



**MAMA MONEY (PTY) LTD**

**and**

**MAMA MONEY FINANCIAL SERVICES (PTY) LTD**

**PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 ("THE ACT")**

SECTION 51 MANUAL

1. INTRODUCTION

Mama Money (Pty) Ltd, registration number 2013/022174/07, is a private company that facilitates international money transfers, which service is supported by Mama Money Financial Services (Pty) Ltd 2016/296253/07. Collectively referred to as "Mama Money" herein.

This manual has been prepared in accordance with Section 51 of the Act and aims to facilitate a request for access to a record held by Mama Money and which is required for the exercise or protection of any right. This manual may be amended from time to time and as soon as any amendments have been finalised, the latest version thereof will be made public.

2. SECTION 51(1)(a) OF THE ACT: CONTACT DETAILS

Company Registration:

- Mama Money (Pty) Ltd 2013/022174/07
- Mama Money Financial Services (Pty) Ltd 2016/296253/07

Chief Executive Officer	Raphael Grojnowski
Information Officer's	Raphael Grojnowski & Jarryd Naidoo

Deputy Information Officer	Anneri Conradie
Street & Postal Address	29 Sir Lowry Road, Zonnebloem, 7945, Western Cape, South Africa
Contact Information	Telephone: +27 21 202 5420
	Email: <a href="mailto:Mama@mamamoney.co.za">Mama@mamamoney.co.za</a> <a href="mailto:Popia@mamamoney.co.za">Popia@mamamoney.co.za</a>
Website	<a href="https://www.mamamoney.co.za/">https://www.mamamoney.co.za/</a>

### 3. SECTION 51(1)(b) OF THE ACT: SECTION 10 GUIDE - HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 3.1 The Information Regulator has updated and made available the revised Guide on how to use the Act.
- 3.2 The Guide is available in each official language and in braille.
- 3.3 The Guide contains:
  - *The objects of PAIA and POPIA.*
  - *Contact details of Information Officers.*
  - *Instructions on how to request access to records.*
  - *Remedies available in law regarding acts or failures to act.*
  - *Procedures for lodging complaints.*
  - *How to access and understand public and private body manuals.*
  - *Details on voluntary disclosure of records.*
  - *Fee notices and related regulations.*
- 3.4 The Guide can be inspected or copied at public/private bodies or the Information Regulator's office.
- 3.5 The Guide can also be requested from the Information Officer or obtained from <https://www.justice.gov.za/inforeg/>.
- 3.6 It is available in English and Xhosa for public inspection.

#### 4. SECTION 51(1)(c) OF THE ACT: RECORDS AVAILABLE IN TERMS OF LEGISLATION

Records are available under the following Acts:

- Companies Act
- Copyright Act
- Employment Equity Act
- Income Tax Act
- Labour Relations Act
- VAT Act
- Basic Conditions of Employment Act
- Electronic Communications and Transactions Act
- Promotion of Access to Information Act
- Unemployment Insurance Act
- Occupational Health and Safety Act
- Broad-Based Black Economic Empowerment Act
- Skills Development Levies Act
- Protection of Personal Information Act

Types of available records include:

Administrative Records	Incorporation documents, board minutes, share registers, personnel records
Human Resources Records	employment contracts, training records, evaluations
Client-related Records	Databases, marketing records, operational files
Financial Records	Statements, audit records, tax returns, asset register
Income Tax Records	PAYE, tax documents, statutory compliance
Third-Party Records	contracts, correspondence, financial data.

#### 5. SECTION 51(1)(d) OF THE ACT: AUTOMATIC DISCLOSURE - CATEGORIES OF RECORDS AVAILABLE WITHOUT HAVING TO REQUEST ACCESS

- No Section 52(2) notice published.
- Publicly available info includes content on [www.mamamoney.co.za](http://www.mamamoney.co.za).
- Non-confidential statutory records available via CIPC or by appointment with the Deputy Information Officer.

#### 6. SECTION 51(1)(e) OF THE ACT: FORM OF REQUEST FOR ACCESS

Requests must be made using Annexure A (Information Access Request Form), along with ID/passport copy, and sent to the Deputy Information Officer. Must include:

- Record requested.
- Requester details and authorization if acting on behalf.
- Desired access format.
- Motivation for right to be exercised.

We will respond within 30 working days. Denied requests include reasons and appeal information.

#### 7. PERSONAL INFORMATION PROCESSED

<ul style="list-style-type: none"> <li>• Deliver requested services</li> </ul>	
<ul style="list-style-type: none"> <li>• Employee and third-party engagement</li> </ul>	
Data Subjects:	Customers - Employees - Job applicants - Service providers
Recipients:	Business partners, Suppliers, Legal obligations
Transborder Flows:	Allowed with adequate protection, consent, or contractual necessity.
Security Measures:	Secure cloud infrastructure - Encryption, firewalls, access control - Third-party compliance

#### 8. SECTION 51(1)(f) OF THE ACT: OTHER INFORMATION AS PRESCRIBED

The Minister may require additional disclosures.

#### 9. REQUEST FEES

- R50.00 request fee (excluding personal requests)
- Photocopy: R1.10 per A4 page
- Printed copy: R0.75 per A4 page
- Compact disc: R70.00
- Transcription (visual): R40.00/page
- Copy (visual): R60.00

- Transcription (audio): R20.00/page
- Copy (audio): R30.00
- Record search and prep: R30.00/hour

## ANNEXURE A

### FORM C – REQUEST FOR ACCESS TO RECORD

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)  
Regulation 10)

This form is to be completed and submitted by a requester seeking access to a record held by a private body. The requester must comply with all the procedural requirements under PAIA and POPIA, and include the necessary proof of identity and authority (if applicable).

#### A. PARTICULARS OF PRIVATE BODY

Name of Private Body	
Information Officer/Deputy Information Officer:	
Designated Contact Email	
Designated Contact Number	
Physical Address	
Postal Address	

#### B. PARTICULARS OF REQUESTER

(If the requester is acting on behalf of another person, authority or proof must be attached.)

Full Name and Surname:		
Identity/Passport Number:		
Contact Number:		
Email Address:		
Postal Address		
Capacity in which request is made (if on behalf of another):		
Proof of identity attached	Yes	No
Proof of authority attached (if applicable)	Yes	No

#### C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE (IF APPLICABLE)

Full Name and Surname:	
Identity/Passport Number:	

#### D. PARTICULARS OF RECORD REQUESTED

Description of the Record:	
Reference Number (if known):	
Any other information that will assist in locating the record:	

### **E. FORM OF ACCESS TO RECORD**

(Indicate the preferred method of access. The private body will try to meet the preference where possible.)

Inspection of record	
Printed copy of record	
Copy in electronic format (USB, CD, email – specify):	
Transcription (audio/visual)	
Other (specify):	
If you are unable to read, write or view the record, please state your disability and indicate the format in which access is required:	

### **F. FEE AND REQUEST FOR FEE EXEMPTION**

I request exemption from payment of the prescribed fee	
Reason for exemption request	
I have attached proof of payment of the request fee	
Amount Paid	
Date of Payment:	
Payment Reference:	

### **G. REASON FOR REQUEST**

(This information is required under POPIA to determine if the request meets the threshold for lawful processing)

Specify the right to be exercised or protected:	
Explain why the requested record is required for the exercise/protection of that right:	

### **H. NOTICE OF DECISION**

(Indicate how you would prefer to be informed of the outcome of this request)

- ☐ Email
- ☐ Post
- ☐ Telephone
- ☐ Other (specify)

## I. DECLARATION AND SIGNATURE

I declare that the information provided in this request is true, correct, and complete. I acknowledge that personal information provided in this form will be used solely for the purpose of processing this access request, in compliance with the Protection of Personal Information Act, 2013 (POPIA).

Signature of Requester:

Date:

## ATTACHMENTS CHECKLIST

- ☐ Copy of ID or passport (requester)
- ☐ Proof of authority (if on behalf of another)
- ☐ Proof of payment (unless exemption requested)
- ☐ Supporting documents (if applicable)

SUBMIT FORM TO: [popia@mamamoney.co.za](mailto:popia@mamamoney.co.za)