Megahash (Pty) Ltd t/a Boosted. Registration no. 2021/115228/07.

PAIA manual

How to request access to a record held by Boosted, what records we keep, and how we look after personal information.

ON THIS PAGE

1. About this manual
2. Who we are, and whose records these are
3. Contact details
4. The Information Regulator's guide
5. Records you can see without asking
6. Records kept under other laws
7. What records we hold
8. How we process personal information
9. How to request access to a record
10. Where this manual is available

1. About this manual

This is the manual of Megahash (Pty) Ltd t/a Boosted (registration no. 2021/115228/07) ("Boosted™"), compiled under section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA), as amended by the Protection of Personal Information Act 4 of 2013 (POPIA). It was compiled on 25 October 2026 and is reviewed at least once a year and whenever something in it changes.

It tells you:

- which records you can see without asking, and which you must request;
- how to request access to a record, what it costs and what happens next;
- who Boosted's information officer is and how to reach them;
- where to find the Information Regulator's guide to PAIA;
- how Boosted processes personal information: why, about whom, who receives it, whether it leaves South Africa, how it is kept safe and for how long.

2. Who we are, and whose records these are

Boosted is a private company. It provides the website and system on which registered schools, clubs and other non-profit organisations (societies) run their own society lotteries,

and acts as their lottery manager under the Lotteries Act 57 of 1997. Ticket money goes straight to each society's own bank account; Boosted never holds it.

Records of a society's lottery (bookings, tickets, payments, the draw and the return to the National Lotteries Commission) are kept by Boosted on the society's behalf. Under POPIA the society is responsible for the personal information in them, and Boosted is its operator. Under section 4 of PAIA, a record that a contractor holds in that capacity is regarded as a record of the organisation it works for, so a request for these records is in the first place decided by the society. A public school is a public body under PAIA and follows PAIA's rules for public bodies.

You do not have to work out who decides. Send your request to the society or to us. We aim to acknowledge every request within 2 working days. If the society must decide it, we tell you, pass it on and help the society answer within the time PAIA allows. Records Boosted keeps for its own purposes (about the company, its finances, the platform and its own correspondence, listed in section 7) are Boosted's records, and we decide requests for them.

3. Contact details

	Details
Information officer	Daniel Hayman (director), appointed on 25 October 2026
Registration with the Information Regulator	Number 2026-070171, 25 October 2026
Deputy information officer	None designated
Requests for access	admin@boostedfunding.co.za, or by post to the address below
Telephone	072 718 9001
Office (street and postal address)	48 Church St, Fochville, 2515, Gauteng, South Africa
Registered address	74 Gars Street, Fochville, 2515
Website	www.boostedfunding.co.za
Company	Megahash (Pty) Ltd t/a Boosted. Registration no. 2021/115228/07. Registered on 24 November 2021.

4. The Information Regulator's guide

The Information Regulator has published a guide on how to use PAIA (section 10 of PAIA). It explains the purpose of PAIA and POPIA, how to request records from public and private bodies, the help the Regulator gives, the remedies available and the fees. It is available in every official language and in braille.

Read it in English or Afrikaans, or find the other languages and the PAIA forms on the Regulator's PAIA page, inforegulator.org.za/paia. A copy in English or Afrikaans can be inspected at Boosted's office during business hours, by appointment, or asked for from our information officer.

The Information Regulator: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191; PO Box 31533, Braamfontein, Johannesburg, 2017. Telephone 010 023 5200 or 0800 017 160 (toll-free). Email enquiries@inforegulator.org.za. Website inforegulator.org.za.

5. Records you can see without asking

Record	Where
How Boosted works, its fees and the general rules	On the website: fees, general rules
Terms of use, privacy policy and this manual	Terms, privacy policy
Each lottery's project page and rules	On the project's page, while the records are kept
Each lottery's public ticket register and draw results	On the project's register and draw pages: receipt references and ticket numbers, never names; winners by first name and the initial of their surname

6. Records kept under other laws

Law	Records
Companies Act 71 of 2008	Memorandum of incorporation, registers, resolutions, financial statements
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax records, invoices and supporting documents
Lotteries Act 57 of 1997	Every record of a lottery Boosted manages, kept for at least five years after the draw (section 44)
Electronic Communications and Transactions Act 25 of 2002	Agreements signed on the website, with the record of each signature
Protection of Personal Information Act 4 of 2013	Records of how personal information is processed, and of requests about it
Promotion of Access to Information Act 2 of 2000	This manual and records of requests for access
Labour laws (Basic Conditions of Employment Act 75 of 1997, Unemployment Insurance Act 63 of 2001)	Records of Boosted's own employees, where it has any

7. What records we hold

Subject	Categories of records
The company	Incorporation documents, share register, resolutions, agreements with suppliers
Finance	Invoices for Boosted's fees, bank records, accounting and tax records
Lotteries (kept for each society)	The society's registration and scheme approval documents, signed agreements and authorisations, fundraiser settings and prizes, sponsor agreements, reservations and orders, payments recorded, the ticket register, expenses and their documents, the draw and its monitor's certificate, winners and prize handovers, the return to the National Lotteries Commission
The platform	User accounts of organisations' admins and Boosted's staff, the audit log of admin actions, security and system logs
Requests	Requests for access to records and requests about personal information, with the proof of identity sent with them
Correspondence	Emails and messages with societies, supporters, sponsors, suppliers and authorities
Staff	Employment records, where Boosted has employees

8. How we process personal information

8.1 Why we process it

To run each society's lottery on its behalf: to take reservations, record payments, issue and send tickets, run and publish the draw, contact winners and keep the records the Lotteries Act requires. Also to manage the user accounts of organisations' admins and Boosted's staff, to sign agreements, to invoice our fees, to answer people who contact us and requests under PAIA and POPIA, and to keep the system secure.

Personal information is never used for marketing, never shared with sponsors, and never used for another organisation's fundraiser.

8.2 About whom, and what

People	Information
Supporters who reserve or buy tickets	Name and surname; email address or cellphone number; their confirmations (18 or older, in South Africa, no refunds, privacy notice read) with the time; reservation, tickets, payment method and reference; a one-way code made from their internet address. Reservations and ticket sales never ask for an identity number.
Winners	As for supporters, plus what the society needs to hand over the prize, such as a signed declaration. The society may ask to see identification when it hands over a prize.
Admins and officials of societies	Name, email address, role, sign-in records, what they do in the system, and the record of agreements they sign
Draw monitors	Name, capacity and signed appointment letter; the signed draw certificate
Sponsors' representatives	Name, contact details and the signed sponsor agreement

People	Information
Boosted's staff	Name, email address, role and what they do in the system
People who contact Boosted or make a request	Name, contact details and what they wrote; for a formal request, the proof of identity that PAIA or POPIA requires (see 8.7)

8.3 Who receives it

- the society that runs the lottery, for its own lottery only;
- Boosted's service providers, under agreement, only to provide their service: database and hosting (Supabase), website hosting (Vercel), email (Resend), SMS (BulkSMS) and the bot check on the reservation form (Cloudflare);
- the National Lotteries Commission or another authority, when the law requires it;
- the public, only for what a lottery must publish: the ticket register without names, and winners by first name and the initial of their surname.

8.4 Outside South Africa

Some of these service providers store or process information outside South Africa. We use them only where POPIA allows it (section 72).

8.5 How we keep it safe

- the website uses encrypted connections (HTTPS), and so do our connections to our service providers; emails and SMS messages are delivered by email and mobile networks, which may not encrypt them all the way to you;
- access rules in the database itself stop one organisation's admins from seeing another organisation's information;
- every admin action is recorded in an audit log (who, what and when). Admins cannot change or delete its entries. Each entry is linked to the one before it by a check code, and a daily checkpoint is kept outside the database, so a change made to the log can be detected;
- the ticket register works the same way: entries are only ever added, and each carries a check code that anyone can verify;
- admins sign in with a link sent by email, not a password;
- card details are never collected, and ticket money does not pass through Boosted.

8.6 How long we keep it

Lottery records are kept for at least five years after the draw, as the Lotteries Act requires (section 44). They are deleted only after that, when a confirmed retention rule allows it, and never while a legal hold applies (for example a dispute, an investigation or a complaint).

Where another law requires a longer period, the longer period applies. Until a rule is confirmed, nothing is deleted. When a lottery's records are deleted, only a short summary without personal information is kept (for example the fundraiser's title, its totals and Boosted's invoice).

8.7 Identity documents

Boosted does not ask for identity numbers to reserve or buy tickets. We process an identity document only where the law requires proof of who you are: for example the copy sent with a request for access to a record (Form 2), or with a request to see, correct or delete your personal information. We use it only to confirm your identity. It stays only with the request as you sent it (your email or your letter): we do not upload it to our systems or add it to any lottery's records, and only the Boosted staff who handle the request see it. We securely delete it within 30 days after your request is fully resolved, unless a law, a complaint or a legal hold requires us to keep it longer. We keep a record of the request, including that your identity was confirmed, without the copy, under our retention rules.

More detail is in our privacy policy.

9. How to request access to a record

Anyone may ask Boosted for a record it holds. You make the request in writing on the Regulator's Form 2 and send it to our information officer. These are the steps:

1. Fill in Form 2 (request for access to a record), available from the Regulator's PAIA page (inforegulator.org.za/paia). Describe the record, the form of access you want, and the right you want to exercise or protect and why you need the record for it.
2. Send it to our information officer, Daniel Hayman, at admin@boostedfunding.co.za or by post to 48 Church St, Fochville, 2515, Gauteng, South Africa, with a copy of your identity document (see 8.7). Someone requesting for another person must show their authority.
3. Pay the request fee (below). We tell you in writing if an access fee or a deposit is due.
4. We aim to acknowledge your request within 2 working days. We decide within 30 days of receiving it and tell you in writing. We may extend this once, by up to 30 days, where PAIA allows it, and will tell you why.

Your own personal information: you may ask whether we hold personal information about you, free of charge, and for a copy of it (POPIA section 23). Before charging anything for a copy, we give you a written estimate. If the information is about a lottery, the society that ran it is responsible for it and decides, with our help; send the request to the society or to us.

Fees for private bodies

There are two kinds of fee. The **request fee** is paid by every requester before we process a request. **Access fees** are paid only if access is granted, for the copies and for the time needed to find and prepare the record. These are the fees the Information Regulator publishes for private bodies under the PAIA Regulations, 2021:

Item	Fee
Request fee	R 140
Copy or printout (access fee)	R 2 per A4 page
Copy on a flash drive or CD you supply	R 40
Copy on a CD we supply	R 60
Transcription of a recording	R 24 per A4 page
Search and preparation, after the first hour	R 145 an hour, at most R 435
Deposit, if the search takes more than 6 hours	One third of the access fee, repaid if access is refused
Postage or courier	The actual cost

Asking whether we hold personal information about you is free. You may complain to the Information Regulator about a fee or a deposit.

When we may refuse

PAIA sets the only grounds on which a private body may refuse access (Chapter 4 of Part 3), for example to protect another person's privacy, commercial information or confidential information, someone's safety, or legally privileged records. If we refuse, we give our reasons.

If you are not satisfied

A private body has no internal appeal. Within 180 days of our decision you may complain to the Information Regulator (PAIA Form 5, on the Regulator's PAIA page) or apply to court.

10. Where this manual is available

On this website, in English and Afrikaans, also as a PDF to download or print (www.boostedfunding.co.za/paia); at Boosted's office for inspection during business hours, by appointment; from our information officer on request (a printed copy costs R 2 per page); and to the Information Regulator on request.

Issued by Daniel Hayman, information officer and director, on 25 October 2026.

Last updated: 19 November 2026.