



MOORE

MOORE SOUTH AFRICA PROPRIETARY LIMITED

(Reg. No. 2000/028150/07)

MANUAL

**in terms of Section 51 of the Promotion of
Access to Information Act No. 2 of 2000 (“Act”)**

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1. Introduction

Moore South Africa Proprietary Limited (the “**Company**”) is the South African national firm within the Moore global professional network. The Company coordinates the relationships of the various Moore global member firms throughout South Africa. These member firms are separate and distinct legal entities providing accounting, audit, tax and related services to members of the public.

2. Contact Details

- 2.1. The directors and authorised persons of the Company are:
 - a. Charles Francis Reid; and
 - b. Olivier Alain Barbeau.
- 2.2. The Information Officer is Marline Johnson.
- 2.3. Postal address: PO Box 1955, Cape Town, 8000.
- 2.4. Physical address: 2nd Floor Block 2 Northgate Park, Cnr Section and Koeberg Rd, Paarden Eiland, Cape Town, 7405.
- 2.5. Telephone number: 021 525 8696.
- 2.6. Email address: marline@mooresa.co.za

3. The Act

- 3.1. The Act grants a requester access to records of a private body if the record is required for the exercise or protection of any rights, subject to certain requirements or limitations. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2. Requesters are referred to the Guide in terms of section 10 of the Act which has been compiled by the Information Regulator, which contains information for the purposes of exercising rights. The Guide is available from the Information Regulator and on its website.
- 3.3. The details of the Information Regulator are:
 - a. Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017
 - b. Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.
 - c. Tel: 010 023 5200
 - d. Email: enquiries@inforegulator.org.za
 - e. Website: <https://inforegulator.org.za/>

4. Latest Section 52(2) Notice

At this stage a notice on the categories of records that are automatically available without a person having to request access in terms of the Act has not been published.

5. Legislation

To the extent applicable, the Company may keep information as may be required in accordance with the following legislation (this is not an exclusive list):

No	Ref	Name
1	No 71 of 2008	Companies Act
2	No 38 of 2001	Financial Intelligence Centre Act
3	No 95 of 1967	Income Tax Act
4	No 66 of 1995	Labour Relations Act
5	No 89 of 1991	Value Added Tax Act
6	No 75 of 1997	Basic Conditions of Employment Act

7	No 34 of 2005	National Credit Act
8	No 25 of 2002	Electronic Communications and Transactions Act
9	No 4 of 2013	Protection of Personal Information Act
10	28 of 2011	Tax Administration Act
11	55 of 1998	Employment Equity Act
12	97 of 1998	Skills Development Act
13	30 of 1996	Unemployment Insurance Act
14	26 of 2005	Auditing Profession Act

6. Records Held

The following is a non-exclusive list of the subjects on which the Company holds records, and their categories. These may be held in order for the Company to function effectively and/or to comply with the law:

- 6.1. Company Secretarial:
 - a. Memorandum of Incorporation;
 - b. Certificate of Incorporation;
 - c. minutes and resolutions;
 - d. annual returns;
 - e. trademarks records.
- 6.2. Finance:
 - a. financial records;
 - b. tax records.
- 6.3. Personnel/Human Resources:
 - a. employment contracts;
 - b. internal policies and procedures;
 - c. staff records.
- 6.4. Legal:
 - a. Various contracts.
- 6.5. Marketing and Public Relations:
 - a. Brochures and publications.
 - b. Newsletters and circulars to the public.
- 6.6. General:
 - a. Supplier and customer information;
 - b. Information pertaining to members of the Moore global network;
 - c. Insurance records;
 - d. Correspondence.

7. Records Automatically Available

- 7.1. Some of our statutory records are automatically available for inspection, without the need for a request under the Act, at <https://www.bizportal.gov.za/>, these are:
 - a. Memorandum of Incorporation and related incorporation documents;
 - b. Directors' names.
- 7.2. In addition, external newsletters and circulars will be made available should you wish to subscribe for these on our website or by making a request to our Information Officer.

8. Protection of Personal Information Act 4 of 2013 (POPIA)

The following relates to the POPIA, as required in terms of section 51(1)(c) of the Act. Please refer to the Company's privacy policy, available on its website or on request, for more detailed information related to POPIA.

- 8.1. The Company processes personal information for a number of reasons, including (but not limited to) the following:
 - a. To perform its services;
 - b. For employment and recruitment purposes;
 - c. To maintain its records;
 - d. To comply with its legal obligations; and
 - e. Generally, pursuant to any other lawful purpose.
- 8.2. Categories of Data Subjects and Information:
 - a. Clients and potential clients: Personal information required to perform services, to comply with the law and pursuant to any other legitimate purpose;
 - b. Suppliers, consultants and third party contractors: Personal information required for the performance of any contract, to comply with the law and pursuant to any other legitimate purpose;
 - c. Employees: Personal information required in terms of the relationship between employer and employee including (but not limited to) financial information, employment history, special personal information such as race, gender and health, to comply with any law and pursuant to any other legitimate purpose;
 - d. Job applicants: Personal information required in order to effectively recruit employees, such as CV and background checks, to comply with any law and pursuant to any other legitimate purpose;
 - e. Visitors: Personal information required to comply with the law and pursuant to any other legitimate purpose.
- 8.3. Personal information may be supplied to the following recipients pursuant to any of the reasons described in clause 8.1 above (this is not an exclusive list):
 - a. The Company's directors, partners, employees, agents, consultants, and third party contractors engaged by the Company.
 - b. Any third party as required by law or regulation, or pursuant to a lawful basis.
 - c. Transborder flows of personal information will be dealt with in accordance with POPIA.
- 8.4. Information Security Measures:
 - a. Reasonable technical, organisational and contractual measures will be implemented and monitored for the protection of personal information processed by the Company.

9. How to Request

- 9.1. Requests for access to records held by the Company must be made by the requester using the prescribed form (Form 02: Request for Access to Record).
- 9.2. This form is available on the Information Regulator's website at <https://info regulator.org.za/paia-forms/>.
- 9.3. The prescribed form and request must be submitted to the Information Officer using the details herein. In lodging the request, the requester must:
 - a. provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester;
 - b. indicate which form of access is required and specify a postal address, fax number and/or email address within the Republic;
 - c. indicate whether, in addition to a written response, the requester requests to be informed in any other manner and state the necessary particulars thereof;
 - d. identify the right that the requester is seeking to exercise or protect and provide an explanation of the reason the record is required to exercise or protect such right.
- 9.4. 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 Information Officer.

- 9.5. The Company, as soon as is reasonably practicable after the request has been received, will respond to the request and will decide whether or not to grant the request.

10. Prescribed Fees in terms of the Act

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on:	
	Flash drive (to be provided by requestor)	R40.00
	Compact disc	
	If provided by requestor	R40.00
	If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	Flash drive (to be provided by requestor)	R40.00
	Compact disc	
	If provided by requestor	R40.00
	If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
	To not exceed a total cost of	R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Note: These fees are subject to change and can be obtained from the Information Regulator.

11. General

- 11.1. This manual does not create any right or entitlement to receive any information held by the Company.
- 11.2. This manual is not intended to deal comprehensively with every aspect of and procedure provided for in the Act.
- 11.3. This manual is subject to change and may be amended from time to time.

