

ROUTE GAMING SOLUTIONS (PTY) LTD



PROMOTION OF ACCESS TO INFORMATION ACT SECTION 51 MANUAL

Introduction

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

1 ROUTE GAMING SOLUTIONS (PTY) LTD OVERVIEW

Route Gaming Solutions (Pty) Ltd manufactures / develops maintains & supports hardware & software related products and services to the niche market of the gambling industry nationally & internationally.

Route Gaming Solutions (Pty) Ltd supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

2 AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.routegaming.co.za) or by sending a request for a copy to the Information Officer by email to (support@routegaming.co.za). The Manual may also be obtained from the South African Human Rights Commission ("SAHRC") at the addresses set out below or from the Government Printers. This Manual will be updated from time to time, as and when required.

3 HOW TO REQUEST ACCESS TO RECORDS HELD BY ROUTE GAMING SOLUTIONS (PTY) LTD

Requests for access to records held by Route Gaming Solutions (Pty) Ltd must be made on the request forms that are available from our website and offices, from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za) (under "regulations").



A request fee may be payable (the schedule of fees can be accessed o www.doj.gov.za). You can submit a request without paying the request fee but please note that payment of the prescribed fees must be made before the request will be processed.

Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

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 requester is making the request to the satisfaction of the Information Officer of Route Gaming Solutions (Pty) Ltd.

The standard form that must be used for the making of requests and is attached as Annexure C. Not using this form could cause your request to be refused or delayed, if you provide insufficient information.

Kindly note that all requests to Route Gaming Solutions (Pty) Ltd will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Route Gaming Solutions (Pty) Ltd does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of Route Gaming Solutions (Pty) Ltd.

The standard form that must be used for the making of requests can be accessed on: <http://www.sahrc.org.za/home/index.php?ipkContentID=70&ipkMenuID=51>



Example:

FORM C

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:

B. Particulars of person requesting access to the record

- | | |
|-----|-----------------------------------------------------------------------------------------------------|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (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 required 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 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
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

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 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 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? Postage is payable.			<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
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..... day of20

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS

Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Kindly note that all requests to Route Gaming Solutions (Pty) Ltd will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Route Gaming Solutions (Pty) Ltd does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.



4 **CONTACT DETAILS**

Name of Private Body	Route Gaming Solutions (Pty) Ltd
Designated Information Officer	<i>The default Information Officer (or "head" to be correct) is the Managing Director or equivalent officer.</i>
Email address of Information Officer	<i>support@routegaming.co.za</i>
Postal address	P.O. Box 1270, Randburg 2125
Street address	8 King Street, Kensington B, Randburg, 2194
Phone number	+27 (0) 11 787 7744
Fax number	+27 (0) 11 7818649

5 **HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT**

The Guide described in Section 10 of the Act is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

6 **VOLUNTARY DISCLOSURE**

Route Gaming Solutions (Pty) Ltd has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to Route Gaming Solutions (Pty) Ltd and its services is freely available on Route Gaming Solutions (Pty) Ltd website. Certain other information relating to Route Gaming Solutions (Pty) Ltd is also made available on such website from time to time.

Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

7 **RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

Companies Act 71 of 2008

Income Tax Act 58 of 1962

Value Added Tax Act 89 of 1991

Labour Relations Act 66 of 1995

Basic Conditions of Employment Act 75 of 1997

Employment Equity Act 55 of 1998

Skills Development Levies Act 9 of 1999
Unemployment Insurance Act 30 of 1966
Electronic Communications and Transactions Act 25 of 2002.
Telecommunications Act 103 of 1996
Electronic Communications Act 36 of 2005
Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
Related Gambling Acts: BEE Charter Bill, Liquor Act 27 of 1989, Business Act 7 of 1991
Gauteng Gambling Act No 4 of 1995, Regulations and Rules
Mpumalanga Gambling Act No 5 of 1995, Regulations and Rules
North West Casino, Gambling and Betting Act of No 13 of 1994, Regulations and Rules
Free State Gambling Act No 6 of 1996, Regulations and Rules
Kwazulu Natal Gambling Act No 10 of 1996, Regulations and Rules
Limpopo Gambling Act 2 of 2001, Regulations and Rules
Northern Cape Gambling and Racing Act No 5 of 1996, Regulations and Rules
Eastern Cape Gambling Act No 5 of 1997, Regulations and Rules
Western Cape Gambling and Racing Laws No 4 of 1996, Regulations and Rules
National Gambling Act No 7 of 2004, Regulations and Rules

8 RECORDS HELD BY ROUTE GAMING SOLUTIONS (PTY) LTD

Route Gaming Solutions (Pty) Ltd maintains records on the following categories and subject matters. **However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured.** All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

8.1 Internal records

The following are records pertaining to Route Gaming Solutions (Pty) Ltd's own affairs and those of its divisions, subsidiary and associated companies:

- Memorandum of Incorporation
- Financial records
- Operational records
- Licences
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of Route Gaming Solutions (Pty) Ltd.

8.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of Route Gaming Solutions (Pty) Ltd and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Route Gaming Solutions (Pty) Ltd. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Route Gaming Solutions (Pty) Ltd by their personnel;
- Any records a third party has provided to Route Gaming Solutions (Pty) Ltd about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

8.3 Customer records

Please be aware that Route Gaming Solutions (Pty) Ltd is very concerned about protecting the confidential information of its customers. Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to Route Gaming Solutions (Pty) Ltd or a third party acting for or on behalf of Route Gaming Solutions (Pty) Ltd;
- Contractual information;
- Customer needs assessments;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to Route Gaming Solutions (Pty) Ltd about customers;
- Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Customer profiling;
- Performance research conducted on behalf of customers or about customers;
- Any records a third party has provided to Route Gaming Solutions (Pty) Ltd either directly or indirectly; and
- Records generated by or within Route Gaming Solutions (Pty) Ltd pertaining to customers, including transactional records.

8.4 Technical records

Please be aware that Route Gaming Solutions (Pty) Ltd is very concerned about protecting the confidential information of its intellectual & proprietary property. Such information shall only be provided via our company legal representatives based on legal circumstances of such request.

- Schematics, data packs
- Source code
- Database Models
- Design documentation

8.5 Other Parties

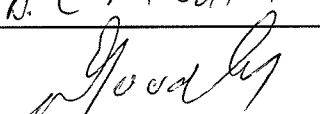
Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to Route Gaming Solutions (Pty) Ltd. The following records fall under this category:

- Personnel, customer or Route Gaming Solutions (Pty) Ltd records which are held by another party as opposed to being held by Route Gaming Solutions (Pty) Ltd; and
- Records held by Route Gaming Solutions (Pty) Ltd pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

8.6 Other Records

Further records are held including:-

- Information relating to Route Gaming Solutions (Pty) Ltd's own commercial activities; and
- Research carried out on behalf of a client by Route Gaming Solutions (Pty) Ltd or commissioned from a third party for a customer;
- Research information belonging to Route Gaming Solutions (Pty) Ltd, whether carried out itself or commissioned from a third party.

Name : D. C Moodley
Signature : 
Date : 9/11/2013