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**HOLLYWOOD SPORTSBOOK HOLDINGS (PTY) LTD**  
**(and its associated and related entities)**

**MANUAL**

**PREPARED IN TERMS OF SECTION 51 OF**  
**THE PROMOTION OF ACCESS TO INFORMATION ACT**  
**2000**

**CONTENTS**

<b>ITEM</b>	<b>DESCRIPTION</b>	<b>PAGE NO.</b>
1.	INTRODUCTION TO GROUP	3
2.	PURPOSE OF MANUAL	3
3.	CONTACT DETAILS	3
4.	GUIDE ON HOW TO USE THE ACT	4
5.	RECORDS AUTOMATICALLY AVAILABLE	5
6.	ACCESS TO RECORD SUBJECTS AND CATEGORIES HELD BY THE GROUP IN TERMS OF THE PAIA	5
7.	RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION	6
8.	PROCEDURE FOR ACCESS REQUEST	8
	ANNEXURE A: ACCESS REQUEST FORM	9
	ANNEXURE B: PRESCRIBED FEES	13
	ANNEXURE C: THE HOLLYWOOD GROUP	14

## 1. INTRODUCTION TO GROUP

The Hollywood Sportsbook Holdings Group began in 1986 as a small South African based publishing company, Winning Form, publishing and distributing horse racing form guides. It then branched into bookmaking and now has over 80 retail branches spread across six of South Africa's provinces as well as an online gaming business. Hollywood Sportsbook Holdings is the holding company of a group of local subsidiary companies, and also has a number of associated and related entities, which shall collectively be referred to as "the Group".

Whilst the primary business of the Group is gaming and entertainment in South Africa, there are also a number of other businesses that are conducted by the various related and associated entities, including, inter alia, software development, printing and publishing, courier and logistics and training.

## 2. PURPOSE OF MANUAL

The Promotion of Access to Information Act 2 of 2000 ("PAIA") was enacted with the purpose of giving effect to the constitutional right of access to information that is held by a private or public body and that is required for the exercise or protection of any rights.

Section 51 of the PAIA requires private bodies to compile a manual to enable a person to gain access to information held by such private body and stipulates the minimum requirements that the manual must comply with.

This Manual constitutes the PAIA manual of the Group and has been compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to the constitutional right to privacy.

The POPIA amends certain provisions of the PAIA, balancing the need for access to information against the need to ensure protection of personal information by providing for the establishment of an Information Regulator who is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the POPIA. More information on how the Group processes and protects personal information can be found in each of the relevant entity's privacy policies which are available on each of the respective entity's websites.

The purpose of this Manual is to facilitate requests for access to information regarding Hollywood Sportsbook Holdings and it applies in respect of the Group of entities and each member, affiliate or subsidiary described in Annexure C.

## 3. CONTACT DETAILS

The following relevant contact details are provided as required by section 51(1)(a) of PAIA:

Information Officer: SK Rampersadh

Deputy Information Officers: Chanelle Beukes  
Rowan Cross  
Adheesh Maharaj

Postal address: P O Box 74234  
Rochdale Park 4034

Street address: 6 Tetford Circle  
Millennium Business Park

Business phone: 031 – 263 0930

Business fax: N/A

Website: [www.hollywoodbets.net](http://www.hollywoodbets.net)

E-mail: [compliance@hollywoodbets.net](mailto:compliance@hollywoodbets.net)

#### 4. GUIDE ON HOW TO USE THE ACT

[Information required by section 51(1)(b)]

The South African Human Rights Commission has compiled a guide, in terms of Section 10 of the PAIA, to facilitate ease of use of the POPIA for requesters of information. This guide is available in all 11 official languages from the South African Human Rights Commission. Any queries can be directed to:

**The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department**

Physical address: 33 Hoofd Street  
Forum 3  
3rd Floor  
Braamfontein  
South Africa

Postal address: Private Bag X2700  
Houghton  
2041

Tel: 011 – 877 3600

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

E-Mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## 5. RECORDS AUTOMATICALLY AVAILABLE

Information that is available in the public domain and information obtainable via any of the below websites about Hollywood Sportsbook Holdings or any of its affiliates, managed entities, or related companies, is automatically available and need not be formally requested in terms of this Manual. The website addresses are included in Annexure C.

## 6. ACCESS TO RECORD SUBJECTS AND CATEGORIES HELD BY THE GROUP IN TERMS OF PAIA

[Section 51(1)(c) and 51(1)(e)]

The subjects on which the Group holds records and the categories on each subject in terms of Section 51(1)(e) are listed below. Please note that a requestor is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the PAIA. Please also refer to the relevant entity's privacy policies for further information.

### 6.1 Financial information

- Accounting records
- Annual financial statements
- Agreements and contracts
- Asset register
- Banking records
- Correspondence
- Invoices and statements
- Insurance policies
- Licences
- Management reports
- Minute books
- Tax reports and returns
- Statistics SA returns
- Statutory records

### 6.2 Human Resources

- Employee records and information
- Training records, manuals, materials and reports
- Employment equity records and reports
- Disciplinary records
- Payroll records
- UIF/SDL/PAYE returns
- Leave records
- Policies and procedures
- Retirement benefit records

### 6.3 Information management and technology

- Databases
- Computer software
- Registered Trademarks and Domains
- Consensually obtained member information and relationship history
- Software license agreements

### 6.4 Marketing

- Internet
- Marketing and advertising pamphlets and brochures

### 6.5 Operations

- Operational procedures
- Databases
- Computer software

### 6.6 Customer related records

- Full name
- Copies of national identity number or passport number
- Physical address
- Bank details
- Contact number
- Correspondence
- Any other documentation provided by the customer

Note that this may not be an exhaustive list, and that these records are not necessarily available for requestors.

## 7. RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION

[Section 51(1)(d)]

The following records are available in accordance with the following legislation:

### 7.1 Gambling Acts

- National Gambling Act, 2004
- National Gambling Amendment Act, 2008
- National Gambling Regulations
- Gauteng Gambling Act, 1995
- Gauteng Gambling Board Regulations
- Gauteng Gambling Board Rules, 2019
- KwaZulu-Natal Gambling Act, 1996
- Western Cape Gambling & Racing Act, 1996, as amended

- Western Cape Gambling & Racing Regulations
- Western Cape Racing and Betting Rules, 2003
- Western Cape Bookmaker Operational Rules, 2017
- Eastern Cape Gambling Act, 1997
- Eastern Cape Gambling Regulations
- Limpopo Gambling Act, 1996, as amended
- Limpopo Gambling Act, 2013
- Limpopo Gambling Regulations
- Mpumalanga Gambling Act, 5 of 1995
- Mpumalanga Gambling Rules, 2018
- Mpumalanga Gambling Regulations
- Mpumalanga Gambling Levies Act, 2007
- Mpumalanga Gambling Levies Regulations
- Free State Gambling and Liquor Act, 2010
- Free State Gambling and Liquor Amendment Act, 2011
- Free State Gambling Regulations

## **7.2 Human Resources**

- Broad-Based Black Economic Empowerment Act, 2003
- Labour Relations Act, 1995
- Basic Conditions of Employment Act, 1997
- Employment Equity Act, 1998
- Skills Development Act, 97 of 1998
- Skills Development Levies Act, 1999
- Employment Equity Act, 1998
- Unemployment Insurance Act, 2001
- Occupational Health and Safety Act, 1993
- Occupational Health and Safety Regulations
- Unemployment Contributions Act, 2002
- Unemployment Insurance Act, 2001
- Compensation for Occupational Injuries and Diseases Act, 1993

## **7.3 Accounting and Finance**

- Income Tax Act, 1962
- Value Added Tax Act, 1991
- Financial Intelligence Centre Act, 2001

## **7.4 Company, Legal and liquor**

- Companies Act, 2008
- National Liquor Act, 2003
- Gauteng Liquor Act, 2003
- Free State Liquor Act, 2007
- KwaZulu-Natal Liquor Act, 1989

- Western Cape Liquor Act, 2008
- Eastern Cape Liquor Act, 2003
- Mpumalanga Liquor Act, 2006
- Promotion of Access to Information Act, 2000
- Protection of Personal Information Act 4, of 2017
- Consumer Protection Act 68 of 2008

Note that this may not be an exhaustive list, and that these records are not necessarily available for requestors.

## 8. PROCEDURE FOR ACCESS REQUEST

**It is important to note that the successful completion and submission of an access request form does not automatically allow the requestor access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 of Chapter 4 of the Act. If it is reasonably suspected that the requestor has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requestor.**

The following steps must be followed when a requester wishes to obtain access to information for the Group:

- 8.1 The requestor must complete Form C found in Annexure A. This Form must be submitted, together with a request fee (if applicable) and proof of the requestor's ID, to the Information Officer at the specified address or electronic email address listed in section 3 above. A request which does not comply with the formalities as prescribed by the PAIA will be returned to you.
- 8.2 The request must meet the following requirements:
  - provide sufficient detail to enable the Information Officer to identify the record(s) requested and to identify the requestor;
  - indicate which form of access is required;
  - specify a postal address or e-mail address of the requester in the Republic of South Africa;
  - identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right; and
  - indicate if any other manner is to be used to inform the requestor and state the necessary particulars to be so informed.
- 8.3 If a request is made on behalf of another person, the requestor must then submit proof of the capacity in which the requestor is making the request to the satisfaction of the Group.
- 8.4 The fee that the requestor must pay to the Group is currently R 140.



8.5 After the Information Officer has decided on the request, the requestor must be notified whether access is granted or refused.

8.6 If the request is granted then an access fee is payable in respect of the search, reproduction, and preparation costs. These fees are set out in Annexure B.

**ANNEXURE A - PRESCRIBED FORM C****REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act, 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 (postal and/or email) 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 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 sheet and attach it to this form. The requestor must sign all additional sheets*

Description of record or relevant part of record : \_\_\_\_\_

Reference number, if available : \_\_\_\_\_

Any further particulars of record : \_\_\_\_\_

**E. FEES**

- (a) A request for access to a record, other than a record containing personal information about you, 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 : \_\_\_\_\_

Mark the appropriate box below with an **X**

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available
- (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
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested

<b>1. If the record is in written or printed form</b>					
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record		
<b>2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches etc.)</b>					
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images*		
<input type="checkbox"/>		<input type="checkbox"/>	Transcription of the images*		
<b>3. If record consists of recorded words or information which can be reproduced in sound</b>					
<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of soundtrack * (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form</b>					
<input type="checkbox"/>	Printed copy of record *	<input type="checkbox"/>	Printed copy of information derived from the record*		
<input type="checkbox"/>		<input type="checkbox"/>	Copy in computer readable form *		
*If you requested a copy or transcript of a record (above) do you wish the copy or transcription to be posted to you? Postage is payable			<table border="1"> <tr> <td><b>YES</b></td> <td><b>NO</b></td> </tr> </table>	<b>YES</b>	<b>NO</b>
<b>YES</b>	<b>NO</b>				

**G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate sheet and attach it to this form. The requestor must sign all the additional sheets*

Indicate which right is to be exercised or protected : \_\_\_\_\_  
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 of \_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE OF REQUESTOR/PERSON ON WHOSE BEHALF  
REQUEST IS MADE**

**ANNEXURE B - FEES IN RESPECT OF PRIVATE BODIES**

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1.	The request fee payable by every requester	R 140
2.	Photocopy/ printed black and white copy of A4-size page	R 2 per page or part thereof
3.	Printed copy of A4-size page	R 2 per page or part thereof
4.	For a copy in a computer-readable form on: iii. Flash drive (to be provided by requester) iv. Compact disc • If provided by requestor • If provided to the requester	R 40 R 40 R 60
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images per A4-size page	
7.	Transcription of an audio record, per A4-size page	R 24
8.	Copy of an audio recording on: v. Flash drive (to be provided by requester) vi. Compact disc • If provided by requestor • If provided to the requester	R 40 R 40 R 60
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R 435
10.	Deposit: if such exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

## ANNEXURE C – HOLLYWOOD GROUP OF COMPANIES

The scope of this manual includes Hollywood Sportsbook Holdings (Pty) Ltd (“Hollywood”) and the following related entities in which Hollywood has a direct interest:

Hollywood Sportsbook Gauteng (Pty) Ltd	Registration Number 2008/012291/07
Hollywood Sportsbook KwaZulu-Natal (Pty) Ltd	Registration Number 2008/009721/07
Hollywood Sportsbook Western Cape (Pty) Ltd	Registration Number 2008/011557/07
Hollywood Sportsbook Eastern Cape (Pty) Ltd	Registration Number 2008/011560/07
Hollywood Sportsbook Limpopo (Pty) Ltd	Registration Number 2010/023778/07
Hollywood Sportsbook Mpumalanga (Pty) Ltd	Registration Number 2012/107236/07
Hollywood Sportsbook Free State (Pty) Ltd	Registration Number 2011/133890/07
Hollywood Sportsbook Northern Cape (Pty) Ltd	Registration Number 2015/128353/07
Hollywood Sportsbook North West (Pty) Ltd	Registration Number 2015/128297/07
Shirley Kruger Racing (Pty) Ltd	Registration Number 2011/145724/07
Hollywood Sportsbook KB (Pty) Ltd	Registration Number 2012/053556/07
Nemacron (Pty) Ltd	Registration Number 2013/012544/074
MHS Betting Mirror (Pty) Ltd	Registration Number 2014/232941/07
Ngunezi Racing and Sport (Pty) Ltd	Registration Number 238080/2014/07
Winning Form (Pty) Ltd	Registration Number 2008/011948/07
The Star Merchant (Pty) Ltd	Registration Number 2015/186157/07
Racing Distribution (Pty) Ltd	Registration Number 2008/014381/07
Winning Media (Pty) Ltd	Registration Number 2015/360122/07
The Star Factory (Pty) Ltd	Registration Number 2010/023976/07
Bonne Garde Support (Pty) Ltd	Registration Number 2012/017893/07
Hollywoodbets HQC (Pty) Ltd	Registration Number 2016/047070/07
Dynamic Product Technologies (Pty) Ltd	Registration Number 2917/092194/07
Hollywoodbets Brand (Pty) Ltd	Registration Number 2016/117229/07
TAH Properties (Pty) Ltd	Registration Number 2015/123443/07
Devin Properties (Pty) Ltd	Registration Number 2015/131701/07

Jashdety (Pty) Ltd	Registration Number 2016/208918/07
Curdar Properties (Pty) Ltd	Registration Number 2014/143622/07
Betgames (Pty) Ltd	Registration Number 2014/184514/07
OBH Properties (Pty) Ltd	Registration Number 2002/031586/07
Rollaball (Pty) Ltd	Registration Number 2021/620865/07
BET Software (Pty) Ltd	Registration Number 2009/019410/07
10 Oaklands Road CC	Registration Number 2002/048252/23
126 Intersite Avenue CC	Registration Number 1999/046003/23
8 Worraker Street CC	Registration Number 1998/069509/23
Hollywood Foundation NPC	Registration Number 2021/530322/08