



**ECAT Online
Promotion of Access to
Information Manual**

1. AIM OF THE MANUAL

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

This Promotion of Access to Information Manual ("Manual") provides an outline of the type of records and the personal information it holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA Act"). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 ("POPI Act"). The PAIA and POPI Acts give effect to everyone's constitutional right of access to information held by private sector or public bodies, if the record or personal information 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.

The manual may be amended from time to time and as soon as any amendments have been finalised, the latest version of the manual will be made public. Any requestor is advised to contact the HR Manger should he / she require any assistance in respect of the utilisation of this manual and / or the requesting of information/documents from ECAT Online.

2. CONTACT DETAILS (SECTION 51(1) OF THE ACT)

Name of Company: ECAT Online

Registration No: 2002/048631/23

Vat No: 4920215557

Managing Director: Hugues Gauthier

Appointed Information Officer: Hugues Gauthier, CEO

Address: 589 Rudolf St, Constantia Park, Pretoria, 0181

Telephone: (012) 993-2870

E-mail: hugo@ecatonline.co.za

Website address: www.ecatonline.co.za

3. AVAILABILITY OF THIS PAIA MANUAL

This manual is published on the Company website at www.ecatonline.co.za or alternatively, a copy can be requested from the HR Manager (see contact details in section 2).

4. HUMAN RIGHTS COMMISSION (HRC) GUIDE

The HRC has compiled a guide, as contemplated in section 10 of the Act, containing information to assist any person who wishes to exercise any right as contemplated in the Act.

The contact details of the HRC are –

Postal address : Private Bag 2700
Houghton
2041

Telephone : +27 11 484 8300

Telefax : +27 11 484 0582

Email : www.sahrc.org.za

5. RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO EITHER EMPLOYEES ONLY OR THE GENERAL PUBLIC AND EMPLOYEES

The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in paragraph 9:

- 5.1. personnel records are available to the employee whose file it is;
- 5.2. records of disciplinary hearings and related matters are available to the employee concerned;
- 5.3. the company's policies and procedures manual;

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 paragraph 9:

- 6.4 the company's employment equity plan;
- 6.5 the company's skills development plan.

6. RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION AS CONTEMPLATED IN SECTION 51(1)(D) OF THE ACT

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

6.1 all statutory returns –

6.1.1 VAT;

6.1.2 workmen's compensation;

6.1.3 UIF;

6.1.4 regional services levies; and

6.1.5 skills development levies.

5.2 Documents concerning compliance by the company, insofar as it may be necessary, with legal obligations in terms of Occupational Health and Safety Act No. 85 of 1993 and any other applicable I legislation, environmental or otherwise.

7. OTHER TYPES OF RECORDS HELD BY THE COMPANY AS CONTEMPLATED IN SECTION 51(1)(C)

These records are not automatically available without a request in terms of the Act. A request in terms of this section is subject to section 63(1) of the Act, which provides that the head of a company must refuse a request for access to a record of the company if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party including a deceased individual.

7.1 Human Resources department

7.1.1 Personnel information including personal information, employment history and health records that the company may hold from time to time.

7.1.2 Training and development information.

7.1.3 General files containing information on employee benefits and employee recruitment and selection information.

7.2 Project management

7.2.1 Building plans.

7.2.2 Information generally related to projects conducted by the company from time to time.

7.3 Information technology

7.3.1 Usage statistics.

7.3.2 Equipment details.

7.3.3 Costings of hardware and software.

7.4 Catering

7.4.1 Function records and related costings.

7.4.2 Stock sheets.

7.4.3 List of suppliers.

7.5 Companies department

7.5.1 Company secretarial records.

7.6 Finance/Accounts department

7.6.1 Financial records.

7.6.2 A list of the company's creditors and debtors.

7.6.3 Salary information.

7.6.4 Bank account information.

7.6.5 Fixed assets register.

7.6.6 Any other financial records pertaining to customers

7.7 Marketing department

7.7.1 Company brochures and publications.

7.7.2 Documents relating to public relation events.

7.7.3 Company media releases.

7.8 Support services

7.8.1 Delivery and collection sheets.

7.8.2 List of suppliers.

8. PROCESS OF REQUESTING INFORMATION NOT AUTOMATICALLY AVAILABLE

8.1 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 HRC, or the website of the Department of Justice and Constitutional Development at www.doj.gov.za.

8.2 The prescribed form shall be submitted to the request liaison officer at her address or e-mail address, who shall hand it to the head of the company.

8.3 The same procedure as set out in 9.1 and 9.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.

8.4 The head of the company, as soon as reasonably possible and within thirty days after the request has been received, shall decide whether or not to grant the request.

8.5 The requester will be notified of the decision of the head of the company or the request liaison officer in the manner indicated by the requester.

8.6 If the request is granted, the requester shall be informed by the head of the company or the request liaison officer in the manner indicated by the requester in the prescribed form. 6

8.7 Notwithstanding the foregoing, the company will advise the requester in the manner stipulated by the requester in the prescribed form of –

8.7.1 the access fee to be paid for the information (in accordance with paragraph 10);

8.7.2 the format in which access will be given; and

8.7.3 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.

8.8 After access is granted, actual access to the record requested will be given as soon as reasonably possible.

8.9 If the request for access is refused, the head of the company or the request liaison officer shall advise the requester in writing of the refusal. The notice of refusal shall state –

8.9.1 adequate reasons for the refusal;

8.9.2 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.

8.10 Upon the refusal by the head of the company or the request liaison officer, the deposit paid by the requester will be refunded.

8.11 If the head of the company or the request liaison 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 request liaison officer has refused the request.

8.12 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 –

8.12.1 the request is for a large number of records;

8.12.2 the search for the records is to be conducted at premises not situated in the same town or city as the head office of the company;

8.12.3 consultation among divisions or departments, as the case may be, of the company is required;

8.12.4 the requester consents to such an extension in writing; and

8.12.5 the parties agree in any other manner to such an extension.

8.13 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.

8.14 The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

9. FEES PAYABLE

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

9.1.1 for every photocopy of an A4 size page or part thereof R1,10

9.1.2 for every printed copy of an A4-size page or part thereof R0,75

9.1.3 for a copy of a compact disc R70,00

9.1.4 for a transcript of visual images for an A4 size page or part thereof R40,00

9.1.5 for a copy of visual images R60,00

9.1.6 for a transcript of an audio record, for an A4-size page or part thereof R20,00

9.1.7 for a copy of an audio record R30,00

9.2 The request fee payable by a requester, other than a personal requester is R50, 00.

9.3 If the head of the company or if the request liaison officer is of the opinion that six hours will be exceeded to search, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R30 for each hour or part thereof, exceeding the six hours.

10. INFORMATION OR RECORDS NOT FOUND

10.1 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 request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

10.2 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 request liaison officer with every person who conducted the search.

10.3 The notice, as set out in 10.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.

10.4 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 request liaison officer.

10.5 The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.

11. INFORMATION REQUESTED ABOUT A THIRD PARTY

11.1 Section 71 of the Act makes provision for a request for information or records about a third party.

11.2 In considering such a request, the company will adhere to the provisions of sections 71 to 74 of the Act. 8

11.3 The attention of the requester is drawn to the provisions of Chapter 5 of Part 3 of the Act 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 request liaison officer by referring the matter to the High Court

ANNEXURE A

FORM A

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]

FOR DEPARTMENTAL USE

Reference number: _____

Request received by _____

(state rank, name and surname of information officer/deputy information officer) on
_____ **(date) at** _____ **(place).**

Request fee (if any): R

Deposit fee (if any): R

Access fee: R

**SIGNATURE OF INFORMATION OFFICER/DEPUTY
INFORMATION OFFICER**

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of the person requesting access to the record

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

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail: _____

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 the record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of the 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 the 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 the exemption of the payment of any fee, please state the reason for exemption.

Reason for the exemption from payment of fees: _____

F. Form of access to record

If you are prevented by disability to read, view of or listen 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: _____

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 the access to the record, if any, will be determined partly by the form in which access is requested.

Mark the appropriate box with an X

1. If the record is in written or printed form:
 - ! copy of record
 - ! inspection of record

2. If the 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 the record
 - ! copy in computer readable form* (stiffy or compact disc)

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

Postal Address: _____

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 thereof 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 _____ this _____ day of _____.

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

FORM B
NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

(a) The particulars of the person who lodge the internal appeal must be given below.

(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.

(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail: _____

Capacity in which and internal appeal on behalf of another person is lodged: _____

C. Particulars of requester

This section must be completed **ONLY** if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

- ! Refusal of request for access
- ! Decision regarding fees prescribed in terms of section 22 of the Act
- ! Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
- ! Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
- ! Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based: _____

State any other information that may be relevant in considering the appeal: _____

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____.

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (date) by _____
_____ (state rank,
name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on _____ (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW
DECISION SUBSTITUTED

NEW DECISION: _____

DATE

RELEVANT AUTHORITY

**RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE
RELEVANT AUTHORITY ON (date): _____ .**

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act 2000 (Act No. 2 of 2000))

[Regulation 10]

A. Particulars of public body

The Head:

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be recorded below.
(b) The address and/or fax number in the Republic to which information must be sent.
(c) Proof of the capacity in which the request has been made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail: _____

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 the record or relevant part of the record: _____

2. Any further particulars of the record: _____

E. Fees

(a) A request for access to a record other than 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 the 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 the exemption of the payment of any fee, please state the reason for exemption.

Reason for the exemption from payment of fees: _____

F. Form of access to record

If you are prevented by disability to read, view of or listen 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) 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 the 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 the 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 the record
 - ! copy in computer readable form* (stiffy or compact disc)

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

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 record requested is required for the exercise 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 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 _____ this _____ day of _____.

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