

# 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, SkiHost (Pty) Ltd (which is in the process of being de-registered) and Genasys Software Solutions (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.genasystech.com](http://www.genasystech.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

2.2.1. **Email:** [craig@genasystech.com](mailto:craig@genasystech.com)

### 2.3. The Deputy Information Officer (DIO) is: Mr. André Jordaan

2.3.1. **Email:** [andre.jordaan@genasystech.com](mailto:andre.jordaan@genasystech.com)

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

2.5. **Street Address:** 13 Elektron Road, Techno Park, Stellenbosch, South Africa, 7600

2.6. **Telephone Number:** N/A

2.7. **Website:** [genasystech.com](http://genasystech.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. The Information Regulator, as defined in the Act, has in terms of section 10(1) of the Act, as amended, updated and made available the revised guide on how to use PAIA (“**Guide**”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and the Protection of Personal Information Act 4 of 2013 (“**POPIA**”).

3.4. The contact details of the Information Regulator is:

3.4.1. Telephone Number: 010 023 5200

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INITIAL: CTO

3.4.2. Email: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)

3.4.3. Website: [www.info regulator.org.za](http://www.info regulator.org.za)

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

4.1. Please visit the Information Regulator's website for information.

**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. PROCESSING OF PERSONAL INFORMATION**

8.1. How the Company processes Personal Information is set forth in the Company's Information Security Policy and Manual in terms of POPI ("**POPI Manual**"). The POPI Manual is available from the Company upon request or may be inspected at the Company's premises.

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

9.1. This manual is available for inspection at the offices of the Company and on the website of the Company as stated above, free of charge.

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

9.3. The manual can also be accessed on the website of the Information Regulator.

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

To facilitate the processing of your request, kindly:

INITIAL: CTO

- 10.1. Use the prescribed Form 2 (Request for Access to Record), available on the website of the Information Regulator at [www.inforegulator.org.za](http://www.inforegulator.org.za).
- 10.2. Address your request to the Head of the Company (Group CEO) or Group CTO.
- 10.3. Provide sufficient details to enable the Company to identify:
  - 10.3.1. The record(s) requested;
  - 10.3.2. The requester (and if an agent is lodging the request, proof of capacity);
  - 10.3.3. The form of access required;
  - 10.3.4. The postal address or fax number of the requester in the Republic;
  - 10.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof; and
  - 10.3.6. 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.

#### **11. PRESCRIBED FEES (SECTION 54 OF THE ACT)**

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

- 11.1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 11.2. 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);
- 11.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 11.4. Records may be withheld until the fees have been paid; and
- 11.5. The fee structure is available on the website of the Information Regulator at [www.inforegulator.org.za](http://www.inforegulator.org.za).

#### **12. REMEDIES AVAILABLE TO REQUESTER IF REQUEST HAS BEEN REFUSED**

- 12.1. 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.

#### **13. UPDATING OF THIS MANUAL**

- 13.1. The Information Officer and DIO will regularly update or undertake an update of this manual as may be necessary.

**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: 26 June 2025

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INITIAL: CTO