



Registration Number of Company:

2008/028535/10

Pine Lake Marina Ltd

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

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- 1. Introduction to the company and the type of business.**
- 2. Contact Details.**
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1. INTRODUCTION

Pine Lake Marina (Pty) Ltd conducts business as a family orientated, self-catering waterfront holiday resort. The resort is graded as a three-star establishment by the Tourism Grading Council of South Africa.

2. COMPANY CONTACT DETAILS

Director: Mr. MA Meyer

Office Manager/CEO: Mr. FJ Rossouw – 083 753 4682

Postal Address: P.O. Box 1181, Sedgefield, 6573

Street Address: N2, Swartvlei, Sedgefield, 6573

Telephone Number: +27 44 349 2200

Email: franco@pinelakemarina.co.za

3. 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 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

DATE OF COMPILATION: 26/05/21

DATE OF REVISION: 10/06/21

4. SCHEDULE OF RECORDS

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	<ul style="list-style-type: none">• Public Product Information and Media Releases	Freely available on the website www.pinelakemarina.co.za and on the social platforms Facebook, Instagram and TripAdvisor. Also, freely available on various booking platforms.
Financial/ Personnel	<ul style="list-style-type: none">• Accounting Records.• Annual Financial Reports.• Annual Financial Statements.• Bank Statements.• Banking details and bank accounts.• Banking Records.• Debtors / Creditors statements and invoices.• General ledgers and subsidiary ledgers.• Invoices.• Policies and procedures.• Rental Agreements.• Tax Returns.• PAYE Records.• Documents issued to employees for income tax purposes.• Records of payments made to SARS on behalf of employees.	Proprietary (Pty Ltd) - Request according to PAIA regulations. Not freely available.

- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

- Address Lists.

- Disciplinary Code and Records.

- Employee benefits arrangements rules and records.

- Employment Contracts.

- Employment Equity Plan.

- Forms and Applications.

- Payroll reports/ Wage register.

- Pension Fund Records.

- Safety, Health and Environmental records.

- Salary Records.

- Standard letters and notices.

- Training Manuals and Training Records.

- Workplace agreements and records.
- Grievance Procedures.
- Leave Records.
- Medical Records.

Marketing	• Market/Property Information	Limited Information available on web site and on social platforms.
	• Public Customer Information	
	• Performance Records	Request in terms of PAIA
	• Sales Records	Request in terms of PAIA
	• Marketing Information	Request in terms of PAIA
	• Customer Database	Request in terms of PAIA

5. FORM OF REQUEST

To facilitate the processing of your request, kindly:

5.1 Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

5.2 Address your request to the Head of the Company (CEO).

5.3 Provide sufficient details to enable the COMPANY to identify:

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

6. PRESCRIBED FEES

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

- 6.1** A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 6.2** If the preparation of the record requested requires more than the prescribed hours (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);
- 6.3** A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 6.4** Records may be withheld until the fees have been paid.
- 6.5** The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.



Frederick J. Rossouw

POPI Compliance Officer

Pine Lake Marina Ltd