



2019/213874/07

ACCESS-TO-INFORMATION MANUAL

of

TAILORED IT SOLUTIONS (PTY) LTD

compiled in terms of

Section 51 of

The Promotion of Access to Information Act 2/2000

And

The Protection of Personal Information Act 2013

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1. INTRODUCTION

Tailored IT Solutions (Pty) Ltd specialises in customised software solutions.

2. COMPANY CONTACT DETAILS

Directors: Mr. J. Taylor (Information Officer)

Postal Address: Unit 104 Amsterdam Estate, 83 Jacaranda Avenue, Olivedale, 2188

Street Address: Unit 104 Amsterdam Estate

83 Jacaranda Avenue

Olivedale

2188

Telephone Number: 0721901260

Fax Number: N/A

Email Address: admin@tailoredit.co.za

Website: www.tailoredit.co.za

3. THE ACT

3.1 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.

3.2 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.

3.3 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

3.4 The Protection of Personal Information Act, 2013 (POPIA Act) aims to promote the protection of personal information processed by public and private bodies by, among others, introducing certain conditions for the lawful processing of personal information to establish minimum requirements for the processing of such information.

4. APPLICABLE LEGISLATION

No	Ref	Act
1	No 75 of 1997	Basic Conditions of Employment Act
2	No 53 of 2003	Broad Based Black Economic Empowerment Act
3	No 71 of 2008	Companies Act
4	No 130 of 1993	Compensation for Occupational Injuries and Diseases Act
5	No 108 of 1996	Constitution of the Republic of South Africa
6	No 68 of 2008	Consumer Protection Act
7	No 98 of 1978	Copyright Act
8	No 75 of 1980	Credit Agreements Act
9	No 114 of 1998	Debtors Collectors Act
10	No 36 of 2005	Electronic Communications Act
11	No 25 of 2002	Electronic Communications and Transactions Act
12	No 55 of 1998	Employment Equity Act
13	No 35 of 2000	Finance Act
14	No 38 of 2001	Financial Intelligence Centre Act
15	No 21 of 1994	Income Tax Act
16	No 66 of 1995	Labour Relations Act
17	No 85 of 1993	Occupational Health and Safety Act
18	No 2 of 2000	Promotion of Access of Information Act
19	No 70 of 2002	Regulation of Communications and Provisions of Communications Related Information Act
20	No 97 of 1998	Skills Development Act
21	No 9 of 1999	Skills Development Levies Act
22	No 4 of 2002	Unemployment Contributions Act
23	No 30 of 1996	Unemployment Insurance Act
24	No 89 of 1991	Value-added Tax Act

5. SCHEDULE OF RECORDS HELD BY THE COMPANY: SECTION 51(1)(E)

<u>Records</u>	<u>Subject</u>
Companies Act Records	<ul style="list-style-type: none">• Documents of incorporation• Memorandum of Incorporation• Minutes of Board of Directors meetings• Records relating to the appointment of directors / auditor / secretary / public officer and other officers• Share Register and other statutory registers• Annual Financial Statements• Tax Returns• Accounting Records• Banking Records• Bank Statements• Electronic banking records• Asset Register• Rental Agreements• Invoices• PAYE Records• Documents issued to employees for income tax purposes• Records of payments made to SARS on behalf of employees• All other statutory compliances
Financial Records	<ul style="list-style-type: none">• Employment contracts• Employment Equity Plan• Disciplinary records• Salary records• Disciplinary code• Leave records• Training records• Training Manuals• Contact details (telephone numbers and e-mail addresses) of clients• Physical and postal addresses• Company / CC registration details
Tax Records	
Personnel Documents and Records	
Client Documents and Records	

6. PROCESSING OF PERSONAL INFORMATION

6.1 Purpose of Processing

The Company uses the Personal Information under its care in the following ways:

- Rendering service according to instructions given by clients
- Staff administration
- Keeping of accounts and records
- Complying with tax laws

6.2 Categories of Data Subjects and their Personal Information

The Company may possess records relating to suppliers, shareholders, contractors service providers, staff and clients:

Entity Type	Personal Information Processed
Clients – Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Clients	Names; registration number; contact details; physical and postal addresses; Tax related information; confidential correspondence.
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Employees / Directors	Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address; Contact details; Opinions, Criminal behaviour; Well-being

6.3 Categories of Recipients for Processing the Personal Information

The Company may supply the Personal Information to service providers who render the following services:

- Capturing and organising of data.
- Storing of data.
- Sending of emails and other correspondence to clients
- Conducting due diligence checks.
- Administration of the Collective Investment Schemes.

6.4 General Description of Information Security Measures

The Company employs up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control.
- Secure setup of hardware and software making up the IT infrastructure

7. ACCESS TO RECORDS HELD BY THE COMPANY

7.1 Records held by the Company may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters:

7.1.1 Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Company will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

7.1.2 Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Company.

7.1.3 Request Procedure

A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the prescribed form enclosed herewith in Appendix 1 and submit same as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail address stated herein. The prescribed form must be filled in with enough particularity to at least enable the information officer to identify:

- The record or records requested.
- The identity of the requester.
- What form of access is required; and
- The postal address or fax number of the requester.

7.2 A requester must state that he or she requires the information to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

7.3 The Company will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this time period not be complied with.

7.4 The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.

7.5 Decision

The Company will, within 30 days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required) to that effect. The 30-day period within which the Company must decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company (other than the head office) and the information cannot reasonably be obtained within the original 30-day period. The information officer will notify the requester in writing should an extension be necessary.

8. FORM OF REQUEST

To facilitate the processing of your request, kindly:

8.1 Use the prescribed form to request for personal information, it is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

8.2 Address your request to the Head of the Company (Director).

8.3 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.

9. GROUND FOR REFUSAL OF ACCESS TO RECORDS

The main grounds on which Tailored IT Solutions (Pty) Ltd may refuse access to records relate to:

- The privacy of a third party who is a natural person
- The commercial information of a third party
- Confidential information of a third party
- The safety of individuals and property
- Legally privileged records and
- Commercial information of Tailored IT Solutions (Pty) Ltd, which may include without limitation:
- Trade secrets
- Financial, commercial, scientific, or technical information, the disclosure of which would likely harm the financial or commercial interests of Tailored IT Solutions (Pty) Ltd
- Information that if disclosed could put Tailored IT Solutions (Pty) Ltd at a disadvantage in negotiations or commercial competition
- Computer programs and related information technology software that are owned by Tailored IT Solutions (Pty) Ltd and that are protected by copyright and
- Research information compiled by Tailored IT Solutions (Pty) Ltd or a third party, if disclosure would expose the third party, researcher or subject matter of the research and therefore seriously disadvantage Tailored IT Solutions (Pty) Ltd

Requests submitted in terms of the Protection of Personal Information Act, 4 of 2013, may be refused on the same grounds set out above.

10. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

Tailored IT Solutions (Pty) Ltd does not have any internal appeal procedures that may be followed once a request to access information has been refused. The decision of the information officer or deputy information officer is final. If you are not satisfied with the outcome of your request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

11. PRESCRIBED FEES

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

- 9.1 A requestor is required to pay the prescribed fees (R140.00) before a request will be processed;
- 9.2 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);
- 9.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 9.4 Records may be withheld until the fees have been paid.
- 9.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	<input type="checkbox"/>
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Transcription of soundtrack (written or printed document)	<input type="checkbox"/>
Copy of record on flash drive (including virtual images and soundtracks)	<input type="checkbox"/>
Copy of record on compact disc drive (including virtual images and soundtracks)	<input type="checkbox"/>
Copy of record saved on cloud storage server	<input type="checkbox"/>

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	<input type="checkbox"/>
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>
Facsimile of information in written or printed format (including transcriptions)	<input type="checkbox"/>
E-mail of information (including soundtracks if possible)	<input type="checkbox"/>
Cloud share/file transfer	<input type="checkbox"/>
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	<input type="checkbox"/>

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____



Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	



Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. *If your request is granted the—*
(a) *amount of the deposit, (if any), is payable before your request is processed; and*
(b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

TO:

Reference number: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (*including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	_____
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	_____
Transcription of soundtrack (<i>written or printed document</i>)	_____
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	_____
Copy of information on compact disc drive(<i>including virtual images and soundtracks</i>)	_____
Copy of record saved on cloud storage server	_____

3. To be submitted:

Postal services to postal address	_____
Postal services to street address	_____
Courier service to street address	_____
Facsimile of information in written or printed format (<i>including transcriptions</i>)	_____
E-mail of information (<i>including soundtracks if possible</i>)	_____
Cloud share/file transfer	_____
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	_____

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. **Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. **Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment to:

Signed at _____ this _____ day of _____ 20 _____

Information officer