MANUAL PREPARED IN TERMS OF SECTION 51

of

The Promotion of Access to Information Act 2 of 2000 (hereinafter referred to as the "Act") for assistance in requesting information from:

Market Mx (Pty) Ltd

(Hereinafter referred to as “Market Mx”)

Updated: November 2026

Contents

PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

Introduction 3
1.1. Availability of the manual 3
1.2. Contact details for Information requests 3
2. South African Human Rights Commission guide 3
3. Services and SOFTWARE offered 4
4. Information available in terms of other legislation (Section 51(1) (d) 4
5. Information forming part of the records (Section 51(1) (e)) 4
5.1. Finance 4
5.2. Human Resources & Payroll 4
5.3. Recruitment 5
5.4. Information Technology 5
5.5. Marketing and Communication 5
5.6. Operations 5
5.7. Secretarial Services 5
6. Accessing a record held by Market Mx 6
7. Grounds for Refusal of Access to Records 7
8. Information available without having to request access Section 51(1)(c)) 7
9. ANNEXURE 1: templates for requesting access to records 8
9.1. REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY 8
[Regulation 10] 8
B. Particulars of person requesting access to the record 8
C. Particulars of person on whose behalf request is made 8
D. Particulars of record 9
F. Form of access to record 9
G. Particulars of right to be exercised or protected 10
H. Notice of decision regarding request for access 11
WITNESS 11
SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE 11
10. ANNEXURE 2 12
10.1 CHARGE SHEET FOR ACCESS TO INFORMATION ACT 2 OF 2000 REQUESTS 12

INTRODUCTION

On 9 March 2001, the Promotion of Access to Information Act, No. 2 of 2000 ("the Act") became operative, giving effect to the section 32(2) Constitutional right of access to information.

One of the main requirements specified in the Act, is the compilation of an information manual that provides information on both the types and categories of records held by a private body.

This document serves as the Market Mx information manual and provides reference to the records held by Market Mx and the process to request access to such records.

Every private body specified in the Act, including a private company as defined in the Companies Act 61 of 1973, must lodge a copy of this manual with the South African Human Rights Commission ("SAHRC")

1.1. Availability of the manual

Market Mx' manual is available for inspection free of charge at the registered address of the Company.
The manual is also available on our website: www.marketmx.co.za.

1.2. Contact details for Information requests

Name of private body	Market Mx (PTY) LTD
Name of head of private body	Benji Ozynski
Registered street address	
Postal address	
Telephone number	+27 (71) 684-3991
E-mail addresses	Benji@Marketmx.co.za
Person duly authorized to assist the head of the private body with duties imposed by the Act	Financial Manager
Email address for requests	Kyle@Marketmx.co.za

2. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

The SAHRC is required to compile a guide to assist people in exercising their rights under the Act. For further assistance, contact the SAHRC on:

Physical Address: PAIA Unit, 29 Princess of Wales Terrace, cnr of York and St. Andrews Street, Parktown
Postal Address: The Research and Documentation Department, Private Bag 2700, Houghton, 2041
Telephone: (011) 484 8300
Fax: (011) 484 0582
Web site: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

3. SERVICES AND SOFTWARE OFFERED

Team-based Software development solutions and services across a range of industry verticals as outlined below

- Website consulting
- Website Development
- Managed Services
- Website Healthcheck
- Implementation services
- Training
- Patient Retention and related technologies via license usage

4. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION (SECTION 51(1) (D)

Market Mx holds information in terms of the following legislation:

- Basic Conditions of Employment Act, No. 75 of 1977
- Broad Based Black Economic Empowerment Act, No. 53 of 2003
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Competition Act, No. 89 of 1998
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Income Tax Act, No. 68 of 1962
- Labour Relations Act, No. 66 of 1978
- Occupational Health and Safety Act, No. 85 of 1993
- Promotion of Access to Information Act, No. 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000
- Protected Disclosures Act, No. 26 of 2000
- Regulation of Interception of Communications and Provisions of Communication Related Information Act, No. 70 of 2002
- Sales and Service Matters Act, No. 25 of 1964
- Skills Development Act, No. 97 of 1988
- Skills Development Levies Act, No. 9 of 1999
- South African Reserve Bank Act, No. 90 of 1989
- Unemployment Insurance Act, No. 30 of 1966
- Value Added Tax Act, No. 89 of 1991

5. INFORMATION FORMING PART OF THE RECORDS (SECTION 51(1) (E))

5.1. Finance

- Accounting Records
- Salaries Records
- Creditor's and Debtor's Records
- Tax Records and Returns
- Operational Expenditure Records
- Financial Statements
- Asset Inventories
- Supplier Banking Details
- Invoices and Statements
- Management Reports
- Shareholders & Directors Personal Records

5.2. Human Resources & Payroll

- Accounting & Payroll Records
- Salaries Records
- BEE Statistics
- Career Development Records
- Staff Personnel Information
- Employment Equity Records
- General Terms of Employment
- Letters of Employment
- Leave Records
- PAYE Records and Returns
- Performance Management Records
- Policies and Procedures
- Returns to UIF
- Group Life Benefit Records

5.3. Recruitment

- Applicant Contact Details
- Applicant CV
- Past Applicant Records
- Prospective Applicant Records

5.4. Information Technology

- Infrastructure and Systems
- Contracts and Agreements
- Asset Registry & User agreements
- Information Policies, Standards, Procedures and Guidelines
- Access Control Records
- Network & Security Architectures

5.5. Marketing and Communication

- Proposal Documents
- New Business Development
- Marketing Strategies
- Communication Strategies
- Marketing Brochures
- Client contact details
- Client Contracts
- Client Business Information
- Proposal and Tender Documents
- Commercial Contracts

5.6. Operations

- Supplier Service Level Agreements
- Vehicle Registration Documents
- Statutory records
- Risk, security and insurance records
- Commercial contracts
- Codes of Conduct
- Policies
- Compliance Records

5.7. Secretarial Services

- Applicable statutory documents such as but not limited to certificates of incorporation and certificates to commence business
- Annual Reports
- Corporate Structure Diagrams
- Memoranda and Articles of Association
- Share Registers
- Statutory Returns to Relevant Authorities
- Share Certificates
- Shareholder Agreements
- Board and Committee minutes

6. ACCESSING A RECORD HELD BY Market Mx

- The request must be made to the Financial Manager of Market Mx (with responsibilities as delegated by the Head of Market Mx) with the contact details listed under the section entitled "**CONTACT DETAILS FOR INFORMATION REQUESTS**"
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and regulations as shown in Appendix 1.
- The requester must provide sufficient detail on the request form to enable the FINANCIAL MANAGER of Market Mx to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the request is being made.
- The FINANCIAL MANAGER of Market Mx must notify the requester by notice, requiring the requester to pay the prescribed fee (if any) before processing the request. The prescribed fee is in the Regulations of the Act.
- The head of Market Mx will then decide in accordance with the provisions of the Act, whether to grant the request or not and notify the requester of the decision.
- If the request is granted, a further fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- Legal remedies are available to a requester who believes that there has been a failure to comply with the Act. The requester may lodge an appeal or an application to court.
- Section 54 of the Act provides for a private body to require a request fee to be paid by a requester before processing a request. Information relating to the fees payable is set out in Annexure 2.

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for refusal of a request for information are:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that party.
  - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party.
  - Information disclosed in confidence by a third party to Market Mx if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- Mandatory protection of the safety of individuals and the protection of property.
- Mandatory protection of records which could be regarded as privileged in legal proceedings.
- The Commercial Activities of Market Mx which may include:
  - Trade secrets of Market Mx
  - Financial, commercial,
  - scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Market Mx.

8. INFORMATION AVAILABLE WITHOUT HAVING TO REQUEST ACCESS SECTION 51(1)(C))

Market Mx web site: https://marketmx.co.za/_____ is available to anyone with access to the Internet.

9. ANNEXURE 1: TEMPLATES FOR REQUESTING ACCESS TO RECORDS

9.1. REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

[REGULATION 10]

A. Particulars of private body

The Head/Designated Person: _____

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- *The particulars of the person who requests access to the record must be given below.*
- *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- *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

- *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 folio and attaché 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 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.*
- *You will be notified of the amount required to be paid as the request fee.*
- *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.*
- *If you qualify for exemption of the payment of any fee, please state the reason for exemption*

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) Compliance with your request in the specified form may depend 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 the 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 words 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 form 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? **Postage 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 record requested is required for the exercise 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 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 the____day of_____20___.

WITNESS:

1. _____

2. _____ _____

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

10. ANNEXURE 2

10.1 CHARGE SHEET FOR ACCESS TO INFORMATION ACT 2 OF 2000 REQUESTS

REQUESTER'S DETAILS	**PREPARED BY:**
Name:	**Name:**
Address:	**Date:**
	Signature
Ref No:	**Approved**

ACCESS FEES FOR REPRODUCTION		
1.	For every photocopy of an A4-size page or part thereof	R1.10
2.	For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75
3.	For a copy in a computer-readable form on stiffy disc	R7.50
4.	For a copy in a computer-readable form on compact disc	R70.00
5.	For a transcription of visual images for an A4-size page or part thereof	R40.00
6.	For a copy of visual images	R60.00
7.	For a transcription of an audio record for an A4-size page or part thereof	R20.00
8.	For a copy of an audio record	R30.00
ACCESS FEE FOR TIME SPENT		
1.	The time reasonably spent required to search for the record for disclosure and preparation	R30.00/hr or part thereof
REQUEST FEE		
1.	For a request for access to a record by a person other than a personal requester	R50.00

	DEPOSIT	
1.	One third of the access fee is payable as a deposit by the requester	
2.	Six hours as the hours to be exceeded before a deposit is payable	
POSTAL FEE		
1.	When a copy of a record must be posted to the requestor	
	(the actual cost thereof)	
APPEAL FEES		
1.	For lodging an internal appeal by a requester against the refusal of his/her request for access to a record	R50.00
VAT		
1.	Private bodies registered under the Value Added Tax Act, 1991, may add VAT to all the above-mentioned fees	
	TOTAL	