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# GENASYS

LONDON | JOHANNESBURG | CAPE TOWN

**GENASYS HOLDINGS PROPRIETARY LIMITED**  
("Genasys" or "the Company")

Registration No. 2006/036216/07

**MANUAL IN TERMS OF SECTION 51 ("Manual")**  
**OF**  
**THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**  
**(the "Act")**

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## 1. INTRODUCTION

Genasys is the holding company of Genasys Technologies (Pty) Ltd, Genasys Software Solutions (Pty) Ltd and SkiHost (Pty) Ltd ("**the South African Genasys Companies**") which group of companies operate a technology business which develops and supports software and services for its partners in the insurance industry, as well as other companies within the Genasys group which are domiciled outside of South Africa. Being a holding company, the company has no employees.

This Manual is applicable to Genasys as well as all the South African Genasys Companies when displayed on the Genasys website, being [www.genasys.tech.com](http://www.genasys.tech.com).

## 2. COMPANY CONTACT DETAILS (SECTION 51(1)(A) OF THE ACT)

### 2.1. The Directors of the Company are:

2.1.1. Andre Van Zyl Symes

2.1.2. Craig Timothy Olivier

### 2.2. The Information Officer and Group CTO of the Company is: Mr. Craig Timothy Olivier

2.3. **Postal Address:** P.O. Box 2080, Somerset West, 7129

2.4. **Street Address:** 1<sup>st</sup> Floor, Lakeview House, Constantia Office Park, Cnr of 14<sup>th</sup> Avenue and Hendrik Potgieter Street, Weltevreden Park, Johannesburg, 1709

2.5. **Telephone Number:** 011 679 3151/61

2.6. **Email:** [craig@genasys.tech.com](mailto:craig@genasys.tech.com)

## 3. GUIDE IN TERMS OF SECTION 10 OF THE ACT (SECTION 51(1)(B) OF 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. If a public body lodges a request, the public body must be acting in the public interest.

3.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

3.3. Requesters are referred to the Guide in terms of Section 10 of the Act ("**the Guide**") which has been compiled by the South African Human Rights Commission ("**SAHRC**"), which will contain information for the purposes of exercising Constitutional Rights. The Guide as well as copies of relevant legislation is available from the SAHRC.

3.4. The contact details of the Gauteng Offices of the SAHRC are:

3.4.1. Address: 27 Stiemens Street, Braamfontein

3.4.2. Telephone Number: +27-11-877 3600

3.4.3. Cell Number: 082 059 6520

3.4.4. Email: [GPComplaints@sahrc.org.za](mailto:GPComplaints@sahrc.org.za)

3.4.5. Website: [www.sahrc.org.za](http://www.sahrc.org.za)

4. **NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (SECTION 51(1)(C) OF THE ACT)**

4.1. At this stage, no notices in terms of section 52(2) of the Act has/have been published.

5. **INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(D) OF THE ACT)**

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

No.	Act	Reference
1	Companies Act	No 71 of 2008
2	Copyright Act	No 98 of 1978
3	Credit Agreements Act	No 75 of 1980
4	Income Tax Act	No 95 of 1967
5	Electronic Communications and Transactions Act	No 25 of 2002
6	Promotion of Access of Information Act	No 2 of 2000
7	Value Added Tax Act	No 89 of 1991
8	Insolvency Act	No 24 of 1936
9	Insurance Act	No 27 of 1943
10	Short Term Insurance Act	No 53 of 1998
11	SA Reserve Bank Act	No 90 of 1989
12	Short Term Insurance Act	No 53 of 1998
13	Protection of Personal Information Act	No 4 of 2013

**6. SCHEDULE OF RECORDS/INFORMATION HELD BY GENASYS IN TERMS OF THE ACT (SECTION 51(1)(E) OF THE ACT)**

- 6.1. The documents / information listed herein below pertain to the day-to-day management of the business of Genasys.
- 6.2. The following documents are freely available: Marketing pamphlets and information on the Company's website. Please contact us for full details.
- 6.3. The documents listed in the table below may be available on request. Please note that access to the documents listed below may be protected by privacy or the grounds of refusal set out in the Act. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act and other applicable legislation.

DEPARTMENT	DESCRIPTION OF CATEGORIES OF RECORDS HELD
Corporate Governance	<ul style="list-style-type: none"> <li>• Compliance with Corporate Governance</li> <li>• Memorandum of Incorporation and related CIPC documents</li> <li>• Company Register</li> <li>• Shareholders Agreement</li> <li>• Share Certificates</li> <li>• Board Meetings:               <ul style="list-style-type: none"> <li>o Attendance register</li> <li>o Resolutions</li> <li>o Minute books</li> </ul> </li> <li>• Delegation of Authorities</li> <li>• General correspondence</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Credit/Debit Notes</li> <li>• Journals, Ledgers &amp; Balance Sheets</li> <li>• Income Statements</li> <li>• Trial Balance Statements</li> <li>• Cash Flow Statements</li> <li>• Tax invoices</li> <li>• Auditors Report</li> <li>• General correspondence</li> </ul>

Administration	<ul style="list-style-type: none"> <li>• Debtors and Creditors</li> <li>• Insurance Policies</li> <li>• General correspondence</li> </ul>
Legal	<ul style="list-style-type: none"> <li>• Contracts / Agreements</li> <li>• Litigation Records</li> <li>• Administration of Legislation</li> <li>• Administration of intellectual property</li> <li>• General correspondence</li> </ul>
Regulatory	<ul style="list-style-type: none"> <li>• Agreements</li> <li>• Regulatory submissions</li> <li>• General correspondence</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>• Development of new products</li> <li>• Advertising</li> <li>• Pamphlets and brochures</li> <li>• General correspondence</li> </ul>

**7. OTHER INFORMATION AS MAY BE PRESCRIBED (SECTION 51(1)(F))**

7.1. This section is not applicable.

**8. AVAILABILITY OF THIS MANUAL (SECTION 51(3) OF THE ACT)**

8.1. This manual is available for inspection at the offices of the Company, free of charge.

8.2. Copies of the manual may be obtained, subject to the prescribed fees, at the offices of the Company.

8.3. The manual can also be accessed on the website of the SAHRC ([www.sahrc.org.za](http://www.sahrc.org.za)).

**9. FORM OF REQUEST (SECTION 53(1) OF THE ACT)**

To facilitate the processing of your request, kindly:

9.1. Use the prescribed form, available on the website of the SAHRC at [www.sahrc.org.za](http://www.sahrc.org.za) and attached hereto as Annexure A.

9.2. Address your request to the Head of the Company (Group CEO) or Group CTO.

9.3. Provide sufficient details to enable the Company to identify:

- 9.3.1. The record(s) requested;
- 9.3.2. The requester (and if an agent is lodging the request, proof of capacity);
- 9.3.3. The form of access required;
- 9.3.4. The postal address or fax number of the requester in the Republic;
- 9.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof; and
- 9.3.6. 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.

#### 10. PRESCRIBED FEES (SECTION 54 OF THE ACT)

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

- 10.1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 10.2. If the preparation of the record requested requires more than the prescribed hours (i.e. 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);
- 10.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 10.4. Records may be withheld until the fees have been paid; and
- 10.5. The fee structure is available on the website of the SAHRC at [www.sahrc.org.za](http://www.sahrc.org.za).

#### 11. REMEDIES AVAILABLE TO REQUESTER IF REQUEST HAS BEEN REFUSED

- 11.1. A requester or third party aggrieved by a decision of the head of a private body: (i) to refuse a request for access; or (ii) taken in terms of section 54, 57 (1) or 60 of the Act, may, by way of an application, within 180 days apply to a court for appropriate relief in terms of section 82 of the Act.

**THIS MANUAL IS SIGNED BY GROUP CTO OF GENASYS HOLDINGS (PTY) LTD BELOW AS REQUIRED BY THE ACT, AS THE DULY AUTHORISED OFFICER**

**Craig Timothy Olivier (Group CTO)**

Signature:



Date:

23 MAY 2023

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**Annexure A-**  
**Form of Request**

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**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.                |

- (a) Full names and surname:
- (b) Identity number:
- (c) Postal address:
- (d) Fax number:
- (e) Telephone number:
- (f) E-mail address:
- (g) 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 <i>ONLY</i> if a request for information is made on behalf of another person.
--

Full names and surname:

Identity number:

**D. Particulars of record**

- |     |  |
|-----|--|
| (h) | 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. |
| (i) | 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 <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.           |
| (b) | You will be <i>notified</i> of the amount required to be paid as the request fee.  |
| (c) | The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> 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:
Mark the appropriate box with an X.	
<p><b>NOTES:</b></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>	

<b>1. If the record is in written or printed form:</b>			
c o p y o f r e c o r d*			inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
view the images	copy of the images*	transcription of the images*	
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
listen to the soundtrack audio cassette	transcription of soundtrack* written or printed document		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
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.			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**

INITIAL:

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 of .....20.....

SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE

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INITIAL: 