

ONE LOYALTY REWARDS (PTY) LTD
ACCESS TO INFORMATION MANUAL

As required by Section 51 of the Promotion to Access of Information Act
No 2 of 2000 (PAIA) Last updated: 31 June 2021

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1. Access to our information

This manual will help you get access to information we hold. We are required in terms of PAIA to make this manual available to you so you can see what type of information we have, as well as how you can request to get access to it.

2. Background Information of the organisation

One Loyalty Rewards (Pty) Ltd is registered as a company with CIPC. Our main business is emergency and non-emergency value-added services as well as loyalty and reward programmes.

3. Our details

Organisation's name	One Loyalty Rewards (Pty) Ltd
Registration number (Where applicable)	2002/004475/07
Physical Address	Third Floor Sandown Mews West Tower, 88 Stella Street, Sandown, Sandton, 2196
Postal Address	Postnet Suite 330, Private Bag X9, Benmore, 2010
Telephone Number	0112917300
Fax Number	
General contact e-mail address for the company	anthony@oneloyalty.co.za
Email Address for the Information Officer of the company	anthony@oneloyalty.co.za
Website	www.oneloyaltyrewards.co.za

4. Further guidance on how you can get access to information

A guide to the Act is available from the South African Human Rights Commission (“SAHRC”) website: www.sahrc.org.za. It describes, in each of official language:

- What the objective of this Act are;
- The details of each private body (where possible);
- The process that needs to be followed in order to make a request.
- How to get copies of the Guide at no charge;
- How to get access to the manual of a private body; and
- All the remedies available in law to you.
- Should you have any queries in this regard, please contact the SAHRC directly. (refer paragraph 5).

5. The South African Human Rights Commission

Physical Address: JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 (0) 11 877 3600
Fax: +27 (0) 11 403-0625
E mail: paia@sahrc.org.za
Website: www.sahrc.org.za

6. The Information Regulator (South Africa)

The Information Regulator is set to take over the function of the SAHRC on the 30th of June 2021. You can also contact the Information Regulator of South Africa for further details. The Information Regulator also regulates the Protection of Personal Information Act no 4 of 2013.

Address: JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal address: PO Box 3153
Braamfontein
Johannesburg
2017

Telephone: +27 (0) 10 023 5200
E-mail: inforeg@justice.gov.za
Website: <https://www.justice.gov.za/inforeg>

7. The records we hold

A description of the records held by the company, as required by section 51(1)(e) of PAIA, is set out in the table below.

CATEGORIES OF RECORDS ON EACH SUBJECT	FORM HELD	AVAILABILITY
1. Company Secretarial Records		
Company Incorporation Documents	Electronic and physical	Automatically available
Names of Directors	Electronic and physical	Automatically available
Salaries of Directors	Electronic and physical	Not automatically available
2. Financial Records of the Company		
Financial statements	Electronic and physical	Not automatically available
Documents relating to taxation of the company	Electronic and physical	Not automatically available
Financial Agreements	Electronic and physical	Not automatically available
Banking Details	Electronic and physical	Not automatically available.
3. Insurance of Company		
Insurance Policies held by the	Electronic and physical	Not automatically available
Register of all immovable property owned by the	Electronic and physical	Not automatically available
4. Employees		
List of Employees	Electronic and physical	Not automatically available
Personal information of employees	Electronic and physical	Not automatically available
Employee contracts of employment	Electronic and physical	Not automatically available
Pension Funds & Provident Fund	Electronic and physical	Not automatically available

Salaries of Employees	Electronic and physical	Not automatically available
Leave records	Electronic and physical	Not automatically available
5. Company Policies and Directives		
Internal relating to employees and the company	Electronic and physical	Not automatically available
External relating to clients and other third parties	Electronic and physical	Not automatically available

CATEGORIES OF RECORDS ON EACH	FORM HELD	AVAILABILITY
6. Agreements or Contracts		
Standard Agreements	Electronic and physical	Not automatically available
Contracts concluded with customers	Electronic and physical	Not automatically available
NDA's	Electronic and physical	Not automatically available
Letters of Intent, MOU's	Electronic and physical	Not automatically available
Third party contracts (such as JV agreements, Other Agreements etc.)	Electronic and physical	Not automatically available
Office management contracts	Electronic and physical	Not automatically available
Supplier contracts	Electronic and physical	Not automatically available
7. Regulatory		
Licenses or Authorities	Electronic and physical	Not automatically available
8. Published Information		
External Newsletters and Circulars	Electronic and	Automatically available
Internal Newsletters and Circulars	Electronic and	Not automatically available
Information on the company published by third parties	Electronic and/or	Not automatically available
9. Customer Information		
Customer Details	Electronic and	Not automatically available
Contact details of individuals within	Electronic and	Not automatically available
Communications with customers	Electronic and	Not automatically available

8. How you can request access

In order to comply with our obligations in terms of PAIA we have authorised and designated Anthony Kotton to deal with all matters relating to PAIA. In order to request access to a record please complete the Request for Access Form which is available at www.sahrc.org.za and submit it to the company at its physical address, its fax number the general contact e-mail address or Information Officer's email address provided above.

9. Information we hold to comply with the law

We hold information in accordance with the following legislation:

1. Basic Conditions of Employment No. 75 of 1997
2. Companies Act No. 761 of 2008
3. Consumer Protection Act 68 of 2008
4. Electronic Communications and Transactions Act 25 of 2002
5. Employment Equity Act No. 55 of 1998
6. Income Tax Act No. 95 of 1967
7. Labour Relations Act No. 66 of 1995
8. Protection of Personal Information Act No. 4 of 2013
9. Value Added Tax Act No. 89 of 1991

10. Other Information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations in terms of section 51(f) of the Act.

11. We may refuse you access to protect others

In terms of PAIA we are allowed to refuse you access to certain documents. These grounds for refusal are to protect:

- the privacy of another person;
- commercial information of another company;
- confidential information of another person;
- the safety of individuals and property;
- records privileged from production in legal proceedings; and
- research information.

You will be notified in writing whether your request has been approved or denied within 30 calendar days after we have received a completed Request for Access Form. Should any record of the company requested by you not be found or not exist, the company will, by way of affidavit, notify you that it is not possible to give access to that particular record.

12. In what form we will give you access

If your request for access to records of the company is approved, we will determine how we will provide access to you, unless you have requested access in a specific form.

13. How much it will cost you

Section 52 (3) states that fees payable for access to records are to be prescribed. The prescribed fees are as set out in the **Fee Schedule** which is available at www.sahrc.org.za.

14. Processing Personal Information

We process personal information and data about the following types of natural and juristic people:

- Customers
- Employees and contactors
- Suppliers/Vendors
- Debtors; and
- Creditors.

We do not plan to transfer personal information across borders out of SA, but we may do so to secure or backup the data, or for technical reasons. The nature of cloud computing means that some data may be transferred across borders. Where it is within our control, we will only transfer data to other countries who have similar privacy and data protection laws as our own.

15. How we protect personal information

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

The services we use make use of relatively secure data transmission and storage technologies to reasonably protect your personal information from unauthorised disclosure and maintain your personal information's integrity.