



PAIA MANUAL

ENABLING ICT SOLUTIONS (Pty) Ltd
(Registration number 2015/061044/07)

(ENABLING SOLUTIONS)

May 2020

1. INTRODUCTION

Enabling Solutions endorses the spirit of the Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) and believes that this Manual will assist requesters in exercising their rights. The Act seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

This PAIA Manual was compiled in terms of Section 51 of the Act to facilitate access to records held by Enabling Solutions. It contains information required by a person wishing to exercise any right, contemplated by the Act. It is available in English.

A copy of this Manual is available to the public in a PDF (“Portable Document Format”) version on the website of Enabling Solutions or on request from the Information Officer referred to in this Manual.

This PAIA Manual is also available for inspection, at the office of the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd St, Johannesburg, 2017, South Africa and on its website at www.sahrc.org.za.

2. ORGANISATION CONTACT DETAILS

Enabling ICT Solutions (Pty) Ltd

Registration Number: 2015/061044/07

Physical Address: 242 Jean Avenue
Centurion, Gauteng
South Africa

Postal Address: P O Box 66724
Pretoria, 0157
South Africa

Telephone Number: +27 86 1000 419

Fax Number: +27 15 297 7253

Website: www.enablingsolutions.co.za

3. DETAILS OF INFORMATION OFFICER

The Chief Information Officer of Enabling Solutions is:

Name: Mrs Niri Nagappen – Managing Director
Physical Address: 242 Jean Avenue
Centurion, Gauteng
South Africa
Postal Address: P O Box 66724
Pretoria, 0157
South Africa
Telephone Number: +27 86 1000 419
Fax Number: +27 15 297 7253
E-mail: niri@enablingsolutions.co.za

4. SCOPE:

This Manual has been prepared in respect of Enabling Solutions:

The scope of this Manual will serve to provide a reference regarding the records held by Enabling Solutions at its Registered Office and various operations within the borders of the Republic of South Africa.

5. POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION

Enabling Solutions will protect the confidentiality of information provided to it by third parties, subject to Enabling Solutions' obligations to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of information. If access is requested to a record that contains information about a third party, Enabling Solutions is obliged to attempt to contact such third party to inform him/her/it of the request.

Enabling Solutions will give the third party an opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

6. RECORDS AUTOMATICALLY AVAILABLE - [Section 51(1)(c)]

At this stage, no notice(s) has/have been published in terms of section 52 of the Act on the categories of records that are automatically available without a person having to request access in terms of the Act.

Records that are is automatically available at the registered office of Enabling Solutions on payment of the prescribed fee for reproduction:

- Records of Enabling Solutions lodged in terms of government requirements such as the Registrar of Deeds;
- Documentation and information relating to Enabling Solutions which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008;
- Product and Services Brochures;
- News and other Marketing Information;

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: [Section 51(1)(d)]

Records are kept in accordance with such other legislation as applicable to Enabling Solutions, which includes, but is not limited to:

- Arbitration Act 42 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Companies Act 61 of 1973
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Customs and Excise Act 91 of 1964
- Deeds Registries Act 47 of 1937
- Employment Equity Act 55 of 1998
- Finance Act 35 of 2000
- Firearms Control Act 60 of 2000
- ICASA Act 13 of 2000
- Insider Trading Act 135 of 1998
- Insurance Act 27 of 1943
- Labour Relations Act 66 of 1995
- Magistrates Court Act 32 of 1944
- Medical Schemes Act 131 of 1998
- National Water Act 36 of 1998
- Patents Act 57 of 1987
- Preferential Procurement Policy Framework Act of 2000
- Promotion of Access to Information Act 2 of 2000
- Protected Disclosures Act 26 of 2000
- Short Term Insurance Act 53 of 1998
- Skills Development Levies Act 9 of 1999
- Statistics Act 6 of 1999
- Trademarks Act 194 of 1993
- Unemployment Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991
- Banks Act 94 of 1990
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Currency and Exchanges Act 9 of 1933
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Environmental Laws Rationalisation Act 51 of 1997
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Intellectual Property Laws Amendments Act 38 of 1997
- Long-Term Insurance Act 52 of 1998
- Marketable Securities Act 32 of 1948
- National Environmental Management Act 107 of 1998
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Prevention of Organised Crime Act 14 of 1998
- Promotion of Equality and Prevention of Unfair Discrimination Act No 4 of 2000
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Skills Development Act 97 of 1998
- South African Revenue Service Act 34 of 1997
- Stock Exchange Control Act 1 of 1985
- Transfer Duty Act 40 of 1949
- Unemployment Insurance Act 63 of 2001

While Enabling Solutions has used its best endeavours to supply you with a list of applicable legislation, it is possible that the above list may be incomplete.

8. PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

- 8.1. On 9 March 2001, the Act came into effect. The Act seeks to advance a culture of transparency and accountability in both public and private bodies. The legislation was enacted as a direct response to Section 32(2) of the Constitution of South Africa – the right of access to information – which requires that the Government implements laws in an effort to make information pertaining to public and private bodies more accessible to all.
- 8.2. The Act gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released.
- 8.3. One of the main requirements specified in the Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the Act, Enabling Solutions is regarded as a “private body” and therefore the requirements regarding access must be in compliance with the provisions of the Act relevant to private bodies and more in particular Section 51 of the Act.

9. GUIDE ON HOW TO USE THE ACT – [Section 10]

- 9.1. The Human Rights Commission has been tasked with the administration of the Act.
- 9.2. In terms of Section 10 of the Act, the Human Rights Commission has compiled a guide which is intended to assist users in the interpretation of the Act and how to access the records of private and public bodies and the remedies available in law regarding a breach of any of the provisions of the Act.
- 9.3. Should any person have queries or concerns relating to their rights and in particular their right to access information from a private or public body, such queries should be directed to:

The South African Human Rights Commission PAIA Unit
Private Bag X2700
Houghton, 2041
Republic of South Africa

Business phone: +27 11 877 3600
Fax: +27 11 403 0625
Email address: section51.paia@sahrc.org.za
Website: www.sahrc.org.za

10. SUBJECTS AND CATEGORIES OF RECORDS HELD BY ENABLING SOLUTIONS: [SECTION 51(1)(e)]

The list(s) below depict records of information which Enabling Solutions has available in terms of laws applicable to Enabling Solutions.

10.1 Corporate Secretariat and Governance:

- ✓ Annual Reports
- ✓ Applicable Statutory Documents
- ✓ Board of Directors and Board Committee Terms of Reference
- ✓ Codes of Conduct
- ✓ Compliance Certification
- ✓ Fraud alerts and whistle blowing
- ✓ Health & Safety Records
- ✓ Legal Compliance Records
- ✓ Memoranda of Incorporation
- ✓ Minutes of Board of Directors and Board Committee Meetings
- ✓ Minutes of Management Meetings
- ✓ Policies and Procedures
- ✓ Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers
- ✓ Share Certificates
- ✓ Share Register and other statutory registers
- ✓ Statutory Returns to Relevant Authorities

10.2 Finance and Taxation:

- ✓ Accounting Records
- ✓ Annual Financial Statements
- ✓ Asset Register
- ✓ Audit Reports
- ✓ Banking Records Bank Statements
- ✓ Business Plan and Budgets
- ✓ Capital Expenditure Records
- ✓ Debtors and Creditors Statements and Invoices
- ✓ Documents issued to employees for income tax purposes
- ✓ Electronic banking records
- ✓ Leases
- ✓ Management Reports
- ✓ Monthly expenses
- ✓ Paid Cheques
- ✓ PAYE Records
- ✓ Payment Terms
- ✓ Records of payments made to SARS on behalf of employees
- ✓ Rental Agreements
- ✓ Risk Management and Insurance
- ✓ Tax Records and Returns

- Financial Policies and Procedures
- General Ledger and Sub Ledgers
- General Ledger Reconciliations
- Transaction Records
- Treasury Dealing
- All other statutory compliances
 - Income Tax Returns
 - Skills Development Levies Returns
 - UIF Returns
 - VAT Returns
 - Workmen's Compensation Returns

10.3 Personnel Documents and Records:

- CV's, application details
- Letters of Appointment and Employment Contracts
- Disciplinary Code and Records
- Disciplinary Procedures and CCMA matters
- Medical Aid Records
- Education and Training Records
- Organisaional Structures
- Employee Benefit Records
- PAYE Returns
- Employee Relations
- Payroll Reports
- Employment Contracts
- Pension and Retirement Funding Records
- Employment Equity Plan
- Performance Records
- Employee Information
- Personal Records
- Forms and Applications
- Remuneration Policy
- Grievance Procedure
- SETA Records
- Group HR Policies and Procedures
- Skills Development
- Incentives and Bonuses
- Social Responsibility
- IRP5's
- Study Assistance Scheme/s
- Job Profiles
- Time Management
- Leave Records
- Training and Development
- UIF Returns

10.4 Information Technology and Infrastructure:

- Call Desk Agent Schedule
- License Agreements
- Device Management
- Maintenance Plans
- Disaster Recovery Policy and Plans
- Network Topologies/Diagrams
- E and Voice mail
- Operating Systems
- Equipment Specifications
- Performance of Client Call Desk
- Facilities
- Performance of IT Infrastructure
- Faults, Troubleshooting and Reporting
- Root Cause Analyses
- Hardware and Software Manuals
- Security Access
- ICT Policies, Standards, Procedures and Templates
- Software Licences

- ✓ Information, Communication and Technology Policies
- ✓ Internal Systems Support and Programming
- ✓ ISAE3402 Audit Reports
- ✓ Supplier Agreements/ Vendor Agreements
- ✓ System/Application landscape Diagrams
- ✓ System documentation and manuals

10.5 Intellectual Property:

- ✓ Agreements relating to intellectual property
- ✓ Copyrights Agreements
- ✓ Licenses
- ✓ Designs
- ✓ Patents
- ✓ Trademark applications
- ✓ Know-how

10.6 Corporate Affairs and Investor Relations / Communications:

- ✓ Client Events
- ✓ Corporate Social Investment
- ✓ Media Releases
- ✓ Newsletters and Publications
- ✓ Public Corporate Records
- ✓ SENS releases (Prior to 24th August 2015)

10.7 Legal:

- ✓ Agreement and Contracts
- ✓ Competition Notifications
- ✓ Documents pertaining to commercial disputes, litigation, arbitration or regulatory investigations
- ✓ Health and Safety Records
- ✓ Police investigations and cases
- ✓ Records of Stolen Goods
- ✓ Subpoenas
- ✓ Title deeds and leases
- ✓ Trade Mark Registration Documentation

10.8 Sales, Marketing and Communication:

- ✓ Actual Sales
- ✓ Branding
- ✓ Commission
- ✓ Customer Orders and Delivery Notes
- ✓ External Publications
- ✓ Marketing Brochures
- ✓ Media and Advertising
- ✓ Point of Sale (POS)
- ✓ Press releases / Communique
- ✓ Products and Services Brochures
- ✓ Proposals and Tenders
- ✓ Media and Advertising

10.9 Business Interactions with other entities:

- ✓ Agreements with third parties (Clients, Vendors and Suppliers)
- ✓ Contractual disputes with third parties
- ✓ Customer Credit vetting
- ✓ Customer Satisfaction Surveys
- ✓ Licensing and Maintenance Agreements
- ✓ Payment History
- ✓ Service Level Agreements

10.10 Insurance:

- ✓ Insurance Policies
- ✓ Insurance Claim Files

10.11 Environmental:

- ✓ Impact Assessment
- ✓ Maintenance Records
- ✓ Records of disposal of equipment
- ✓ Standards

10.12 Regulatory:

- ✓ Applications
- ✓ Exemptions
- ✓ Licenses
- ✓ Permits
- ✓ Registrations
- ✓ Submissions

10.13 Logistics and Procurement:

- ✓ Dispatch
- ✓ Inspection
- ✓ Procurement Policy
- ✓ Purchase Orders
- ✓ Standard Terms and Conditions of Supply of Services, Products and Software.
- ✓ Statements of Work
- ✓ Stock Records
- ✓ Supplier and Contractor Agreements
- ✓ Suppliers and Manufacturers Details
- ✓ Tender Documentation

10.14 Administrative:

- ✓ Correspondence with internal and external parties
- ✓ Intranet

11. RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

Records of Enabling Solutions which are not automatically available must be requested in terms of the procedure set out in section 8 of this PAIA Manual and which may be subject to the restrictions and right of refusal to access as provided for in the Act.

12. REQUEST PROCEDURE

- 12.1. Any person making a request for access to records of Enabling Solutions is referred to as a "requester".
- 12.2. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to records.
- 12.3. The requester must complete the prescribed form application form attached hereto marked **Form C** and submit the form as well as payment of the request fee and a deposit, if applicable, to the Information Officer of Enabling Solutions at the postal or physical, fax or email address as stated above.

The prescribed form must be filled in with sufficient particulars to at least enable the Information Officer of Enabling Solutions to identify:

- (a) The record or records requested;
 - (b) The identity of the requester;
 - (c) Which form of access is required, if the request is granted; and
 - (d) The postal address, telephone number and email address of the requester.
- 12.4. The requester must state that he/she requires the information to exercise or protect her/his right and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.
- 12.5. Such request must be processed within 30 (thirty) days after the request has been received.
- 12.6. The requester shall be informed whether the access has been granted or denied within 30 (thirty) days of receipt of the request and give notice with reasons to that effect.
- 12.7. The 30 (thirty) day period within which the company has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days if the request is for a vast amount of information, or the information cannot reasonably be obtained within the original 30 (thirty) day period. The Information Officer will notify the requester in writing should an extension be sought.
- 12.8. If the request for access is granted, the Information Officer of Enabling Solutions must advise the requestor:
- (a) the access fee (if any) to be paid upon access;
 - (b) the form in which access will be given; and
 - (c) that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging the application.
- 12.9. If the request for access is refused, the Information Officer of Enabling Solutions must:
- (a) state adequate reasons for the refusal, including the provisions of this Act relied on;
 - (b) exclude, from any such reasons, any reference to the content of the record; and
 - (c) state that the requester may lodge an application with a court against the refusal of the request, and the procedure (including the period) for lodging the application.
- 12.10. In terms of Section 54 of the Act, if all reasonable steps have been taken to find the record requested and there are reasonable grounds to believe that the record is in possession of Enabling Solutions but cannot be found, and if it does not exist, then the Information Officer of Enabling Solutions must notify by way of affidavit or affirmation, the requester that it is not possible to give access to that record.
- 12.11. If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists.
- 12.12. If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish appeal the decision.
- 12.13. Section 59 provides that the Information Officer of Enabling Solutions may serve a record and grant access only to that portion which the law does not prohibit access to.
- 12.14. The requester must pay the prescribed fee, before any further processing can take place.

13. FEES

- 13.1. The Act provides for two types of fees, namely:
- (a) A request fee, which will be a standard fee; and
 - (b) An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and costs, as well as postal costs.
- 13.2. When the request is received by the Information Officer of Enabling Solutions, such person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.
- 13.3. If a requester requires access to records of his/her personal information there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such personal information.
- 13.4. If the search for the record has been made and the preparation of the record for disclosure including arrangements to make it available in the request form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer of Enabling Solutions shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 13.5. The Information Officer of Enabling Solutions shall withhold the record until the requester has paid the fees as indicated in **Annexure "B"** hereto.
- 13.6. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the records for disclosure including making arrangements to make it available in the request form.
- 13.7. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer of Enabling Solutions must repay the deposit to the requester with interest at the prescribed rate.

14. THIRD PARTIES

- 14.1. If the request is for the record pertaining to the third party, the Information Officer of Enabling Solutions must take all reasonable steps to inform the third party of the request. This must be done within 21 (twenty-one) days of receipt of the request. The manner in which this is done must be by the fastest means reasonably possible, but if orally, the Information Officer of Enabling Solutions must thereafter give the third party a written confirmation of the notification.
- 14.2. The third party may within 21 (twenty-one) days thereafter either make representation to the company as to why the request should be refused; alternatively grant written consent to the disclosure of the record.
- 14.3. The third party must be advised of the decision taken by the Information Officer of Enabling Solutions whether to grant or to decline the request. A third party who is dissatisfied with the Information Officer of Enabling Solutions decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

15. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF SECTION 62-69 OF THE ACT

Enabling Solutions has the right to refuse access to information on one or more of the following grounds:

- 15.1. ***Mandatory protection of the privacy of a third party who is a natural person***, if such disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual, subject to the provisions of section 63 (2).

- 15.2. **Mandatory protection of the commercial information of a third party**, if the record contains:
- (a) Trade secrets of that party;
 - (b) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party;
 - (c) Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - (d) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 15.3. **Mandatory protection of certain confidential information of third party**, where the head of a private body must refuse a request for access to a record of the body if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- 15.4. **Mandatory protection of the safety of individuals and the protection of property**, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
- (a) a building, structure or any system
 - (b) a means of transport, or
 - (c) any other property.
- 15.5. **Mandatory protection of records, which would be regarded as privileged from production in legal proceedings.**
- 15.6. **Commercial information of private body**, in that a request for access to a record may be refused if the record contains:
- (a) trade secrets, financial, commercial, scientific or technical information of the institution, which disclosure, could likely cause harm to the financial or commercial interest of the institution;
 - (b) Information which, if disclosed could prejudice or put the institution at a disadvantage in negotiations or commercial competition; and
 - (c) A computer program which is owned by the institution and which is protected by copyright.
- 15.7. **Mandatory protection of research information of the institution.** A request will be refused if this disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.
- 15.8. **Mandatory disclosure in public interest.** Despite any of the protections mentioned above, the Managing Director of the Company shall grant a request for access to a record if:
- (a) the disclosure of the record would reveal evidence of-
 - (i) a substantial contravention of, or failure to comply with, the law; or
 - (ii) imminent and serious public safety or environmental risk; and
 - (b) the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

16. APPEAL - REMEDIES [section 57(1)]

Enabling Solutions does not have an internal appeal procedure. As such, the decision made by the Information Officer of Enabling Solutions is final and requesters will have to exercise such external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the Information Officer of Enabling Solutions.

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

E. FEES

- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid.
- (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.

Note: Refer Annexure A for Fees

Reason for exemption from payment of fees:

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability from reading, viewing or listening 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 with an "X"

NOTES:

- (a) Your indication as to the required form of access depends 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.

1. If the record is in written or printed form:						
	Copy of record*				Inspection of record	
2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)						
	View the images		Copy of the images*		Transcription of the images*	
3. If record consists of recorded words or information which can be reproduced in sound:						
	Listen to the soundtrack (audio cassette)				Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:						
	Printed copy of record		Printed copy of information derived from		Copy in computer readable form* (stiffy or compact disc)	
* If you requested a copy or transcription of a record (above), do you wish for a copy or transcription to be posted to you? <i>A postal fee is payable.</i>					Yes	No

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED:

If the provided space is inadequate, please continue on a separate folio and attach it to this form. [***The requester must sign all the additional folios***]

1. Indicate which right is to be exercised or protected:

2. Explain why the requested record is required for the exercising 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 thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

1. How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20____.

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE.

FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.10 for every photocopy of an A4-size page or part thereof.
2. The request fee payable by a requester referred to in regulation 11(2) is R50.00. People who are requesting access to their personal information are exempt from paying a request fee – all other fees are the same.
3. The fees for reproduction referred to in regulation 11(1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on	
(i) stiffer disc	R7.50
(ii) compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A6-size page or part thereof	R20.00
(ii) For a copy of an audio record	R30.00

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on -	
(i) stiffer disc	R 7.50
(ii) compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20.00
(ii) For a copy of an audio record	R30.00
(f) To search for and prepare the record for disclosure R30.00, for each hour or part of an hour reasonably required for such search and preparation.	

- (2) For purposes of section 54(2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

- (3) The actual postage is payable when a copy of a record must be posted to a requester.

(4) The banking details to be used are as follows:

Pay: Enabling ICT Solutions (Pty) Ltd
Bank: Standard Bank
Name: Enabling ICT Solutions PTY LTD
Current Account: 251766985
Branch: Polokwane Square
Branch Code: 052548
Reference: PAIA + surname