

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



Date of Compilation: 2021/06/02

Manual Last Updated: 2025/03/02

TABLE OF CONTENTS:

1. INTRODUCTION
2. DEFINITIONS
3. OVERVIEW OF SIGNARAMA
COMPANY CONTACT DETAILS
CONTACT DETAILS OF THE INFORMATION OFFICER
4. THE ACT
5. APPLICABLE LEGISLATION
6. SCHEDULE OF RECORDS (Section 51 (1) (d))
7. FORM OF REQUEST (Section 51 (1) (e))
8. PRESCRIBED FEES (SECTION 51 (1) (F))
9. ANNEXURE 1
INFORMATION OFFICER AS PER INDIVIDUAL SIGNARAMA STORE

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

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.
- 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.

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 Alberton

Appointed Information Officer: Wouter Matthee

Address: Office No 5, First Floor, 65 Nelson Mandela Ave, Randhart, Alberton

Telephone Number: 010 500 1807

Email: wouter@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

3. Signarama Central Cape Town

Appointed Information Officer: Jacques Nortje

Address: The Pavilion Building c/o Portswood & Dock Road, The V&A Waterfront

Telephone Number: 079 517 3324

Email: jacques@signarama.co.za

4. Signarama Centurion

Appointed Information Officer: Johan Van Buren-Schele

Address: Unit 9, Jurg Businesspark 46 Jurg Street, Hennospark, Centurion

Telephone Number: 072 360 8633

Email: johan@signarama.co.za

5. Signarama Claremont

Appointed Information Officer: Mike van Zyl

Address: 127 Belvedere Road, Claremont, Cape Town

Telephone Number: 021 683 0488

Email: mikevz@signarama.co.za

6. Signarama Edenvale

Appointed Information Officer: Ajit Mistry

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

Telephone Number: 011 609 0410

Email: ajit@signarama.co.za

7. Signarama Fourways

Appointed Information Officer: Bryan Coetzee

Address: Unit 66 Studio Park, 5 Concourse Crescent, Lonehill

Telephone Number: 071 642 1449

Email: bryan@signarama.co.za

8. Signarama Gabarone

Appointed Information Officer: John Dawson

Address: Peak Place, Gaborone International Commerce Park, Gaborone, Botswana

Telephone Number: 00267 393 9160

Email: signarama@btcmail.co.bw

9. Signarama Garden Route

Appointed Information Officer: Ockert Smit

Address: 21 Voortrekker St, Mossdustria, Mossel Bay, 6510

Telephone Number: 040 940 5555

Email: ockert@signarama.co.za

10. Signarama Germiston

Appointed information Officer: Wouter Matthee

Address: Unit 5A, 30 Borax Street, Alrode

Telephone Number: 082 444 9696

Email: wouter@signarama.co.za

11. Signarama Harare

Appointed Information Officer: Hausen Zimbowa

Address: 14 Thurston Lane, Avondale, Harare

Telephone Number: +263 04 75 7831

Email: husen@signaramahre.co.zw

12. 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

13. Signarama Middleburg

Appointed Information Officer: Jonty Myburgh

Address: 20A Boncker Street, Middelburg Mpumalanga

Telephone Number: 013 243 0778

Email: jonty@signarama.co.za

14. Signarama Midrand

Appointed Information Officer: Morne Kemp

Address: 134 Walton Avenue, Carlswald, Midrand

Telephone Number: 010 022 4198

Email: morne@signarama.co.za

15. Signarama Montague Gardens

Appointed Information Officer: Jacque Nortje

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

Telephone Number: 021 551 7417

Email: Jacques@signarama.co.za

16. Signarama Morningside

Appointed Information Officer: Jacobus Marthinus Prinsloo

Address: 16 Walls Avenue - Stamford Hill – Durban

Telephone Number: 083 660 7095

Email: tinus@signaramakzn.co.za

17. Signarama Nelspruit

Appointed Information Officer: Monique Myburgh

Address:

Telephone number: 086 137 0377

Email: monique@signarama.co.za

18. Signarama Northern Suburbs

Appointed Information Officer: Jacque Nortje

Address: First Floor, Willowbridge Centre, Carl Cronje Dr, Tyger Valley,

Telephone number: 082 482 5374

Email: ns@signarama.co.za

19. Signarama Pretoria Central

Appointed Information Officer: Almero Van Eck

Address: Unit 4 Scientia Techno Park, 2 Meiring Naude Raod Lynwood, Pretoria

Telephone Number: 082 327 9618

Email: almero@signarama.co.za

20. 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

21. Signarama Pretoria East

Appointed Information Officer: Johan Van Buren-Schele

Telephone Number: 072 360 8633

Email: johan@signarama.co.za

22. Signarama Rivonia

Appointed Information Officer: Obakeng Khutsoane

Address: 345 Rivonia Rd, Rivonia, Sandton, 2148

Telephone Number: 010 448 2366

Email: obakengk@signarama.co.za

23. Signarama Randburg

Appointed Information Officer: Dion Chetty

Address: Unit 15 Skyview Business Park, C.R. Swart Drive, Strydom Park, Randburg

Telephone Number: 083 212 5693

Email: dion@signarama.co.za

24. Signarama Rustenburg

Appointed Information Officer: Lisma Smith

Address: 172 Kock Street, 14 Noordvaal Centre, Rustenburg, North West

Telephone Number: 064 551 5174

Email: rustenburg@signarama.co.za

25. Signarama Sandton

Appointed Information Officer: Ajit Mistry / Nilesh Shiba

Address: Unit 4B, Pinetree Business Park, Brahman Crescent,

Longmeadow Business Estate, Edenvale

Telephone Number: 073 931 3488

Email: ajit@signarama.co.za

26. Signarama Somerset West

Appointed Information Officer: Jacques Nortje

Address: Shop 20, Somerset Décor centre, Jigger avenue, Somerset west

Telephone Number: 021 852 7606

Email: Jacques@signarama.co.za

27. Signarama South Coast

Appointed Information Officer: Andrew Ramos

Address: 17 Marine Dr, St Micheal's on Sea

Telephone Number: 039 315 6333

Email: andram@saol.com

28. Signarama Welkom

Appointed Information Officer: Herman van Dalen

Address: 137C Jan Hofmeyr, Mimosa Centre, Welkom

Telephone Number: 071 995 2197

Email: herman@signarama.co.za

29. Signarama West Rand

Appointed Information Officer: Gavin Mann

Address: 360 Ontdekkers Road, Florida

Telephone Number: 011 672 5842

Email: gavin@signarama.co.za

30. Signarama Witbank

Appointed Information Officer: Marezaan Schutte

Address: 20A Boncker Street, Middelburg Mpumalanga

Telephone Number: 013 243 0778

Email: marezaan@signarama.co.za

31. Signarama Windhoek

Appointed Information Officer: Heiko Lucks

Address: Unit 5, Maxwell Park, Maxwell Street, Southern Industria, Windhoek

Telephone Number: +264 61 305 794

Email: heiko@sarwindhoek.com