

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT FOR
RENTWORKS HOLDINGS (PTY) LTD, REGISTRATION NUMBER: 2013/197822/07 INCLUDING ALL ITS
SUBSIDIARIES (“RENTWORKS”)**

1. INTRODUCTION

Rentworks conducts business as a provider of rental finance solutions to customers who wish to acquire information technology equipment, yellow metal, mining and specialised assets. In addition, certain Rentworks subsidiaries are registered with the National Credit Regulator as credit providers.

2. PURPOSE OF THE MANUAL

This manual describes the procedure to be followed by a person/entity that requests personal information as well as the manner that Rentworks will facilitate such a request.

3. RENTWORKS’ DETAILS

The details of Rentworks are as follows:

Directors: Kubandran Rayan, Jane Lesley Cartwright, Vimal Suresh Patel

Postal Address: P O BOX 69320
BRYANSTON
JOHANNESBURG
GAUTENG
2021

Street Address: 48 GROSVENOR ROAD
TURNBERRY OFFICE PARK
RENTWORKS PLACE
BRYANSTON
GAUTENG
2021

Telephone Number: (011) 549 9000

Fax Number: 0862 426 010

E-mail address: PAIAOffice@Rentworksafrika.com

Subsidiaries: see **Annexure 1** hereto

4. OUR INFORMATION/DEPUTY INFORMATION OFFICER

Our Information Officer is: Jane Lesley Cartwright
Designation: COO
Tel no.: (011) 549 9000
E-mail: PAIAOffice@Rentworksafrika.com

Our Deputy Information Officer is: Chantel Henriksen
Designation: Legal & Compliance
Tel no.: (011) 549 9000
E-mail: PAIAOffice@Rentworksafrika.com

5. THE INFORMATION REGULATOR

The Information Regulator must, within three years of the commencement of section 10 of the Promotion of Access to Information Act ("PAIA"), compile in each official language a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. The Information Regulator must update and make available the existing guide. This guide is available from the Information Regulator at:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

General enquiries email: infoereg@justice.gov.za.

6. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

6.1 List of applicable legislation

Rentworks retains records which are required in terms of legislation other than PAIA. As legislation changes from time to time, the list, attached hereto as **Annexure 2**, should not be considered to be the final and complete list of legislation that is applicable to Rentworks.

6.2 Schedule of Records

The schedule of records, attached hereto as **Annexure 3**, details the records that are held and/or processed by Rentworks for the purposes of PAIA. Access to such records may not be granted if they are subject to the grounds of refusal which are specified in clause 10 below.

7. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA

- 7.1 You must comply with all the procedural requirements as contained in section 53 of PAIA if you request access to a record.
- 7.2 when you request access to a record, you must complete the prescribed Form (attached hereto as **Annexure 4**), and submit the completed request for access Form as well as payment of a request fee (if applicable), to the Information Officer at the physical address or electronic mail address stated in clause 3 above.

- 7.3 The request for access Form must contain enough detail so as to enable the Information Officer to determine the following:
- the record/s requested;
 - the identity of the requester;
 - the form of access that is required, if the request is granted;
 - the postal address, fax number or email address of the requester; and
 - the right that the requester is seeking to protect and an explanation as to why the record is necessary to exercise or protect such a right.
- 7.4 If a request for access 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 reasonable satisfaction of the Information Officer.
- 7.5 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 7.6 Rentworks will voluntarily provide the requested records to a personal requester (as defined in section 1 of PAIA). The prescribed fee for reproduction of the record requested by a personal requester will be charged in accordance with section 54(6) of PAIA and clause 8 below.

8. FEES

- 8.1 When the Information Officer receives a request for access, the Information Officer will by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before a request for access is processed further.
- 8.2 The fees for request for access are as prescribed and set out in **Annexure 5**.
- 8.3 If the search for a record requires more than the prescribed hours, the Information Officer will notify the requester to pay as a deposit, the prescribed portion of the access fee (being not more than one third of the full amount) which would be payable if the request for access is granted.
- 8.4 The Information Officer will withhold a record until the requester has paid the fees set out in **Annexure 5**.
- 8.5 If a request for access to a record is granted, the requester must pay an access fee for reproduction, for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare such a record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.
- 8.6 If a request for access is refused and a deposit has been paid in respect thereof, the Information Officer will repay the deposit to the requester.

9. DECISION TO GRANT ACCESS TO RECORDS

- 9.1 Rentworks will decide whether to grant or decline the request for access within 30 days of receipt of such a request and must give notice to the requester with reasons (if required) to that effect.
- 9.2 If the request for access is for a large number of records, or the request requires a search for records that are held at another office and the records cannot reasonably be obtained within the original 30 day period, the period referred to above may be extended for a further period of not more than 30 days.
- 9.3 Rentworks will notify the requester in writing should an extension of time as contemplated above be required.

9.4 If the requester wishes to be informed of the decision on the request for access in any other manner than a written response from the Information Officer, the requester must state the manner and provide particulars thereof.

10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA

The following are the grounds on which Rentworks may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA,

if the refusal is for the:

- 10.1 mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of personal information would be unreasonable;
- 10.2 mandatory protection of the commercial information of a third party, if the records contain:
 - trade secrets of that third party;
 - financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - information disclosed in confidence by a third party to Rentworks, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- 10.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 10.4 mandatory protection of the safety of individuals and the protection of property;
- 10.5 mandatory protection of records that would be regarded as privileged in legal proceedings;
- 10.6 protection of the commercial information of Rentworks, which may include:
 - trade secrets;
 - financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Rentworks;
 - information which, if disclosed, could put Rentworks at a disadvantage in contractual or other negotiations or prejudice Rentworks in commercial competition; and/or
 - computer programs which are owned by Rentworks, and which are protected by copyright and intellectual property laws;
- 10.7 protection of research information of Rentworks or a third party, and if such disclosure would place the research or the researcher at a serious disadvantage; and
- 10.8 unreasonable diversion of resources and requests for records are clearly frivolous or vexatious.

11. INFORMATION OR RECORDS NOT FOUND

If Rentworks cannot find the records that the requester is looking for despite reasonable and diligent search and it believes either that the records are lost or that the records are in its possession but unattainable, the requester will receive a notice in this regard from the Information Officer in the form of an affidavit setting out the steps taken to locate the record and accordingly the inability to locate it.

12. REMEDIES AVAILABLE TO THE REQUESTER UPON REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA

12.1 Rentworks does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for access is refused.

12.2 In accordance with sections 56(3) (c) and 78 of PAIA, a requester may apply to a court for relief within 180 days of notification of the decision for appropriate relief.

13. AVAILABILITY OF THE MANUAL

13.1 This Manual is made available:

- on request from our Information Officer;
- on our website at: www.rentworksafrika.com; and
- at our office for inspection during normal business hours.

No fee will be levied for inspection as contemplated in this clause.

A fee will be levied for copies of the manual in accordance with **Annexure 5**.

LIST OF SUBSIDIARIES OF RENTWORKS HOLDINGS (PTY) LTD

<u>NO.</u>	<u>NAME OF SUBSIDIARY</u>	<u>REGISTRATION NUMBER</u>
1	Rentworks Africa (Pty) Ltd	2003/016257/07
2	Rentworks Services (Pty) Ltd	2013/197818 /07
3	2 nd Life Equipment (Pty) Ltd	2019/404534 /07
4	Rentworks Namibia (Pty) Ltd	2013/0647

APPLICABLE LEGISLATION

Apportionment of Damages Act 34 of 1956
Arbitration Act (Act 42 of 1965)
Assessment of Damages Act 9 of 1969
Auditing Profession Act (Act 26 of 2005)
Basic Conditions of Employment Act (Act 75 of 1997)
Births and Deaths Registration Act (Act 51 of 1992)
Broad-Based Black Economic Empowerment Act (Act 53 of 2003)
Business Act (Act 71 of 1991)
Children's Act (Act 38 of 2005)
Civil Proceedings Evidence Act (Act 25 of 65)
Civil Union Act (Act 17 of 2006)
Companies Act (Act 71 of 2008)
Compensation for Occupational Injuries and Diseases Act (Act 130 of 1993)
Competition Act (Act 89 of 1998)
Consumer Protection Act 68 of 2008
Contingency Fees Act (Act 66 of 1997)
Copyright Act 98 of 1978
Counterfeit Goods Act 37 of 1997
Criminal Procedure Act 51 of 1977
Cross Border Insolvency Act (Act 42 of 2000)
Dangerous Weapons Act (Act 15 of 2013)
Disaster Management Act 57 of 2002
Documentary Evidence from Countries in Africa Act (Act 62 of 1993)
Domicile Act (Act 3 of 1992)
Drugs and Drug Trafficking Act (Act 140 of 1992)
Electronic Communications and Transactions Act (Act 25 of 2002)
Employment Equity Act (Act 55 of 1998)
Employment Services Act (Act 4 of 2014)
Employment Tax Incentive Act (Act 26 of 2013)
Enforcement of Foreign Civil Judgments Act 32 of 1988
Environment Conservation Act 73 of 1989
Foreign Courts Evidence Act 80 of 1962
Income Tax Act 58 of 1962
Insolvency Act 24 of 1936

International Arbitration Act 15 of 2017
International Trade Administration Act 71 of 2002
Interpretation Act 33 of 1957
Labour Relations Act (Act 66 of 1995)
National Credit Act 34 of 2005
National Environmental Management Air Quality Act (Act 39 of 2004)
National Environmental Management Waste Act (Act 59 of 2008)
National Minimum Wage Act (Act 9 of 2018)
Occupational Health and Safety Act (Act 85 of 1993)
Pension Funds Act 24 of 1956
Preferential Procurement Policy Framework Act 5 of 2000
Promotion of Access to information Act (Act 2 of 2000) as Amended
Promotion of Administrative Justice Act (Act 3 of 2000)
Promotion of Equality and Prevention of Unfair Discrimination Act (Act 4 of 2000)
Protected Disclosures Act (Act 26 of 2000)
Protection from Harassment Act 17 of 2011
Protection of Personal Information Act (Act 4 of 2013)
Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
Second-Hand Goods Act 6 of 2009
Skills Development Act (Act 97 of 1998)
Skills Development Levies Act (Act 9 of 1999)
Small Claims Court Act 61 of 1984
Tax Administration Act (Act 28 of 2011)
Tobacco Products Control Act (No. 83 of 1993)
Trade Marks Act (Act 194 of 1993)
Unemployment Insurance Contributions Act (Act 4 of 2002)
Value-Added Tax Act (Act 89 of 1991)
King Code on Corporate Governance in South Africa (2006) - King IV
Cybercrimes Bill 2019
Disaster Management Tax Relief Administration Bill 2020d
Employment Equity Amendment Bill, 2020

Although the list of applicable legislation is the most relevant at the time, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a

requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a requester believes that a right of access to a record exists in terms of legislation other than those listed above, the requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider such a request.

SCHEDULE OF RECORDS

<p><u>HUMAN CAPITAL</u> BEE statistics; Personnel information; Employment equity reports; General terms of employment; Letters of employment; Leave records. PAYE records and returns; Performance management records; Assessments; Policies and procedures; UIF returns; Retirement benefit Medical Aid records.</p>	<p><u>FINANCE AND ADMINISTRATION</u> Accounting records; Annual financial statements; Agreements; Banking records; Correspondence; Purchase orders. Remittances; Invoices and statements; Tax records and returns; Statistics SA returns.</p>
<p><u>INFORMATION MANAGEMENT AND TECHNOLOGY</u> Agreements; Equipment register; Information policies.</p>	<p><u>LEARNING AND EDUCATION</u> Training material; Training records and statistics;</p>
<p><u>OPERATIONS</u> Access control records; Agreements; Archival administration documentation; General correspondence; Insurance documentation; Service level agreements; Standard trading terms and conditions of supply of services and goods; Travel policy; Procurement agreements and documentation; Vehicle registration documents.</p>	<p><u>SECRETARIAL SERVICES</u> Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business; Corporate structure documents; Memoranda and Articles of Association; Share registers; Statutory Returns to relevant authorities; Share certificates; Shareholder agreements; Minutes of meetings; and Resolutions passed; Board meeting minutes; Executive committee meeting minutes.</p>
<p><u>MARKETING AND COMMUNICATION</u> Proposal documents; New business development; Brand information management; Marketing strategies; Agreements; Marketing publications and brochures.</p>	<p><u>CORPORATE GOVERNANCE</u> Codes of conduct; Corporate social investment records; Legal compliance records; Policies.</p>
<p><u>CLIENT SERVICES RECORDS</u> Client correspondence; Client fee files;</p>	

<p>Client contracts; Client business information; Legal documentation; Proposal and tender documents; Project plans; Risk management records; Standard terms and conditions of supply of goods and/or services.</p>	
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FORM 2 REQUEST FOR ACCESS TO RECORD

[Regulation 7]

Note: If requests made on behalf of another person, proof of the capacity in which the request is made, 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

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.)

Description of record or relevant part of the record:	

Reference number, if available:	
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Any further particulars of record:	

TYPE OF RECORD
(Mark the applicable box with an "X")

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
(Mark the applicable box with an "X")

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>	

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>	
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:	

FEEES	
<p>a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>b) You will be notified of the amount required to be paid as the request fee.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
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	Post to street address	Facsimile	E-mail

Signed at _____ this _____ day of _____ 20 _____

Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer

FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any) is payable before your request is processed; and
 - (b) requested portion of the record, will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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>)	
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which is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

2. You requested:

Printed copies of the information (<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 information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	

3. To be submitted:

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>)	
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>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Copy of Guide	R3.90		
Photocopy	R3.90		
Printed copy	R4.80		
Copy in a computer readable form on: a) Flash drive b) Compact disc	a) R0.00 b) 56.00		
Transcription of visual images	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images			
Transcription of an audio record			
Copy of an audio record	R56.00		
Postage	Actual cost		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Regulator/information officer