of performing credit checks, and this may include engaging third party credit vetting agencies;
- 7.1.3.3 for purposes of monitoring the use of Goldrush's electronic systems and online platforms by consumers or service providers. Goldrush will, from time to time, engage third-party service providers (who will Process the Data Subject's Personal Information on behalf of Goldrush) to facilitate this;
- 7.1.3.4 for purposes of preventing, discovering and investigating non-compliance with Goldrush's policies, and investigating fraud, or other related matters;

- 7.1.3.5 in connection with the execution of payment processing functions, including payment of Goldrush's service provider's invoices;
 - 7.1.3.6 in connection with the acceptance of deposits from customers or the provision of winnings to customers;
 - 7.1.3.7 for employment-related purposes such as recruitment, administering payroll and carrying out background checks;
 - 7.1.3.8 in connection with internal audit purposes (i.e. ensuring that the appropriate internal controls are in place in order to mitigate the relevant risks, as well as to carry out any investigations where this is required);
 - 7.1.3.9 in connection with external audit purposes. For this purpose, Goldrush may engage external service providers and, in so doing, may share Personal Information of the Data Subjects with these third parties;
 - 7.1.3.10 to respond to any correspondence that a Goldrush Customer may send to Goldrush;
 - 7.1.3.11 in order to address Customer or Data Subject complaints in respect of Goldrush's products and services;
 - 7.1.3.12 for such other purposes to which the Data Subject may consent from time to time; and
 - 7.1.3.13 for such other purposes as authorised and in compliance with the applicable law.
- 7.2 Goldrush will not use the Personal Information which we collect for any purposes other than those purposes specified in paragraph 7.1.3 above.
- 7.3 **Categories of Data Subjects and of the Personal Information relating thereto**
- 7.3.1 Goldrush collects Personal Information directly from the Data Subject and/or from Third Parties, and where Goldrush obtains Personal Information from Third Parties, Goldrush will ensure that it obtains the consent of the Data Subject to do so or will only Process the Personal Information without the Data Subject's consent where Goldrush is permitted to do so in terms of the applicable laws.
 - 7.3.2 Data Subjects in respect of which Personal Information is Processed include –
 - 7.3.2.1 Customers of Goldrush;
 - 7.3.2.2 Service providers or third parties appointed / approved by Goldrush;

- 7.3.2.3 Employees;
- 7.3.2.4 New job applicants;
- 7.3.2.5 Directors and shareholders;
- 7.3.2.6 Website visitors;
- 7.3.2.7 Visitors to our physical premises;
- 7.3.2.8 Visitors to the physical premises of approved service providers or third parties;
and
- 7.3.2.9 Beneficiaries of employees (including children).
- 7.3.3 Examples of Third Parties from whom Personal Information is collected include; our Customers; regulatory bodies; other companies providing services to Goldrush and where Goldrush makes use of publicly available sources of information.

7.4 **The Personal Information relating thereto is as follows:**

Data Subjects	Personal Information
Employees	<ul style="list-style-type: none"> • ID number • Contact details • Physical and postal address • Date of birth • Age • Disability • Information • Employment history • Criminal/background checks • Fingerprints • CVs • Education history • Banking details • Income tax reference number • Remuneration and benefit information • (including medical aid, pension/provident fund information) • Details related to employee performance • Disciplinary procedures • Employee disability information • Employee pension and provident fund information • Employee contracts • Employee performance records • Physical access records • CCTV records • Health and safety records

	<ul style="list-style-type: none"> • Time and attendance records
Suppliers/Service Providers/Third Parties	<ul style="list-style-type: none"> • Entity name • registration number • income tax number • contact details for representative persons • FICA documentation • BBB-EE certificates • Invoices • Contractual documentation
Directors and Shareholders	<ul style="list-style-type: none"> • Name, Surname, ID numbers, Financial information as required for statutory reporting
New Job Applicants	<ul style="list-style-type: none"> • Name • Surname • Address • Contact details • Email address • Telephone number • Details of qualifications • Skills • Experiences and employment history • Information about your current level of remuneration, including benefit entitlements, whether or not you have a disability for which Goldrush needs to make reasonable adjustments during the recruitment process, and information about your entitlement to work in South Africa
Website Visitors	<ul style="list-style-type: none"> • IP address • Email address / contact details (if provided by data subject) • Marketing preferences • Website history
Visitors	<ul style="list-style-type: none"> • Physical access records • Electronic access records scans and CCTV records
Children (Beneficiaries of Employees)	<ul style="list-style-type: none"> • Name • Address and contact details • Birth certificates • Age • Child medical information
Customers	<ul style="list-style-type: none"> • Identity or Passport number • Name and surname • Contact details • Gender • Date and Country of Birth • Physical address • Postal address • Bank account details

7.5 **Recipients or categories of recipients to whom Personal Information may be supplied**

7.5.1 Goldrush may be required to disclose Personal Information in response to a court order, subpoena, civil discovery request, other legal process, or as otherwise required by law as per statutory authorities and/or the lawful order of any Court or Tribunal. We may disclose Personal Information when we believe disclosure is necessary to comply with the law or to protect the rights, property, or safety of Goldrush, our Customers, or others.

7.5.2 Goldrush will comply with POPIA before transferring Personal Information to a Third-Party who is a contractor of Goldrush. Before transferring Personal Information to a Third-Party contractor, Goldrush will obtain assurances from the Third-Party that it will process Personal Information in a manner consistent with POPIA. Where Goldrush learns that a Third-Party contractor is using or disclosing Personal Information in a manner contrary to POPIA, Goldrush will take reasonable steps to prevent such use or disclosure.

7.5.3 We reserve the right to disclose and transfer a Data Subject's information, including their Personal Information in connection with a corporate merger, consolidation, the sale of substantially all of our membership interests and/or assets or other corporate change, including to any prospective purchasers.

7.6 **Planned Transborder Flows of Personal Information**

In carrying out any cross-border transfers, Goldrush shall adhere to the provisions of POPIA and any applicable laws.

8 **INFORMATION SECURITY MEASURES**

8.1.1 The security and confidentiality of Personal Information is important to Goldrush. We have implemented reasonable technical, administrative, and physical security measures to protect Personal Information from unauthorised access or disclosure and improper use.

8.1.2 We are committed to ensuring that our security measures which protect your Personal Information are continuously reviewed and updated where necessary.

8.1.3 In Processing any Personal Information, Goldrush shall comply with the following minimum technical and organisational security requirements:

- 8.1.3.1 **Physical Access** – Access to Personal Information is restricted in our offices and only to those Employees who need the Personal Information to perform a specific job / task.
- 8.1.3.2 **Employee Training** – All Employees with access to Personal Information are kept up-to-date on our security and privacy practices. After a new policy is added, these Employees are notified and/or reminded about the importance we place on privacy, and what they can do to enhance protection for the Personal Information of all Data Subjects.
- 8.1.3.3 **Unique User Identification** – Employees each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of Goldrush's password and confidentiality policy.
- 8.1.3.4 **Passwords** – Goldrush shall ensure that there are passwords required for any access to Personal Information in line with its password policy.
- 8.1.3.5 **Physical access and privileges** – Goldrush ensures that access to Personal Information is limited to Employees on a "need to know" basis, and Goldrush Employees are required to strictly utilise their unique user ID and applicable passwords to access same. The access to such Personal Information shall be subject to a two-step authorization/authentication process.
- 8.1.3.6 **Back-ups** – Goldrush ensures that all Personal Information is backed-up regularly, based on operational or legal requirements, and that backup testing is conducted regularly in order to ensure that Personal Information can be recovered in the event that such Personal Information is lost, damaged or destroyed.
- 8.1.3.7 **Malware protection** – Goldrush ensures that its environment has comprehensive malware protection software employed, which software is specifically designed to protect Goldrush from the most recent malware infections.
- 8.1.3.8 **Vulnerability scanning** – Goldrush frequently conducts vulnerability scanning in order to assess whether Personal Information is adequately protected from external threats.
- 8.1.3.9 **Network configuration** – Goldrush continuously monitors all designated networks, employs intrusion detection systems and/or intrusion prevention systems, and records any security incidents.

8.1.3.10 **Systems Review** – Goldrush conducts regular reviews of its technical and organisational security measure system in order to ensure that all of the above security measures are functioning effectively and applied consistently.

8.1.3.11 **Encryption protocols** – Goldrush ensures that all Personal Information is encrypted by using various combinations of DES3 and AES256 as well as using several encryption tools.

9 INFORMATION HELD BY GOLDRUSH IN TERMS OF PAIA

(Information required under section 51(1)(e) of PAIA)

This section of the Manual sets out the categories and descriptions of records held by Goldrush. The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under PAIA. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records.

9.1 Internal records

The following are records pertaining to Goldrush's own affairs and those of its divisions and associated companies -

- 9.1.1 Memorandum and Articles of Association;
- 9.1.2 Management Agreements
- 9.1.3 Licences
- 9.1.4 Minutes of meetings
- 9.1.5 Compliance Committee reports
- 9.1.6 Audit and Risk Committee reports
- 9.1.7 Gambling Board Correspondence
- 9.1.8 Any litigation information
- 9.1.9 Title Deeds
- 9.1.10 Leases
- 9.1.11 Limits of Authority
- 9.1.12 Various Company Internal Control Procedures
- 9.1.13 Organograms;

- 9.1.14 Financial records;
- 9.1.15 Operational records;
- 9.1.16 Intellectual property;
- 9.1.17 Marketing records;
- 9.1.18 Internal correspondence;
- 9.1.19 Product records;
- 9.1.20 Statutory records;
- 9.1.21 Banking records;
- 9.1.22 Logos;
- 9.1.23 Website records;
- 9.1.24 Internal policies and procedures; and
- 9.1.25 Records held by officials / Employees of Goldrush.

9.2 **Personnel records**

Personnel refers to any person who works for or provides services to or on behalf of Goldrush and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Goldrush. This includes, without limitation, members, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following -

- 9.2.1 Any personal records provided to Goldrush by their personnel;
- 9.2.2 HR and Remuneration Committee reports;
- 9.2.3 Staff employment records;
- 9.2.4 Staff disciplinary records and history;
- 9.2.5 Contracts of employment;
- 9.2.6 Employment equity reports;
- 9.2.7 Pension and Provident Fund details;
- 9.2.8 Collective Agreements;

- 9.2.9 Key Employee Licences;
- 9.2.10 Any records a third party has provided to Goldrush about any of their personnel;
- 9.2.11 Conditions of employment and other personnel-related contractual and quasi-legal records;
- 9.2.12 Other internal records and correspondence; and
- 9.2.13 Training schedules and material.

9.3 **Customer records**

Please be aware that Goldrush is very concerned about protecting the confidential information of its Customers. Please motivate any request for Customer information very carefully, having regard to Sections 63 to 67 of the Act. Customer information includes the following -

- 9.3.1 Any records a Customer has provided to Goldrush or a third party acting for or on behalf of Goldrush;
- 9.3.2 Contractual information;
- 9.3.3 Customer needs assessments;
- 9.3.4 Credit information and other research conducted in respect of Customers;
- 9.3.5 Any records a third party has provided to Goldrush about customers;
- 9.3.6 Confidential, privileged, contractual and quasi-legal records of customers;
- 9.3.7 Customer evaluation records;
- 9.3.8 Customer profiling;
- 9.3.9 Performance research conducted on behalf of customers or about customers; and
- 9.3.10 Records generated by or within Goldrush pertaining to Customers, including transactional records.

9.4 **Technical records**

- 9.4.1 Procedures;
- 9.4.2 Specifications;
- 9.4.3 Standards;
- 9.4.4 Forms;

9.4.5 Guidelines;

9.4.6 Work Instruction Sheets; and

9.4.7 Memos.

9.5 **Other Parties**

Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures and service providers. In addition, such other parties may possess records, which can be said to belong to Goldrush. The following records fall under this category:

9.5.1 Personnel, Customer or Goldrush records which are held by another party as opposed to being held by Goldrush; and

9.5.2 Records held by Goldrush pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

9.6 **Other Records**

Further records are held including:

9.6.1 Information relating to Goldrush's own commercial activities;

9.6.2 Research information belonging to Goldrush, whether carried out itself or commissioned from a third party;

9.6.3 Contracts and agreements.

10 **INFORMATION KEPT BY GOLDRUSH IN ACCORDANCE WITH OTHER LEGISLATION**

(Information required under section 51(1)(b)(iii) of PAIA)

10.1 Records are kept in accordance with the legislation applicable to Goldrush, which includes but is not limited to, the following:

10.1.1 Banks Act 94 of 1990;

10.1.2 Basic Conditions of Employment Act 75 of 1997;

10.1.3 Broad-Based Black Economic Empowerment Act 53 of 2003;

10.1.4 Civil Proceedings Evidence Act 25 of 1965;

10.1.5 Companies Act 71 of 2008;

- 10.1.6 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 10.1.7 Competition Act 89 of 1998;
- 10.1.8 Constitution of the Republic of South Africa, 1996;
- 10.1.9 Consumer Protection Act 68 of 2008
- 10.1.10 Criminal Procedure Act 51 of 1977;
- 10.1.11 Customs and Excise Act 91 of 1964;
- 10.1.12 Debt Collectors Act 114 of 1998;
- 10.1.13 Deeds Registries Act 57 of 1937;
- 10.1.14 Eastern Cape Gambling and Betting Act of 1997
- 10.1.15 Eastern Cape Liquor Act 10 of 2003;
- 10.1.16 Electronic Communications and Transactions Act 25 of 2002
- 10.1.17 Employment Equity Act 55 of 1998
- 10.1.18 Finance Act 2 of 2007;
- 10.1.19 Firearms Control Act 60 of 2000;
- 10.1.20 Free State Gambling and Liquor Act of 2010
- 10.1.21 Free State Liquor Act 3 of 2007;
- 10.1.22 Gauteng Gambling Act of 1995
- 10.1.23 Gauteng Liquor Act 2 of 2003;
- 10.1.24 Income Tax Act 58 of 1962;
- 10.1.25 Insolvency Act 24 of 1936;
- 10.1.26 KwaZulu-Natal Gambling Act of 1996
- 10.1.27 KwaZulu-Natal Liquor Act 27 of 1989;
- 10.1.28 Labour Relations Act 66 of 1995;
- 10.1.29 Mpumalanga Liquor Act 5 of 2006;
- 10.1.30 National Credit Act 34 of 2005;

- 10.1.31 National Gambling Act of 2004
- 10.1.32 National Liquor Act 59 of 2003;
- 10.1.33 North West Liquor Act 27 of 1989;
- 10.1.34 Northern Cape Gambling Act of 2008
- 10.1.35 Northern Cape Liquor Act 2 of 2008;
- 10.1.36 Northern Province (Limpopo Province) Gambling Act of 1996
- 10.1.37 Occupational Health and Safety Act 85 of 1993;
- 10.1.38 Patents Act 57 of 1987;
- 10.1.39 Pension Funds Act 24 of 1956;
- 10.1.40 Promotion of Access to Information Act 2 of 2000;
- 10.1.41 Protection of Personal Information Act 4 of 2013;
- 10.1.42 Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002;
- 10.1.43 Revenue Laws Amendment Act 60 of 2008;
- 10.1.44 Skills Development Act 97 of 1998;
- 10.1.45 South African Police Service Act 68 of 1995;
- 10.1.46 South African Revenue Service Act 34 of 1997;
- 10.1.47 Tax Administration Act 28 of 2011;
- 10.1.48 Tax on Retirement Funds Act 38 of 1996;
- 10.1.49 The North West Gambling Act of 2001
- 10.1.50 Trademarks Act 194 of 1993;
- 10.1.51 Unemployment Insurance Act 63 of 2001;
- 10.1.52 Value Added Tax Act 89 of 1991; and
- 10.1.53 Western Cape Liquor Act 4 of 2008.

- 10.2 Records kept in terms of the above legislation may, in certain instances (and insofar as the information contained therein is of a public nature) be available for inspection without a person having to request access thereto in terms of PAIA.

11 REQUEST PROCEDURES

- 11.1 Records, whether specifically listed in this Manual or not, will only be made available subject to the provisions of PAIA.

11.2 Form of request

- 11.2.1 The Requester must use the prescribed form to make the request for access to a record, which form is attached hereto as Annexure "A". This must be made to the Information Officer at the address or electronic mail address of the body concerned (see s 53(1) of PAIA).

- 11.2.2 The Requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the Requester. The Requester should also indicate which form of access is required and specify a postal address, fax number in the Republic or email address. The Requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the Requester and state the necessary particulars to be so informed (see s 53(2)(a) and (b) and (c) and (e) of PAIA).

- 11.2.3 The Requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right (see s 53(2)(d) of PAIA).

- 11.2.4 If a request 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 satisfaction of the head of the private body (See s 53(2)(f) of PAIA).

11.3 Fees

11.3.1 Request fees:

- 11.3.1.1 The Information Officer must by notice require the Requester to pay the prescribed request fee (if any) before further processing the request (see s 54(1) of PAIA).

- 11.3.1.2 The fee that the Requester must pay to a private body is outlined below. The Requester may lodge an application to the court against the tender or payment of the request fee (See section 54(3)(b) of PAIA).

11.3.2 Access fees and fees for reproduction:

11.3.2.1 If access to a record/s is granted by Goldrush, the Requester may be required to pay an access fee for the search for and preparation of the records and for reproduction of the record/s.

11.3.2.2 The access fees which apply are set out below. Goldrush can refuse access until such access fees have been paid.

Item	Description	Amount
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	A printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • a flash drive (provided by the requester) • a compact disc (CD) if the requester provides the CD to us • a compact disc (CD) if we give the CD to the requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester)	R40.00
	For a copy of an audio record on compact disc (CD) if the requester provides the CD to us	R40.00
	For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure	R145.00
	The search and preparation fee cannot exceed	R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

11.4 **Decision on request**

11.4.1 After the Information Officer has made a decision on the request, the Requester will be notified using the required form.

- 11.4.2 If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure (see s 54(6) of PAIA).

12 TIMELINES FOR CONSIDERATION OF A REQUEST

- 12.1 Requests for access by a Requestor will be processed within 30 days unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessary. Such considerations include –
- 12.1.1 where the request is for a large number of records or requires a search through a large number of records (including where records that have been archived electronically need to be restored);
- 12.1.2 where the request requires a search for records in, or collection of such records from, an office of Goldrush located far away from any of Goldrush's regional offices;
- 12.1.3 consultation among divisions of Goldrush or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original 30-day period;
- 12.1.4 more than one of the circumstances contemplated in paragraphs 12.1.1, 12.1.2 and 12.1.3, exist in respect of the request making compliance with the original period not reasonably possible; or
- 12.1.5 the Requester consents in writing to such extension.
- 12.2 If an extension is necessary, you will be notified with reasons for the extension. If the Information Officer fails to communicate a decision on a request, such a request is then deemed to have been refused.

13 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 13.1 Requests for access by a Requestor **must** be refused by the Information Officer if –
- 13.1.1 the disclosure would involve the unreasonable disclosure of personal information about a third party (natural person), including a deceased individual (see section 63 of PAIA);

- 13.1.2 the record contains (a) trade secrets of a third party, (b) financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party, or (c) information supplied in confidence by a third party the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations; or to prejudice that third party in commercial competition (see section 64 of PAIA);
 - 13.1.3 the disclosure of the record would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement (see section 65 of PAIA);
 - 13.1.4 the disclosure could reasonably be expected to endanger the life or physical safety of an individual (see section 66(a) of PAIA);
 - 13.1.5 the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege (see section 67 of PAIA); or
 - 13.1.6 the record contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose: (a) the third party; (b) a person that is or will be carrying out the research on behalf of the third party; or (c) the subject matter of the research, to serious disadvantage (see section 69 of PAIA).
- 13.2 Requests for access by a Requestor may be refused by the Information Officer if –
- 13.2.1 the disclosure would be likely to prejudice or impair: (i) the security of: (aa) a building, structure or system, including, but not limited to, a computer or communication system; (bb) a means of transport; or (cc) any other property; or (ii) methods, systems, plans or procedures for the protection of: (aa) an individual in accordance with a witness protection scheme; (bb) the safety of the public, or any part of the public; or (cc) the security of property contemplated in subparagraph (i) (aa), (bb) or (cc) (see section 66(b));
 - 13.2.2 the record:
 - (a) contains trade secrets of Goldrush;
 - (b) contains financial, commercial, scientific or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of Goldrush;
 - (c) contains information, the disclosure of which could reasonably be expected:
 - (i) to put Goldrush at a disadvantage in contractual or other negotiations;or

- (ii) to prejudice Goldrush in commercial competition; or
- (d) is a computer program, as defined in section 1(1) of the Copyright Act No. 98 of 1978, owned by Goldrush, except insofar as it is required to give access to a record to which access is granted in terms of PAIA; or

13.2.3 the record contains information about research being or to be carried out by or on behalf of Goldrush, the disclosure of which would be likely to expose: (a) Goldrush; (b) a person that is or will be carrying out the research on behalf of Goldrush; or (c) the subject matter of the research, to serious disadvantage.

14 **REMEDIES AVAILABLE TO A REQUESTOR ON REFUSAL OF ACCESS**

14.1 Goldrush does not have any internal appeal procedures that may be followed once a request to access information has been refused.

14.2 The decision of the Information Officer or deputy information officer is final.

14.3 If you are not satisfied with the outcome of your request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

15 **OTHER INFORMATION HELD BY GOLDRUSH AS PRESCRIBED**

(Other information as may be prescribed under section 51(1)(a)(ii))

The Minister of Justice and Constitutional Development has to date not made any regulations regarding the disclosure of other information.

16 **AVAILABILITY OF THE MANUAL**

(Availability of Manual under section 51(3))

16.1 This Manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Goldrush. Copies of the Manual may be made, subject to the prescribed fees.

16.2 The Manual is also posted on Goldrush's website referred to above and can be found [here](#).

17 **PRESCRIBED FORMS AND FEE STRUCTURE**

(Prescribed forms and fee structure in respect of private bodies)

The forms prescribed under PAIA are available on the Information Regulator's website at <https://info regulator.org.za/paia-forms/>

ANNEXURE "A" –PRESCRIBED FORM TO MAKE A REQUEST FOR ACCESS

FORM 2 – PRESCRIBED FORM FOR REQUEST FOR ACCESS TO RECORD

FORM 2

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 authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
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 <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE "B"**GOLDRUSH AFFILIATES AND / OR SUBSIDIARIES****Group of Companies****a. Goldrush Bingo Venues trading as:**

- Goldrush Ballito
- Goldrush Bingo Alberton
- Goldrush Bingo Atterbury
- Goldrush Bingo Bella Bella
- Goldrush Bingo Bushbuckridge
- Goldrush Bingo Cradock
- Goldrush Bingo Cresta
- Goldrush Bingo Ermelo
- Goldrush Bingo Graaff-Reinet
- Goldrush Bingo Grahamstown
- Goldrush Bingo Groblersdal
- Goldrush Bingo Hillcrest
- Goldrush Bingo Kolonnade
- Goldrush Bingo Mall@Reds
- Goldrush Bingo Malvern
- Goldrush Bingo Margate
- Goldrush Bingo Morula
- Goldrush Bingo Potchefstroom
- Goldrush Bingo Richards Bay
- Goldrush Bingo Rustenburg
- Goldrush Bingo Vaal Mall
- Goldrush Chatsworth
- Goldrush Middelburg
- Goldrush Scottburgh
- Goldrush Bingo Phoenix
- Goldrush Bingo Pietermaritzburg
- Goldrush Bingo Stanger

b. BOSS Gaming Bingo Venues trading as:

- Bingo Royale Buffalo City
- Bingo Royale Cleary Park
- Bingo Royale Jeffreys Bay
- Bingo Royale Lusikisiki

- Bingo Royale Matatiele
- Bingo Royale Mthatha

c. Goldrush LPM Route Operations trading as:

- EGOLI Gaming (Pty) Ltd t/a Goldrush Slots Gauteng
- Goldrush North West (Pty) Ltd t/a Goldrush Slots North West
- Goldrush Slots Limpopo (Pty) Ltd t/a Goldrush Slots Limpopo

d. Crazy Slots LPM Route Operations trading as:

- Crazy Slots (Pty) Ltd t/a Crazyslots Gauteng
- Dymacure (Pty) Ltd t/a Crazyslots Northern Cape
- Restivox (Pty) Ltd t/a Crazyslots Free State

e. BOSS Gaming Independent LPM Site Operations trading as:

- Laviwe Trading (Pty) Ltd t/a Spin 'n Win Mthatha
- Spin And Win Entertainment Mbizana (Pty) Ltd
- Amandla Asiwe Trading (Pty) Ltd t/a Spin 'n Win Matatiele
- K2014000230 (Pty) Ltd t/a Spin 'n Win Uitenhage
- Merimanzi (Pty) Ltd t/a Spin 'n Win Lusikisiki

f. Gbets and Managed Bookmaking / Betting Operations trading as:

Gauteng

- Saxofar Pty Ltd t/a Gbets Cosmo City
- Fundizise Pty Ltd t/a Gbets Roodepoort
- Tauzest Pty Ltd t/a Gbets Atteridgeville
- Fundisolve Pty Ltd t/a Gbets Carletonville
- Khalizad Investments Pty Ltd t/a Crazy Bets Randburg
- Khalizad Investments Pty Ltd t/a Crazy Bets Bronkhorstpruit
- Khalizad Investments Pty Ltd t/a Crazy bets Mall @ R Gbets Morula

North West

- Toriglo Pty Ltd t/a Gbets Potchesfstrom
- Toriglo Pty Ltd t/a Gbets Klerksdorp
- Toriglo Pty Ltd t/a Gbets Bapong
- Toriglo Pty Ltd t/a Gbets Garankuwa
- Toriglo Pty Ltd t/a Gbets Tlhabane

- Toriglo Pty Ltd t/a Gbets Moruleng
- Gbets North West Pty Ltd t/a Gbets Phokeng
- Gbets North West Pty Ltd t/a Gbets Wolmaransstad

Western Cape

- Dymanex Pty Ltd t/a Gbets Wynberg
- Dymanex Pty Ltd t/a Gbets Darling Street

Eastern Cape

- Vandastar Pty Ltd t/a Gbets Matatiele
- Vandastar Pty Ltd t/a Gbets Port Elizabeth
- Vandastar Pty Ltd t/a Gbets Graaf Reinet
- Vandastar Pty Ltd t/a Gbets Cradock
- Boss Bookmaker Pty Ltd t/a Gbets Uitenhage
- Boss Bookmaker Pty Ltd t/a Gbets Bizana

Northern Cape

- Kerlifon Pty Ltd t/a Gbets Kathu

Kwa-Zulu Natal

- Toripax Pty Ltd t/a Gbets Port Shepstone
- Toritime Pty Ltd t/a Gbets Dundee
- Faldozest Pty Ltd t/a Gbets Umzimkhulu
- Faldozest Pty Ltd t/a Gbets Esikhewini
- Faldozest Pty Ltd t/a Gbets Nongoma
- Faldozest Pty Ltd t/a Gbets Nquthu
- Faldozest Pty Ltd t/a Gbets Hotel Savera