

LEND LINK (PROPRIETARY) LIMITED
2015/386773/07
PRETORIA
GAUTENG



**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT,
NR. 2 OF 2000**

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1. INTRODUCTION

The aim of the manual is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from Lend Link (Proprietary) Limited, as well as all subsidiaries thereof, as contemplated in terms of the Act.

This manual may be subject to amended from time to time and as soon as any amendments have been finalised, the latest version of the manual will be published at www.lendlink.co.za. In the instance that an updated manual becomes available in the interim period in which information has been requested, the version released before the updated manuals publication shall be used to finalise any such interim request. The onus is on the requestor to ensure that the latest procedures as set out herein are followed when requesting information.

Any requestor is advised to contact Mr Henk Vosloo should they require any assistance in respect of the utilisation of this manual and / or the requesting of information / documents from LendLink or its subsidiaries.

The following words as appearing in this manual shall bear the meaning thereafter ascribed to such word:

Lend Link (Pty) Ltd Reg. No.: 2015/386773/07

Director: H.J. Vosloo Tel: 087 135 4389, support@lendlink.co.za

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“the Act”	shall mean the Promotion of Access to Information Act, 2 of 2000, together with all relevant regulations published;
“LendLink”	shall mean Lend Link (Proprietary) Limited with registration number 2015/386773/07, a duly registered limited liability company conducting business as a loan broker and shall include all subsidiaries and affiliates;
“Information Officer”	shall mean a Director of LendLink who has been appointed as the Information Officer of LendLink, to which requests for information in terms of the Act, should be addressed, namely Henk Vosloo;
“the / this manual”	shall mean this manual together with all annexures thereto as available at the registered office of LendLink from time to time;
“SAHRC”	shall mean the South African Human Rights Commission.

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

Name of body:	LendLink
Information Officer:	Mr. Henk Vosloo
Address:	Suite 3 – Ground Floor 267 Waterkloof Street
Postal address:	As above.
Telephone:	+27 83 680 4778
Fax:	+27 83 680 4778
E-mail:	henk@lendlink.co.za
Website address:	www.lendlink.co.za

3. **GUIDE IN TERMS OF SECTION 10 OF THE ACT (Section 51(1)(b) of the Act)**

In terms of Section 10 of the Act, a guide will be compiled by the SAHRC containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide will be made available in all official languages by the SAHRC and is obtainable from the SAHRC.

Contact details of the South African Human Rights Commission are as follows:

PAIA Unit
The Research and Documentation Department
Private Bag 2700
HOUGHTON

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Telephone: +27 11 484 8300
Fax: +27 11 484 0582/1360
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.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)

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

- Income Tax Act, Nr. 58 of 1962
- Companies Act, Nr. 61 of 1973
- Value Added Tax Act, Nr. 89 of 1991
- Labour Relations Act, Nr. 66 of 1995
- Basic Conditions of Employment Act, Nr. 75 of 1997
- Employment Equity Act, Nr. 55 of 1998
- Unemployment Insurance Act, Nr. 63 of 2001

The above records, in so far as it being of a public nature are available automatically without a person having to request access thereto in terms of the Act, as envisaged in Section 52.

6. DOCUMENTS / INFORMATION HELD BY LENDLINK IN TERMS OF THE ACT (Section 51(1)(e) of the Act)

LendLink holds the information / documents listed herein below:

- Commercial Contracts;
- Identity Documents;
- Lead Agreements;
- Financial records relating to LendLink users;
- Financial records relating to LendLink;
- Company Registration documents;
- Tax information of Users;
- Supplier contracts;
- Lease Agreements

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LendLink's website address is www.lendlink.co.za and it is accessible to anyone with access to the internet. It contains a profile on LendLink, contact particulars, description of services rendered, minimum qualification criteria, explanatory notes, registration and sign in options as well as terms of use.

It is recorded that any and all documents / information requested pertaining to the aforesaid shall only be made available to a requestor subject to the provisions of the Act. None of the information held by LendLink is automatically available without a person having to request access in terms of and subject to the provisions of the Act.

A request for information should be in the prescribed form, addressed to the Information Officer and submitted against payment of the prescribed fee.

7. 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.

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

1. This manual is available for inspection at the offices of LendLink, free of charge.
2. Copies of the manual may be obtained, subject to the prescribed fees, at the offices of LendLink.
3. The manual can also be accessed on the websites of the SAHRC (www.sahrc.org.za) and LendLink (www.lendlink.co.za) and will be published in the *Government Gazette*.
4. It should be noted that the manual accessible on the website of the SAHRC and in the *Government Gazette*, does not include the request forms or fee structure. The request forms and fee structure can be obtained on the SAHRC website (www.sahrc.org.za) or the website of the Department of Justice and Constitutional Development (www.doj.gov.za) (under "regulations").

9. PROCEDURE FOR REQUESTING INFORMATION

All forms relating to the request for information have been published by regulation and is available as prescribed above.

STEP 1 – REQUEST

Any person who requires access to information held by LendLink shall request such access in the prescribed form C under regulation 10. The prescribed form must be completed with enough particulars to enable the Information Officer to identify:

- the record(s) requested;
- the identity of the requester;
- which form of access is required, if the request is granted;
- the postal address, email or fax number of the requester;
- the right the requester is seeking to exercise or protect; and

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- 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 another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer. The completed form may be submitted in either of the following manners to the Information Officer:

- by hand
- by post
- by facsimile; or
- by email

An individual who, because of illiteracy or a disability is unable to make a request for access to a record on the prescribed form, may make that request orally. The Information Officer will then reduce the oral request to writing in the prescribed form and provide a copy thereof to the requester.

Request, access and reproduction fees

When the request is received by the Information Officer he/she shall by notice require the requester to pay the prescribed request fee, before further processing of the request. The access and reproduction fees payable by a requester are as follows:

Item	R
- For every photocopy of an A4 size page or part	1,10
- 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
- For a copy in a computer readable form on:	
o stiffer disc	7,50
o compact disc	70,00
- For a transcription of visual images, for an A4 size page or part thereof	40,00
- For a copy of visual images	60,00
- For a transcription of an audio record, for an A4 size page or part thereof	20,00
- For a copy of an audio record	30,00
- To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	

Note that actual postage is payable when a copy of a record must be posted to a requester.

The request fee payable by a requester, other than a personal requester, is R50, 00. If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the request is granted.

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The Information Officer shall withhold a record until the requester has paid the relevant fees.

STEP 2: VALIDATION AND ACKNOWLEDGEMENT

The Information Officer validates the request to see whether the required information is available within the Company. The request is then accepted, rejected or transferred to the rightful keepers of the required information. An acknowledgement confirming the status of the request is then forwarded to the requester.

STEP 3: INFORMATION PROCESSING

The Information Officer will process the request within thirty (30) days, unless the requester has stated special reasons, which would satisfy such person that circumstances dictate that the above time periods should not be complied with. The 30-day period within which the Information Officer has to decide whether to grant or refuse the request may be extended for a further period of not more than thirty (30) days if the request is for a large amount of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original thirty (30) day period. The Information Officer will notify the requester in writing should an extension be sought.

STEP 4: FINAL NOTIFICATION

The requester will be informed of the completion of the request as well as the outstanding fees payable.

Step 5: Payment and delivery

Once the payment is received, the information is released to the requester in accordance with Section 60 of the Act.

10. **REMEDIES WHERE REQUESTS FOR ACCESS TO INFORMATION ARE REFUSED**

The Information Officer will refuse a request for access to information on grounds as stated in terms of the Act.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

APPLICATION TO COURT

A requester or third party, aggrieved by a decision of the Information Officer, to refuse a request for access or taken in terms of section 54, 57(1) or 60 of the Act, may, by way of an application, within 30 days apply to a court for appropriate relief in terms of section 82 of the Act.

[end]

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