

**MEDIA24 HOLDINGS
PROPRIETARY LIMITED**

(Registration number: 2006/021408/07)

and various of its subsidiaries

("MEDIA24")

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT
2 OF 2000 ("THE ACT")**

INDEX**Page**

1.	Introduction	3
2.	Contact details	4
3.	Guide in terms of section 10 of the Act	5
4.	Notice(s) in terms of section 52(2) of the Act	6
5.	Information / documents available in accordance with other legislation	7
6.	Documents / information held by Media24 in terms of the Act	8-9
7.	Procedure for obtaining access to information	10
8.	Other information	11
9.	Availability of the manual	12
10.	Various subsidiaries of Media24	13
11.	Form of request	14-19
	Annexure A - Prescribed fees	20-21

1. INTRODUCTION

The manual is to assist potential requesters as to the procedure to be followed when requesting access to information / documents from Media24 as contemplated in terms of the Act. In addition to complying with section 51 of the Act, this manual recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by public and private bodies.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requester is advised to contact the Media24 Information Officer should he / she require any assistance in respect of the utilisation of this manual. Alternatively, a request may be made via the following link: [Data Subject Access Request \(DSAR\) form](#).

The following words will bear the following meaning in this manual:-

"the Act"	shall mean the Promotion of Access to Information Act 2 of 2000, together with all relevant regulations published;
"the / this manual"	shall mean this manual together with all annexures thereto as available at the offices of Media24 from time to time;
"Media24"	shall mean Media24 Holdings Proprietary Limited, and various of its subsidiaries as set out in part 14, page 15 and further of this manual; and
"Information Regulator"	shall mean the Information Regulator established in terms of Section 39 of the Protection of Personal Information Act, 2013.

2. CONTACT DETAILS (Section 51(1)(a) of the Act)

Name of body: Media24 Holdings (Pty) Ltd

Chief Executive Officer: Ishmet Davidson

The appointed information Officer: Lurica Jineanne Jacquet

Address: Media24 Centre
40 Heerengracht
Cape Town
8001

Postal address: P.O. Box 2271
Cape Town, 8000

Telephone: **+27 21 406 2021**

E-mail: privacy@media24.com

The appointed deputy Information Officer (PAIA): Su-Anne Van Der Merwe

Address: Media24 Centre
40 Heerengracht
Cape Town
8001

Postal address: P.O. Box 2271
Cape Town, 8000

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

(Section 51(1)(b) of the Act)

The guide will be compiled by the Information Regulator. It will contain information required by a person wishing to exercise any right contemplated by the Act. It will be made available, in each of the official languages:

- (a) by publication in the Government Gazette
- (b) at the office of the Information Regulator, for inspection, during normal office hours
- (c) on the website of the Information Regulator
- (d) to the Director-General of the Department of Government Communication and Information Systems.

The guide would be available for inspection, *inter alia*, at the offices of the Information Regulator at JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001, and on its website www.justice.gov.za.

Contact details of the Information Regulator:

Access to Information and Records Management
Department of Justice & Constitutional Development
Private Bag X81
PRETORIA
0001

Telephone: +27 12 357 8544 or 012 315 1715

Website: www.justice.gov.za

E-mail: infoereg@justice.gov.za

4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT
(Section 51(1)(c) of the Act)

At this stage no notice(s) has / have been published.

5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1)(d) of the Act)

Media24 keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list):

- Companies Act 71 of 2008, as amended
- Income Tax Act 58 of 1962 (Section 75)
- Value-Added Tax Act 89 of 1991 (Section 65)
- Customs and Excise Act 91 of 1964 (Section 101)
- Basic Conditions of Employment Act 75 of 1997 (Section 31)
- Employment Equity Act 55 Of 1998 (Section 26)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Section 97)
- Insolvency Act 24 of 1936 (Sections 134 and 155)
- Occupational Health and Safety Act 85 of 1993
- South African Reserve Bank Act 90 of 1989
- Labour relations Act 66 of 1995
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Copyright Act 98 of 1978
- Trade Marks Act 194 of 1993
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Electronic Communications Act 13 of 2000
- Protection of Personal Information Act 4 of 2013

6. DOCUMENTS / INFORMATION HELD BY MEDIA24 IN TERMS OF THE ACT

(Sections 51(1)(e) and 17 of the Act)

Webpage

The Media24 Webpage (www.media24.com), accessible to anyone with access to the internet, contains, *inter alia*, the following information:

- Corporate Information
- Composition of the board and management team
- a link to all Media24 Integrated Annual Reports (published only until 2020)
- a link to Fast Facts about Media24
- Information on Media24's various divisions, namely Books (general and educational), Digital Media, Content Marketing, Ecommerce, Logistics (ecommerce fulfilment and media), Print Media (newspapers and magazines) and Television.

Other

The documents / information listed below pertain to the day-to-day management of the business of Media24:

- Standard Employment Contracts
- Employment Equity Plan & Report
- Media24 Personnel Report
- Staff Handbook
- Human Resources Policies and Procedures
- List of trademarks and pending applications
- Insurance Policies
- Rules and regulations relating to Pension and Provident funds
- Documentation with regard to share option schemes
- Other commercial contracts
- Company policies
- Constitutive documentation
- Statutory records

It is recorded that any and all documents / information requested pertaining to the aforesaid shall always only be made available to a requestor subject to the provisions of the Act.

Automatically available records

The records listed below are automatically available without having to submit a formal request to access the information in terms of PAIA.

Reproduction fees may be levied at the discretion of Naspers in accordance with reproduction costs, preparation and time required to search and prepare disclosures.

Media24 will provide you with a written estimate of the fee before providing the services.

- Public corporate records
- Media releases
- BEE certificates
- Published financial records which are generally available to the public

7. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

- 7.1 A request for access to information must be made in the prescribed form (Form C) to the appointed information officer indicated above. See clause 11 below for the prescribed form, which can also be found on www.justice.gov.za. Alternatively, a request for information may be made via the following link: [Data Subject Access Request \(DSAR\) form](#)
- 7.2 All required text fields in "Form C" must be completed in full and in a legible form. The form (as well as any additional pages attached thereto) must be signed by the person submitting the form.
- 7.3 Requesters must provide sufficient details to enable Media24 to identify:
- the record(s) requested;
 - the requester (and if an agent is lodging the request, proof of capacity);
 - the form of access required;
 - the postal address or fax number of the requester in the Republic;
 - if the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- 7.4 Once "Form C" has been submitted, the appointed information officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- 7.5 The information officer shall within 30 days, after the request is received, notify the requester whether the request has been granted or refused, as well as provide the requester with any additional fees which may be levied. These additional fees would be for the reproduction, preparation and time, reasonably required to search and prepare the disclosure.

8. OTHER INFORMATION

(Section 51(1)(f) of the Act)

The Minister of Justice and Constitutional Development has to date not published any regulations in terms of this section.

Prescribed Fees

The following applies to requests (other than personal requests):

- A requester is required to pay the prescribed fee (R50.00) before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.
- The fee structure is available on the website of the Information Regulator at www.justice.gov.za.

Please see Annexure A for a breakdown of prescribed fees

9. AVAILABILITY OF THE MANUAL (Section 51(3) of the Act)

9.1 This manual is available for inspection at the offices of Media24, free of charge. For your protection and ours, we have implemented appropriate Covid-19 protocols to facilitate the inspection.

9.2 Copies of the manual may be obtained, subject to the prescribed fees, at the offices of Media24.

9.3 The manual can also be accessed on the Media24 website, (www.media24.com) and may be published in the *Government Gazette*. The request forms and fee structure can be obtained on the Information Regulator website (www.justice.gov.za).

10. VARIOUS SUBSIDIARIES OF MEDIA24

Name:	Registration Number:
• Media24 (Pty) Ltd	1950/038385/07
• CT Media Publications (Pty) Ltd	1994/009092/07
• Mooivaal Media (Pty) Ltd	1964/004662/07
• 24Com Online Studio (Pty) Ltd	1996/021408/07
• Health24 (Pty) Ltd	2000/012930/07
• Namibië Nuus Distribueerdes (Pty) Ltd	2000/022703/07
• Property24 Publishing (Pty) Ltd	2005/004288/07
• The Daily Sun (Pty) Ltd	2001/001944/07
• SA Hunt Publishing (Pty) Ltd	2007/012812/07
• Via Afrika (Pty) Ltd	1949/035471/07
• Nasou Via Afrika (Pty) Ltd	1996/012379/07
• NB-Uitgewers (Pty) Ltd	1951/002378/07
• Jonathan Ball Publishers (Pty) Ltd	1984/003543/07
• Media24 Boeke (Pty) Ltd	1953/000037/07
• Leksikons (Pty) Ltd	1981/001468/07
• Media24 Investments (Pty) Ltd	2017/349170/07
• Midlands Media (Pty) Ltd	1988/002420/07
• Zululand Media (Pty) Ltd	2004/002000/07
• The Natal Witness Printing & Publishing Company (Pty) Ltd	1988/002702/07
• Sky Blue Media (Pty) Ltd	2004/032499/07
• Fever Newspapers (Pty) Ltd	2007/023414/07
• Drendy Investments (Pty) Ltd	2003/004145/07
• Market Demand Trading 507 (Pty) Ltd	2007/025602/07
• Market Demand Trading 113 (Pty) Ltd	2004/012825/07
• Gallo Images (Pty) Ltd	1997/000305/07
• Gallo Images International (Pty) Ltd	2006/003713/07
• Izimpondo Communications (Pty) Ltd	2002/030611/07
• Swipe Interactive (Pty) Ltd	2017/340414/07
• RCP Media (Pty) Ltd	1997/001319/07
• Naspers Properties (Pty) Ltd	2003/006411/07
• Welkom Yizani Investments (RF) (Pty) Ltd	2006/021406/07

11. FORM OF REQUEST (Section 53(1) of the Act)

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act 2 of 2000)

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head:

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- a) *The particulars of the person who requests access to the record must be recorded below.*
- b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. PARTICULARS OF RECORD

- a) *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.*
- b) *If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record:

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. FEES

- 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.*
- b) *You will be notified of the amount requested to be paid as the request fee.*
- 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.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption from payment of fees: _____

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required:

Mark the appropriate box with an "X".

Notes:

- a) *Your indication as to the required form of access depends on the form in which the record is available.*
- b) *Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.*
- c) *The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

1. If the record is in written or printed form

	Copy of record*		Inspection of record
--	-----------------	--	----------------------

2. If record consists of visual images:-

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.).

	View the images		Copy of the images*		Transcription of the images*
--	-----------------	--	---------------------	--	------------------------------

3. If record consists of recorded works or information which can be reproduced in sound

	Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)
--	---	--	--

4. If record is held on computer or in an electronic or machine readable form -

	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (stiffy or compact disc)
--	-------------------------	--	--	--	--

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable	Yes	No
--	-----	----

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

*If the provided space is inadequate please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.*

1. Indicate which right is to be exercised or protected:

2. Explain why the requested record is required for the exercising or protection of the
aforementioned right:

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

ANNEXURE A - PRESCRIBED FEES

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fee for reproduction referred to in regulation 11(1), is as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c) For a copy in a computer-readable form on: <ol style="list-style-type: none">i) stiffy discii) compact disc	 7,50 70,00
(d) i) For a transcription of visual images, for an A4-size page or part thereof	40,00
ii) For a copy of visual images	60,00
(e) i) For a transcription of an audio record, for an A4- size page or part thereof	20,00
ii) For a copy of an audio record	30,00
3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
4. The access fee payable by a requester referred to in regulation 11(3) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75

- | | |
|--|-------|
| (c) For a copy in a computer-readable form on: | |
| i) stiffy disc | 7,50 |
| ii) compact disc | 70,00 |
| (d) i) For a transcription of visual images,
for an A4-size page or part thereof | 40,00 |
| ii) For a copy of visual images | 60,00 |
| (e) i) For a transcription of an audio record,
for an A4-size page or part thereof | 20,00 |
| ii) For a copy of an audio record | 30,00 |
| (f) To search for the record for disclosure, R30,00 for each hour or part of an hour
reasonably required for such search and operation. | |
5. For purposes of section 54(2) of the Act, the following applies:
- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.
6. The actual postage is payable when a copy of a record must be posted to a requester.

The 30-day period within which the Information officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.