

TICKETMASTER SOUTH AFRICA PROPRIETARY LIMITED

PROMOTION OF ACCESS TO INFORMATION MANUAL

1. GENERAL NOTE

- 1.1. The *Promotion of Access to Information Act, 2000* ("**PAIA**"), effective from 9 March 2001, aims to uphold the Constitutional right of access to information held by the State or any other person. It allows individuals and organisations to access records from both public and private bodies if the information is necessary to exercise or protect their rights. PAIA requires private bodies to disclose information if a requester demonstrates the need for it and no grounds for refusal apply. It also outlines the procedures for making such requests.
- 1.2. Section 51 of PAIA requires private bodies to create a manual to facilitate access to information held by them, detailing the minimum requirements for this manual ("**Manual**").
- 1.3. This Manual serves as Ticketmaster's compliance document under section 51 of PAIA, as amended by the *Protection of Personal Information Act, 2013* ("**POPIA**"). POPIA enforces the Constitutional right to privacy and establishes standards for the protection of personal information processed by both public and private entities. It modifies certain provisions of PAIA to balance the right to information with the need to protect personal data. This includes creating an Information Regulator, issuing codes of conduct, and addressing rights related to unsolicited electronic communications and automated decision-making.
- 1.4. The Manual also covers procedures for submitting objections to the processing of personal information and requests to delete or destroy personal information or records in accordance with POPIA.

2. ABOUT TICKETMASTER

Ticketmaster South Africa Proprietary Limited ("**Ticketmaster**") operates as an online marketplace for purchasing primary event tickets and related items or services. Ticketmaster South Africa offers a seamless ticketing experience for various events, including concerts, sports, theatre, and family-friendly outings, catering to both individual fans and group bookings.

3. CONTACT DETAILS

Name of Private Body: Ticketmaster South Africa Proprietary Limited

Designated Information Officer: Justin Van Wyk

Email address of Information Officer: paia@ticketmaster.co.za

Deputy Information Officer: Craig Fyfer

Email address of Deputy Information officer: craig.fyfer@livenation.com

Contact number: +27 21 344 1999

Postal address: 1D Matrix Building, 1 Bridgeway Lane, Century City, Cape Town, Western Cape, 7441

Street address: 1D Matrix Building, 1 Bridgeway Lane, Century City, Cape Town, Western Cape, 7441

4. INFORMATION REGULATOR'S GUIDE

- 4.1. An official guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA ("**Guide**"). This Guide is made available by the Information Regulator. Copies of the Guide are available from Information Regulator and the Information Officer free of charge.
- 4.2. Any request to inspect the Guide at Ticketmaster's office or to obtain a copy of the Guide from the Information Officer must closely follow Form 1 in Annexure A of the PAIA Regulations, 2021. The form can be accessed via the following link: <https://info regulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg3.pdf>.
- 4.3. Any enquiries regarding the Guide should be directed to:

Postal address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Telephone number	+27 (0) 10 023 5200
E-mail address	enquiries@info regulator.org.za
Website	https://info regulator.org.za/
Link to access the form	InfoRegSA-PAIA-Form01-Reg2.pdf (info regulator.org.za)

5. **OBJECTIVES OF THIS MANUAL**

The objectives of this Manual are:

- 5.1. to provide a list of all records held by Ticketmaster ;
- 5.2. to outline who may request information under PAIA and the grounds on which requests can be denied;
- 5.3. to specify the manner and form for submitting information requests; and
- 5.4. to meet the additional requirements set by POPIA.

6. **ENTRY POINT FOR REQUESTS**

- 6.1. Under PAIA, a person can request information only if it is needed to exercise or protect a legitimate right.
- 6.2. To process a request, the requester must provide enough details for the Ticketmaster to identify the right they seek to protect and explain why the information is necessary for that purpose. Requests cannot be used to access records for ongoing criminal or civil proceedings or to seek information after such proceedings have started.
- 6.3. The Information Officer is responsible for receiving and managing all PAIA requests to ensure compliance with PAIA and POPIA.
- 6.4. The Information Officer will work with the internal legal team to handle these requests.
- 6.5. All PAIA requests must be addressed to the Information Officer using the contact details in paragraph 3 above.

7. **AUTOMATICALLY AVAILABLE INFORMATION**

- 7.1. Information about Ticketmaster that is available on the Ticketmaster's website can be accessed directly and does not require a formal request under this Manual.
- 7.2. The following types of records are automatically available for inspection, purchase or photocopying:
 - 7.2.1. brochures;
 - 7.2.2. press releases;
 - 7.2.3. publication; and
 - 7.2.4. various other marketing and promotional material.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

8.1. In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Ticketmaster will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

8.2. Categories of personal information collected by Ticketmaster

Ticketmaster collects the following information:

- 8.2.1. **Contact and identification details:** This may include your full name, identity or passport number, home and business address, telephone numbers, and email addresses. These details are collected, (for example when you create an account, purchase tickets, or contact customer support);
- 8.2.2. **Employee related information:** This includes identity and contact information, employment information, performance and disciplinary records, payroll details, leave and attendance data, health and safety information, training and development records, emergency contact and beneficiary details;
- 8.2.3. **Account and Transaction Information:** Details relating to your Ticketmaster account, including your username, password, purchase history, and records of tickets bought, transferred, or sold. This also includes information about your preferences, such as favourite artists, venues, or events.
- 8.2.4. **Financial and payment information:** Bank account numbers, credit or debit card details, and other billing information (for example, when paying for tickets or other services).
- 8.2.5. **Customer Service and Communications:** Records of your communications with Ticketmaster, including queries, complaints, feedback, and correspondence with customer service teams. This may also include recordings of calls or transcripts of online chats for evidentiary and support purposes.
- 8.2.6. **Marketing and communications:** Records of your communication preferences, feedback, complaints, survey responses, and any other information you may provide when engaging with us in person or online (for example, opting to receive newsletters, take part in competitions or promotional offers).
- 8.2.7. **Seller and KYC Information:** If you sell tickets through Ticketmaster, additional information may be collected to verify your identity, such as a valid ID, tax

identification number, and other information required for regulatory compliance (e.g., Know Your Customer requirements).

- 8.2.8. **Accessibility and Special Requirements:** Details of any accessibility needs or special requirements you provide when purchasing accessible tickets or requesting companion vouchers. This may include health-related information where necessary and with your explicit consent.
- 8.2.9. **Job Application Details:** Curriculum vitae, qualifications, work history, references, and any other information submitted as part of your application (for example, criminal background checks required for certain roles).
- 8.2.10. **Website Usage and Technical Data:** Information collected through cookies, IP addresses, browser type, operating system, and browsing history on our website (for example, when visiting our official homepage to learn about lodge availability), postings or messages on any blogs, forums, platforms, wikis or social media applications and services that we provide (including with third parties); IP address, browser type and language, your access times and other related online identifiers;
- 8.2.11. **Health and Safety Information:** Where required by law or event organisers, information related to health and safety compliance, such as names, contact details, seat locations, and entry/exit times, may be collected for infectious disease control or similar purposes.
- 8.2.12. **Other information:** Any other information you provide to Ticketmaster in the course of using its services, including information submitted as part of competitions, referrals, or when requesting additional service; details of how you like to interact with us, and other similar information relevant to our relationship; and sensitive or Special Personal Information, including biometric information, such as images, fingerprints, and voiceprints.

8.3. **The purpose of processing personal information**

Ticketmaster processes personal information for the following purposes:

8.3.1. **Provision of services**

- 8.3.1.1. To facilitate the purchase, sale, transfer, and delivery of tickets, including processing orders, confirming bookings, and providing access to events..

8.3.1.2. To manage your Ticketmaster account, including account creation, authentication, and security.

8.3.1.3. To provide customer support, respond to queries, resolve complaints, and communicate important information about your purchases or account.

8.3.2. Business and operational requirements

8.3.2.1. To manage payments, conduct invoicing, and process refunds or credits (for example, reconciling supplier invoices or issuing reimbursements to a customer).

8.3.2.2. To maintain our internal records of customer, supplier, and staff interactions for audits, compliance and operational purposes.

8.3.2.3. To conduct due diligence checks relating to any services we procure from our suppliers.

8.3.3. Security and safety

8.3.3.1. To monitor and ensure the safety of visitors staff members, and wildlife through surveillance systems and access logs (for example, verifying individuals entering Ticketmaster or at security checkpoints).

8.3.3.2. Administering, maintaining and ensuring the security of our information systems, applications and websites.

8.3.4. Legal compliance

To comply with the relevant laws and regulations, including those under South African data protection laws and other applicable regulations (for example, verifying a job applicant's identity for work eligibility).

8.3.5. Marketing and communications

8.3.5.1. To send a data subject updates, promotions, or other information that may be of interest to the data subject, subject to their consent and preferences (for example, newsletter campaigns, competitions and events).

- 8.3.5.2. To conduct surveys or request reviews to help improve our services and enhance the data subject's overall experience with Ticketmaster's services.

8.3.6. **Recruitment and staff administration**

- 8.3.6.1. To assess and process job applications, including contacting references and performing background checks (for example, verifying previous employment or professional qualifications).
- 8.3.6.2. To maintain personnel records in compliance with employment laws and organisational policies (for example, storing agreements for new hires).

8.3.7. **Health and Safety**

To collect and process information necessary for compliance with health and safety requirements, such as infectious disease control, where required by law or event organisers.

8.3.8. **Accessibility and Special Requirements**

To process information about accessibility needs or special requirements to ensure you have the best possible experience at events, where you have provided such information

8.3.9. **Personalisation and Analytics**

- 8.3.9.1. To personalise your experience on Ticketmaster's platforms, including recommending events, artists, or venues based on your preferences and purchase history
- 8.3.9.2. To analyse usage patterns, customer demographics, and market trends for business planning, service improvement, and reporting.

8.4. **A description of the categories of data subjects and of the information or categories of information relating thereto**

Ticketmaster holds information and records on the following categories of data subjects:

- 8.4.1. actual and former employees/personnel of Ticketmaster;
- 8.4.2. prospective, existing or former customer (including representatives and/or personnel);

- 8.4.3. prospective, existing or former supplier of services to us (including representatives and/or personnel);
- 8.4.4. an applicant for any job opportunities with us;
- 8.4.5. a counterparty in contractual discussions with us, or an existing or former counterparty in a contractual relationship with us (including representatives and/or personnel);
- 8.4.6. ticket purchasers
- 8.4.7. event attendees (Including those who receive transferred tickets);
- 8.4.8. a visitor on our website; or
- 8.4.9. any other data subjects whose personal information is processed by or on behalf of Ticketmaster.

8.5. The recipients or categories of recipients to whom the personal information may be supplied

Ticketmaster may share the personal information with the following:

- 8.5.1. our affiliates, subsidiaries, our agents and sub-contractors, event partners and selected third parties who process the information on our behalf;
- 8.5.2. to any relevant person and/or entity for purposes of prevention, detection and reporting of fraud and criminal activities, the identification of the proceeds of unlawful activities and the combatting of crime;
- 8.5.3. to any regulator or supervisory authority, including those in foreign jurisdictions, if Ticketmaster is required to do so in terms of applicable laws;
- 8.5.4. other parties in response to legal process or when necessary to conduct or protect Ticketmaster's legal rights;
- 8.5.5. third party service providers who provide a service to Ticketmaster that involves the processing of personal information; and/or
- 8.5.6. to any person if Ticketmaster is under a duty to disclose or share personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Ticketmaster, our customers or other third parties.

8.6. **Planned transborder flows of personal information**

- 8.6.1. Ticketmaster is part of a global group of companies headquartered in the United States, with operations, service providers, and partners located in various countries worldwide.
- 8.6.2. Personal information collected by Ticketmaster may be transferred to, stored in, or processed by Ticketmaster entities, agents, sub-contractors, or third-party service providers outside the country where the data subject resides.
- 8.6.3. Ticketmaster may need to transfer personal information to an agent, sub-contractor or third party service provider in countries outside South Africa. These countries may not have data privacy laws similar to those of South Africa. If this happens, Ticketmaster will ensure that anyone who receives the personal information agrees to treat the information with the same level of protection as if Ticketmaster were dealing with it and always in compliance with applicable privacy laws.

8.7. **A general description of information security measures to be implemented by Ticketmaster**

- 8.7.1. Ticketmaster takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. Ticketmaster takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.
- 8.7.2. Ticketmaster has implemented the following data security measures (including but not limited to):
 - 8.7.2.1. defined and documented information security policies, procedures, and standards;
 - 8.7.2.2. firewalls in place to control inbound and outbound traffic;
 - 8.7.2.3. regular data backups to safeguard against data loss;
 - 8.7.2.4. data loss prevention technologies and policies;
 - 8.7.2.5. sensitive data is encrypted to prevent unauthorised access;
 - 8.7.2.6. robust monitoring, auditing, and reporting capabilities to detect and respond to security incidents;

- 8.7.2.7. utilisation of anti-virus and anti-malware solutions to prevent malicious attacks;
- 8.7.2.8. periodic assessments (vulnerability, penetration test, cyber etc.);
- 8.7.2.9. physical safeguards to protect hardcopies of information;
- 8.7.2.10. VPN to create secure, encrypted connection between remote users and Ticketmaster's network; and
- 8.7.2.11. security awareness program to ensure that employees remain vigilant and informed about security risks and best practices.

9. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

The following information is available in terms of certain provisions of the following legislation, as amended from time to time, as applicable to Ticketmaster.

Legislation	Records
COMPANY SECRETARIAL	
Broad-based Black Economic Empowerment Act, 2003	• Skills development section on the Financial Services Council report (no unique identifiers) • BBBEE status • BBBEE status of suppliers • Supplier employee information • Contractor and supplier agreements • List of suppliers, products, services and distributors
Close Corporations Act, 1984	• MOI • Minutes of meetings • Other records and correspondence
Companies Act, 2008	• MOI

	• Minutes of meetings • Other records and correspondence
Deed Registries Act, 1937	• Title deeds
Financial Intelligence Centre Act, 2001	• Identification and verification records • Customer due-diligence records • Risk management and compliance programme
Insolvency Act, 1936	• Contracts with the customer, third party, and between the customer and other persons • Details of contracts, customers, third party enter into with Ticketmaster • Details of transactions carried out Ticketmaster • Engagement letters • Minutes of meetings • Records of correspondence or enquiries from customers or anyone acting on customers' behalf • Other Records and correspondence
COMPLIANCE	
Competition Act, 1998	• Pricing policy • Agreements with venues, promoters and partners.
Conservation of Agricultural Resources Act, 1983	• Land use records • Invasive species control records

Consumer Protection Act, 2008	• Terms and conditions of sales, refunds and cancellation policies • Complaint registers
Electronic Communications and Transactions Act, 2002.	• Website terms of use • Records of online transactions • Digital consent logs • E-commerce compliance documents
Hazardous Substances Act, 1973	• Information relating to Ticketmaster's operations
National Environmental Management Act, 1998	• Environmental impact assessment reports
National Environmental Management: Air Quality Act, 2004	• Environmental impact assessment reports
National Environmental Management: Waste Act, 2008	• Environmental impact assessment reports
National Water Act, 1992	• Environmental impact assessment reports
National Veld and Forest Fire Act, 1998	• Fire management plans • Incident reports
Occupational Health & Safety Act, 1993	• Occupational health and safety (OHS) reports including the following: • Learning history report • OHS agreement • OHS appointment letters • Data Centre procedure documents • Incident reports • Personal information for workmen's compensation

	• Personal information of visitors to our premises and branches • CCTV footage
Prevention and Combating of Corrupt Activities Act, 2004	• ABC Policy • Corrupt or fraudulent employee, customer or merchant activities • Reports on corrupt and fraudulent activities to law enforcement agencies • Code of Ethics
Promotion of Access to Information Act, 2000	• The PAIA manual • PAIA guide • PAIA forms
Protection of Personal Information Act, 2013	• Comprehensive Data Protection Policy • Document Retention Policy • Internal and Public Privacy Policy • Data Subject Access Request Policy • Cookie Policy • Data Breach Policy
Regulation of Interception of Communications and Provision of Communication-related Information Act, 2002	• Acceptable Use Policy • Mobile Device Policy
HUMAN RESOURCES	
Basic Conditions of Employment Act, 1997	• Employee details • Labour relations reports • Information regarding dismissals for dishonesty-related behaviour

	• Information on disability, trade union membership, race and religion • Employee next of kin or emergency contact details • Conflict-of-interest declarations • Education information • Health and safety records • Pension and provident fund records • Leave records • Internal evaluations and performance records • Disciplinary records • Training records • Background checks
Compensation for Occupational Injuries and Health Diseases Act, 1993	• Record of the earnings and other prescribed particulars of all employees
Employment Equity Act, 1998	• Employment equity plans and targets
Labour Relations Act, 1995	• Disciplinary records, including outcomes • Labour relations reports • Arbitration awards • Records of strike action and protests
Medical Schemes Act, 1998	• Medical aid details
Pension Funds Act, 1956	• Pension and Provident Fund details
Skills Development Act, 1998	• Training and Development reports
Skills Development Levies Act, 1999	• Skills levy reports

TAX	
Income Tax Act, 1962	• IT3 • IRP5 • T3a • Monthly IRP5 file • Unemployment Insurance Fund (UIF) files • PAYE information • SDL information • VAT record • Ledgers • Cash books • Journals • Bank statements • Deposit slips • Invoices • Other books of accounts • Electronic representations of information.
Tax Administration Act, 2011	• Audited financial statements • Taxation records • Asset registers • Management accounts • Audit and Risk Committee reports • Operational
Value Added Tax Act, 1991	• Invoices

	• Tax invoices • Credit note • Debit notes • Bank statements • Deposit slips • Stock lists
Unemployment Insurance Act, 2001	• Unemployment Insurance Fund (UIF) files • PAYE information

10. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

10.1. Ticketmaster keeps records in the categories and on the subject matters listed below. Listing these categories or subject matters in this Manual does not guarantee that a request for access will be granted. Each request will be assessed individually in accordance with PAIA's provisions.

Category of records	Records
Internal records The records listed pertain to Ticketmaster's own affairs	• Memoranda and articles of association • Financial records • Operational records • Intellectual property • Marketing records • Internal correspondence • Service records • Statutory records • Internal policies and procedures • Minutes of meetings

Category of records	Records
Personnel records For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of Ticketmaster and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Ticketmaster. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.	• Any personal records provided to us by our personnel • Any records a third party has provided to us about any of their personnel • Conditions of employment and other personnel-related contractual and quasi legal records • Employment policies and procedures • Internal evaluation and disciplinary records • Other internal records and correspondence • Medical scheme reports • Pension scheme reports
Customer-related records	• Contracts with the customer and between the customer and other persons
Investee/Portfolio company-related records	• Documents processed during the assessment and review of prospective investment opportunities • Contracts with investees/portfolio companies and between such entities and other persons
Other third party records Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Ticketmaster is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Ticketmaster.	• Personnel, customers, or Ticketmaster records which are held by another party as opposed to being held by Ticketmaster • Records held by Ticketmaster pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers
Other records	• Information relating to Ticketmaster • Research information belonging to Ticketmaster or carried out on behalf of a third party

Category of records	Records
Transformation and Stakeholder Development Records	• Proposals for funding received • Records concerning organisations receiving support • Schedules of approved projects • Reports, books, publications and general information • Records and contracts of agreements
Supply Chain Records	• Policies and procedures manuals • Purchasing agreements • Material catalogue for stock items • Supply contract Vendor list
Corporate Affairs Records	• Database of current and past institutional investors • Database of analysts • Media database • General mailing lists • Promotional material • Company article and newspaper records • Presentations on Ticketmaster • Market research on Ticketmaster and peers • Company press releases • Media coverage on Ticketmaster and peers
Treasury Records	• Correspondence • Mandates and resolutions • Service contracts • Facility letters • Transitional records
Finance Records	• Records for Ticketmaster comprise: • Vendor invoices • Remittance advices • Accounts receivable • Banking records • Management and monthly accounts, quarterly and annual financial statements • External audit reports and records • Annual budgets

Category of records	Records
	- Accounting policies and procedures - Guarantees, undertakings, subordinations, bonds and similar liabilities
Legal Records	- Details of external counsel used by the company (locally and abroad) - Offshore company data sheets - Copies of agreements to which group companies are party to - List of current matters - Details of legal proceedings - General legal correspondence
Tax Records	- Tax returns as filed with the South African Revenue Services (SARS) - Correspondence with SARS on various issues – including objections to assessments, rulings obtained etc - Documentation on tax advice and opinions obtained from external counsel

10.2. Many records held by Ticketmaster involve third parties, such as business partners and employees. Ticketmaster is committed to protecting third-party confidential information. For details on the grounds for refusing access to records, refer to paragraph 11.5 below. Requests for access to third-party records will be reviewed with care. Please ensure that your requests are well-justified.

11. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

11.1. Requests for access and correction (completing the prescribed form)

- 11.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A of the PAIA Regulations, 2021 and should be specific in terms of the record requested. The form can be accessed via the following link: [InfoRegSA-PAIA-Form02-Reg7.pdf \(info regulator.org.za\)](https://info regulator.org.za/InfoRegSA-PAIA-Form02-Reg7.pdf).
- 11.1.2. Requests for access to information that do not comply with the formal requirements prescribed by PAIA will be returned to the requester.
- 11.1.3. Under POPIA, a data subject may request Ticketmaster, upon proof of identity, to confirm all information held about them and request access to such

information, including the identity of third parties who have had access to it. This request must be fulfilled free of charge.

- 11.1.4. POPIA also stipulates that if a fee is required for the service provided, Ticketmaster must provide a written estimate of the payable amount before providing the service. Ticketmaster may require the data subject to pay a deposit for all or part of the fee.
- 11.1.5. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 11.1.6. Under POPIA, a data subject may object, at any time, to the processing of their personal information by Ticketmaster on reasonable grounds related to their particular situation, unless otherwise provided by legislation. The objection must be submitted using the prescribed form to the Information Officer via the contact details provided above. The form can be accessed via the following link: [FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf \(inforegulator.org.za\)](https://www.inforegulator.org.za/FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf).
- 11.1.7. A data subject may also request Ticketmaster to correct or delete personal information that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained. Alternatively, the data subject may request the destruction or deletion of a record of personal information that Ticketmaster is no longer authorised to retain under POPIA's retention and restriction provisions.
- 11.1.8. Requests for correction or deletion of personal information or the destruction or deletion of a record must be submitted to the Information Officer using the prescribed form. The form can be accessed via the following link: [FORM-2-REQUEST-FOR-CORRECTION-OR-DELETION-OF-PERSONAL-INFORMATION-OR.pdf \(inforegulator.org.za\)](https://www.inforegulator.org.za/FORM-2-REQUEST-FOR-CORRECTION-OR-DELETION-OF-PERSONAL-INFORMATION-OR.pdf).

11.2. **Proof of identity**

Proof of identity is required to authenticate your identity and the request. In addition to the prescribed form, you will need to submit acceptable proof of identity, such as a certified copy of your identity document or other legal forms of identification.

11.3. **Payment of the prescribed fees**

11.3.1. Fees to pay:

11.3.1.1. **Request fee:** R140.00.

11.3.1.2. **Access fee:** This fee covers the costs of copying the information, searching for it, preparing it, and mailing it. These fees are set out in Annexure A.

11.3.2. According to Section 54 of PAIA, Ticketmaster can charge fees to cover the costs of processing your request and providing access to the records. The fees are listed in Annexure B of the PAIA Regulations, 2021.

11.3.3. If your request is approved, you will need to pay all the required fees before Ticketmaster can give the requester access to the records.

11.4. **Timelines for consideration of a request for access**

11.4.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

11.4.2. The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A of the PAIA Regulations, 2021. The form can be accessed via the following link: [Form-3-PAIA.pdf \(inforegulator.org.za\)](#).

11.4.3. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5. **Reasons to refuse access**

11.5.1. We may refuse your request for access to a record for various reasons, including:

11.5.1.1. protecting a third person's personal information from being shared unfairly;

11.5.1.2. protecting a third party's commercial information, such as trade secrets or financial details, that could harm their business interests;

11.5.1.3. if sharing the information would break a confidentiality agreement with a third party;

11.5.1.4. if sharing the information could endanger someone's safety or affect someone's property rights;

11.5.1.5. if the record was created during legal proceedings, unless legal privilege has been waived;

11.5.1.6. if the record contains trade secrets or sensitive financial information that could put us at a disadvantage or harm our competitive position; or

11.5.1.7. if the record includes information about research being done for a third party or by Ticketmaster.

11.5.2. **Mandatory disclosure:**

According to Section 70 of PAIA, Ticketmaster must disclose a record if:

11.5.2.1. it reveals a serious violation of the law; or

11.5.2.2. there is an imminent and serious risk to public safety or the environment; and

11.5.2.3. the public interest in disclosing the record outweighs any harm that might come from sharing it.

11.5.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12. **AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the offices of Ticketmaster and on Ticketmaster's website: www.ticketmaster.co.za.

Annexure A FEES IN RESPECT OF PRIVATE BODIES

FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
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	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
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	R145.00 R435.00

10.	Deposit: If search 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.