

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

1. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to:

- 1.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 1.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 1.3. know the description of the records of the body which are available in accordance with any other legislation;
- 1.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 1.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SKYNET SOUTH AFRICA (PTY) LTD

2.1. Chief Information Officer

Name: George McDonald
Email: Georgem@skynet.co.za

2.2. Deputy Information Officer

Name: Michele Ferreira
Email: Michelef@skynet.co.za

2.3. Access to information general contacts

Email: Customerservice@skynet.co.za

2.4. Head Office

Physical Address: 140 North Reef Road, Rietfontein 63-lr, Germiston, 1401
Contact: 087 131 1311
Email: Customerservice@skynet.co.za
Website: www.skynet.co.za

3. CATEGORIES OF RECORDS OF THE SKYNET WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 3.1. The following records are automatically available to all employees, and need not be requested in accordance with the procedure outlined in point 6.
 - 3.1.1. personnel records are available to the employee whose file it is;
 - 3.1.2. records of disciplinary hearings are available to the employee concerned;
 - 3.1.3. the company's policies and procedures;

- 3.2. The following records are automatically available to the general public and all employees, and need not be requested in accordance with the procedure outlined in point 6.
- 3.2.1. the company's legislation compliance documents which disclosure is not governed by any other legislation;
 - 3.2.2. the company's information which is in the public domain.

4. DESCRIPTION OF THE RECORDS OF SKYNET WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The following records are not automatically available without a request in terms of the Act –

- 4.1. all statutory returns –
 - 4.1.1. VAT;
 - 4.1.2. workmen's compensation;
 - 4.1.3. UIF;
 - 4.1.4. regional services levies; and
 - 4.1.5. skills development levies.
- 4.2. documents concerning compliance by the company, insofar as it may be necessary, with legal obligations in terms of any act, including but not limited to the Occupational Health and Safety Act No. 85 of 1993 and any other applicable environmental legislation.

5. DESCRIPTION OF THE SUBJECTS ON WHICH SKYNET HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SKYNET

Documents concerning compliance by the company, insofar as it may be necessary, with legal obligations in terms of any act, including but not limited to the Occupational Health and Safety Act No. 85 of 1993 and any other applicable environmental legislation.

Subject on which the body holds records	Categories of records
Human Resources	<ul style="list-style-type: none"> - Personnel information including personal information, employment history and health records that the company may hold from time to time. - Training and development information. - General files containing information on employee benefits and employee recruitment and selection information.
Information Technology	<ul style="list-style-type: none"> - Usage statistics. - Equipment details. - Costings of hardware and software.
Finance / Accounts Department	<ul style="list-style-type: none"> - A list of the company's creditors and debtors. - Bank account information. - Fixed assets register
Marketing Department	<ul style="list-style-type: none"> - Company brochures and publications. - Documents relating to public relation events. - Company media releases.

6. PROCESS OF REQUESTING INFORMATION NOT AUTOMATICALLY AVAILABLE

- 6.1. A request shall be made on the prescribed form. A copy of the form is attached marked annexure "A" ("**the prescribed form**"). The form is also available from the website of the Department of Justice and Constitutional Development at www.doj.gov.za
- 6.2. The prescribed form shall be submitted to the Information officer at his address or e-mail address who shall hand it to the Head of the Company.
- 6.3. The same procedure as set out in 6.1 and 6.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.
- 6.4. The same procedure as set out in 6.1 and 6.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.
- 6.5. The requester will be notified of the decision of the Head of the Company or the Information Officer in the manner indicated by the requester.
- 6.6. If the request is granted, the requester shall be informed by the Head of the Company or the Information Officer in the manner indicated by the requester in the prescribed form.
- 6.7. Notwithstanding the foregoing, the company will advise the requester in the manner stipulated by the requester in the prescribed form of –
 - 6.7.1. the access fee to be paid for the information (in accordance with paragraph 7);
 - 6.7.2. the format in which access will be given; and
 - 6.7.3. the fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted.
- 6.8. After access is granted, actual access to the record requested will be given as soon as reasonably possible.
- 6.9. If the request for access is refused, the Head of the Company or the Information Officer shall advise the requester in writing of the refusal. The notice of refusal shall state –
 - 6.9.1. adequate reasons for the refusal;
 - 6.9.2. that the requester may lodge an appeal with a court of competent jurisdiction against the refusal of the request (including the period) for lodging such an appeal.
- 6.10. Upon the refusal by the Head of the Company or the Information Officer, the deposit paid by the requester, if any, will be refunded.
- 6.11. If the Head of the Company or the Information Officer fails to respond within thirty days after a request has been received, it is deemed, in terms of section 58 read together with section 56(1) of the Act, that the Head of the Company or the Information Officer has refused the request.
- 6.12. The Head of the Company may decide to extend the period of thirty days ("original period") for another period of not more than thirty days if –
 - 6.12.1. the request is for a large number of records;
 - 6.12.2. the search for the records is to be conducted at a premises not situated in the same town or city as the head office of the company;
 - 6.12.3. consultation among divisions or departments, as the case may be, of the company is required;
 - 6.12.4. the requester consents to such an extension in writing; and
 - 6.12.5. the parties agree in any other manner to such an extension.
- 6.13. Should the company require an extension of time, the requester shall be informed in the manner stipulated in the prescribed form of the reasons for the extension.
- 6.14. The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

7. FEES PAYABLE

7.1. The fees for reproduction of a record as referred to in section 52(3) are as follows –

Description	Amount
Request fee, payable by every requester	R140,00
Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
Printed copy of A4-size page	R2.00 per page or part of the page
For a copy in a computer-readable form on: <ul style="list-style-type: none"> - a flash drive (provided by the requester) - a compact disc (CD) if the requester provides the CD to us - a compact disc (CD) if we give the CD to the requester 	R40,00 R40,00 R60,00
For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
For a transcription of an audio record, per A4-size page	R24,00
<ul style="list-style-type: none"> - For a copy of an audio record on a flash drive (provided by the requester) - For a copy of an audio record on compact disc (CD) if the requester provides the CD to us - For a copy of an audio record on compact disc (CD) if we give the CD to the requester 	R40,00 R40,00 R40,00
For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure	R145,00
The search and preparation fee cannot exceed	R435,00
Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms above.
Postage, email or any other electronic transfer	Actual expense, if any.

8. INFORMATION OR RECORDS NOT FOUND

- 8.1. If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the Head of the Company or the Information Officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 8.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the Head of the Company or the Information Officer with every person who conducted the search.
- 8.3. The notice, as set out in 8.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.
- 8.4. If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the Head of the Company or the Information Officer.
- 8.5. If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the Head of the Company or the Information Officer.

9. INFORMATION REQUESTED ABOUT A THIRD PARTY

- 9.1. Section 71 of the Act makes provision for a request for information or records about a third party.
- 9.2. In considering such a request, the company will adhere to the provisions of sections 71 to 74 of the Act.
- 9.3. The attention of the requester is drawn to the provisions of the Protection of Personal Information Act 4 of 2013 as well as Chapter 5 of Part 3 of the Promotion of Access to Information Act No. 2 of 2000, in terms of which the company is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of Part 4 of the Act entitle third parties to dispute the decisions of the Head of the Company or the Information Officer by referring the matter to the High Court.

10. AVAILABILITY OF THE MANUAL

- 10.1. A copy of this manual is available –
 - 10.1.1. On www.skynet.co.za
 - 10.1.2. Head office of SkyNet South Africa, for public inspection during normal business hours;
 - 10.1.3. To any person upon request and upon the payment of a reasonable prescribed fee; and
 - 10.1.4. To the Information Regulator upon request.

11. UPDATING OF THE MANUAL

- 11.1. The Information Officer/Deputy Information Officer will on a regular basis update this manual.

Issued by

George McDonald

IT Executive

Information Office of SkyNet

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 6]

<p>FOR DEPARTMENTAL USE</p> <p>Reference number: _____</p> <p>Request received by _____ (state rank, name and surname of information officer/deputy information officer) on _____ (date) at _____ (place).</p> <p>Request fee (if any): R</p> <p>Deposit (if any): R</p> <p>Access fee: R</p> <p>_____</p> <p>SIGNATURE OF INFORMATION OFFICER</p> <p>DEPUTY INFORMATION OFFICER</p>

A. Particulars of body

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

- | |
|---|
| <p>(a) The particulars of the person who requests access to the record must be given below.</p> <p>(b) The address and/or fax number in the Republic to which the information is to be sent, must be given.</p> <p>(c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
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Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

(a) 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.
(b) 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. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

(a) A request for access to a record, other than a 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 as the request fee.
(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.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
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Mark the appropriate box with an **X**.
 NOTES:

- (a) Compliance with your request for access in the specified form may depend 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:

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	* inspection of record
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2. If record consists of visual images – (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	view the images	<input type="checkbox"/>	* inspection of record	<input type="checkbox"/>	transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable	YES	NO
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.		
In which language would you prefer the record?		

G. 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 in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Signed at _____ on this _____ day of _____ 20 _____

REQUESTOR

FULL NAMES: _____

Duly authorised