

Registration Number of Company: 1999/025049/07

Company Name: Benchmark Signage (Pty) Ltd

# PROMOTION OF ACCESS TO INFORMATION ACT

## SECTION 51 MANUAL

Signarama Southern Africa



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## 1. INTRODUCTION

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 a private body that is required for the exercise or protection of any rights.

## 2. DEFINITIONS

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely –

- **“Act”** means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time;
- **“Information Officer”** means the person acting on behalf of Signarama and discharging the duties and responsibilities assigned to the head of Signarama by the Act. The Information Officer is duly authorised to act as such, and such authorisation has been confirmed by the “head” of Signarama in writing;
- **“Manual”** means this manual published in compliance with Section 51 of the Act;
- **“Record”** means any recorded information, regardless of form or medium, which is in the possession or under the control of Signarama, irrespective of whether or not it was created by Signarama;
- **“Request”** means a request for access to a Record of Signarama;
- **“Requestor”** means any person, including a public body or an official thereof, making a Request for access to a Record of Signarama and includes any person acting on behalf of that person; and
- **“SAHRC”** means the South African Human Rights Commission.

Unless a contrary intention clearly appears, words signifying: -

- the singular includes the plural and vice versa;
- any one gender includes the other genders and vice versa; and
- natural persons include juristic persons.

Unless otherwise stated, terms defined in the Act shall have the same meaning in this Manual.

### **3. OVERVIEW OF SIGNARAMA**

#### **3.1 COMPANY CONTACT DETAILS**

Directors: Mr. Kurt Tyack (Managing)  
Address: Unit 66 Studio Office Park, 5 Concourse Cres, Lone Hill, Sandton, 2199  
Tel Number: 012 285 0412  
Email: franchisehelp@signarama.co.za

#### **3.2 CONTACT DETAILS OF INFORMATION OFFICER (SECTION 51(1)(a))**

The Managing Director of Signarama Southern Africa, as head of the private body, has delegated his powers to the Company Secretary as Information Officer, whose details appear hereunder for purposes of dealing with all matters in connection with Requests for information on Signarama's behalf and to ensure compliance with the Act.

##### **Information Officer as per Signarama Southern Africa Franchise Office**

**Name:** Mr. Kurt Tyack  
**Address:** Unit 66 Studio Office Park, 5 Concourse Cres, Lone Hill, Sandton, 2199  
**Telephone:** 012 285 0412  
**Email:** kurt@signarama.co.za  
**Website:** <https://signarama.co.za/store/signarama-southern-africa>

\*Please refer to **Annexure 1** for the contact details of each Information Officer as per the individual Signarama stores.

### **4 THE ACT (Section 51(1) (b))**

4.1 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.

4.2 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.

4.3 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](http://www.sahrc.org.za)

## 5 APPLICABLE LEGISLATION (Section 51 (1) (c)).

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 66 of 1995	Income Tax Act
5	No 75 of 1997	Basic Conditions of Employment Act
6	No 25 of 2002	Electronic Communications and Transactions Act
7	No 2 of 2000	Promotion of Access of Information Act
8	No 30 of 1996	Unemployment Insurance Act

## 6 SCHEDULE OF RECORDS (Section 51 (1) (d))

Records	Subject	Availability
Marketing	Market information	Limited Information available on website.
	Public Product Information: Product and Industry Guides	Information available on website.
	Customer Database	Request in terms of PAIA
	Customer Details	Request in terms of PAIA
	Email Unsubscribe Database	Request in terms of PAIA
	Email Database	Request in terms of PAIA
	Enquiry Records	Request in terms of PAIA
	Customer Reviews Database	Request in terms of PAIA
	Marketing Strategies	Request in terms of PAIA
Financial	Sales Records	Request in terms of PAIA
	Financial Statements	Request in terms of PAIA
Employee Records	Employee Information	Request in terms of PAIA
	Current Employees	Limited Information available on website, otherwise at request in terms of PAIA
Privacy Policy	Signarama's Privacy Policy	Information available on website.
Recruitment	Applicants CV and Job Application	Request in terms of PAIA
Online Transactions	Customer details submitted via Signarama Online Shop	Request in terms of PAIA

## **7. FORM OF REQUEST (Section 51 (1) (e))**

To facilitate the processing of your request, kindly:

6.1 Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za).

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

6.3 Provide sufficient details to enable the COMPANY to identify:

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

## **8. PRESCRIBED FEES (Section 51 (1) (f))**

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

- a. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- b. 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);
- c. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- d. Records may be withheld until the fees have been paid.
- e. The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za).

## **ANNEXURE 1**

### **CONTACT DETAILS OF INFORMATION OFFICER AS PER INDIVIDUAL SIGNARAMA STORE**

The Managing Directors of each Signarama Franchise have delegated their powers to the Company Secretary as the various Information Officers of the Signarama Franchise. Their details appear below for the purpose of dealing with all matters in connection with Requests for information on the Signarama Franchises' behalf and to ensure compliance with the Act.

#### **1. Signarama Ballito**

Appointed Information Officer: Gavin Petterson

Address: Unit 3 Kyalami Business Park, Douglas Crowe Drive Ballito

Telephone Number: 082 345 3310

Email: [gavin.p@signarama.co.za](mailto:gavin.p@signarama.co.za)

#### **2. Signarama Bramley**

Appointed Information Officer: Obakeng Khutsoane

Address: Shop C, 587 Louis Botha Ave, Corner Corlett & Louis Botha, Bramley

Telephone Number: 011 440 7894

Email: [obakengk@signarama.co.za](mailto:obakengk@signarama.co.za)

#### **3. Signarama Central Cape Town**

Appointed Information Officer: Grant van Niekerk

Address: Unit 6 Santos Park, 414 Voortrekker Road, Maitland Cape Town

Telephone Number: 021 462 1247

Email: [grant.vn@signarama.co.za](mailto:grant.vn@signarama.co.za)

#### **4. Signarama Centurion**

Appointed Information Officer: Johan Van Buren-Schele

Address: Unit A004, Highveld Centre, Bellingham Road, Centurion

Telephone Number: 072 360 8633

Email: [johan@signarama.co.za](mailto:johan@signarama.co.za)

#### **5. Signarama Claremont**

Appointed Information Officer: Michiel Adriaan van Zyl

Address: 127 Belvedere Road, Claremont, Cape Town

Telephone Number: 021 683 0488

Email: [mikevz@signarama.co.za](mailto:mikevz@signarama.co.za)

#### **6. Signarama Edenvale**

Appointed Information Officer: Liam Marshall

Address: Unit 4, Pinetree Business Park, Brahman Crescent, Longmeadow Business Estate

Telephone Number: 011 609 0410

Email: [liam@signarama.co.za](mailto:liam@signarama.co.za)

#### **7. Signarama Fourways**

Appointed Information Officer: Sandra Doreen Reid

Address: Unit 1 Corner Mini's, Corner Horse Chestnut & Speculator Streets, Northlands Business Park, Hoogland 2162

Telephone Number: 011 705 2272

Email: [sandy@sar4.co.za](mailto:sandy@sar4.co.za)



## **8. Signarama George**

Appointed Information Officer: Koos Senoamadi

Address: 99 Meade Cnr market Street, George

Telephone Number: 078 457 2319

Email: Koos@signarama.co.za

## **9. Signarama Kempton Park**

Appointed Information Officer: Ernest Muller

Address: Unit 9, Spartan Mini Factories, Cnr Newton & Forge Road, Spartan, Kempton Park

Telephone Number: 011 394 7556

Email: emuller@signarama.co.za

## **10. Signarama Kuruman**

Appointed Information Officer: Richard Langeveldt

Address: 83 Main Road, Kuruman, 8460

Telephone Number: 053 010 1319

Email: richardl@signarama.co.za

## **11. Signarama Middleburg**

Appointed Information Officer: Jonty Myburgh

Address: 20A Boncker Street, Middelburg Mpumalanga

Telephone Number: 013 243 0778

Email: jonty@signarama.co.za

## **12. Signarama Midrand**

Appointed Information Officer: Jaco Botha

Address: Unit6 Junxion Crescent, Old Pretoria Road, Halfway House, Midrand

Telephone Number: 010 109 6961

Email: [jaco@signarama.co.za](mailto:jaco@signarama.co.za)

## **13. Signarama Montague Gardens**

Appointed Information Officer: Jacque Nortje

Address: Shop 10 Marconi Centre, Koeberg Road, Montague Gardens, Cape Town

Telephone Number: 079 517 3324

Email: [Jacques@signarama.co.za](mailto:Jacques@signarama.co.za)

## **14. Signarama Morningside**

Appointed Information Officer: Jacobus Marthinus Prinsloo

Address: 16 Walls Avenue - Stamford Hill – Durban

Telephone Number: 083 660 7095/087 153 3601

Email: [tinus@signaramakzn.co.za](mailto:tinus@signaramakzn.co.za)

## **15. Signarama Nelspruit**

Appointed Information Officer: Melissa Robertson

Address: 1 Plankie Street, Valeria, Nelspruit

Telephone Number: 013 752 7483

Email: [admin@signarama-nel.co.za](mailto:admin@signarama-nel.co.za)

### **16. Signarama Northgate**

Appointed Information Officer: Fidelis M. Manyagadze

Email: fidelis@lighthouseprint.co.zw

### **17. Signarama Port Elizabeth**

Appointed Information Officer: Vanessa du Plessis

Address: 50 7th Avenue, Newton Park, Port Elizabeth

Telephone Number: 076 279 4027

Email: vanessa.dp@signarama.co.za

### **18. Signarama Pretoria Central**

Appointed Information Officer: Magugu Tshabalala

Address: 3rd Floor building 2 Brooklyn Office Park

Telephone Number: 081 273 2030

Email: magugu@signarama.co.za

### **19. Signarama Pretoria North**

Appointed Information Officer: George Shaw

Address: 396 Gerrit Maritz Road, Pretoria North

Telephone Number: 012 761 0100

Email: georgie@signarama.co.za

## **20. Signarama Randburg**

Appointed Information Officer: Arno Schworer

Address: Unit 18, Tungsten Industrial Park, C.R Swart Drive, Strydom Park, Randburg

Telephone Number: 086 100 7446

Email: [Arno.s@signarama.co.za](mailto:Arno.s@signarama.co.za)

## **21. Signarama Rivonia**

Appointed Information Officer: Cerrisha Manikam

Address: 50 Bowling Road, Rivonia

Telephone Number: 011 807 0711

Email: [cerri@bryanstonauto.co.za](mailto:cerri@bryanstonauto.co.za)

## **22. Signarama Rustenburg**

Appointed Information Officer: Renette Eksteen

Address: 184 Kock Street, Rustenburg

Telephone Number: 014 004 0328

Email: [renette@signarama.co.za](mailto:renette@signarama.co.za)

## **23. Signarama Sandton**

Appointed Information Officer: Andrea Contino

Telephone Number: 0722773071

Email: [andrea@signarama.co.za](mailto:andrea@signarama.co.za)

#### **24. Signarama Silverton**

Appointed Information Officer: Leané Bosch

Address: 434 Pretoria Road, Silverton, Pretoria

Telephone Number: 012 804 6277

Email: [silverton@signarama.co.za](mailto:silverton@signarama.co.za)

#### **25. Signarama Somerset West**

Appointed Information Officer: Jacque Nortje

Address: Unit 1, Interchange Business Park, C/O Dynagel & Nobel Roads, Cape Town

Telephone Number: 079 517 3324

Email: [Jacques@signarama.co.za](mailto:Jacques@signarama.co.za)

#### **26. Signarama Vaal**

Appointed Information Officer: Suzanne Nortje

Address: Unit 1, 28 Steenbok street, Highbury, Meyerton

Telephone Number: 083 465 6818

Email: [suzanne@signarama.co.za](mailto:suzanne@signarama.co.za)

#### **27. Signarama Welkom**

Appointed Information Officer: Yvonne Nortje

Address: 137C Jan Hofmeyr, Mimosa Centre, Welkom

Telephone Number: 071 995 2197

Email: [herman@signarama.co.za](mailto:herman@signarama.co.za)

## **28. Signarama West Rand**

Appointed Information Officer: Lynn Mann

Address: 360 Ontdekkers Road, Florida

Telephone Number: 011 672 5842

Email: [gavin@signarama.co.za](mailto:gavin@signarama.co.za)

## **29. Signarama Witbank**

Appointed Information Officer: Jonty Myburgh

Address: 20A Boncker Street, Middelburg Mpumalanga

Telephone Number: 013 243 0778

Email: [jonty@signarama.co.za](mailto:jonty@signarama.co.za)