

## CSS: PAIA MANUAL

specialists in electronic repairs, computer sales & maintenance,  
networking, corporate branding & web development

## COMPUTER SUPPORT SPECIALISTS (PTY) LTD

### PROMOTION OF ACCESS TO INFORMATION ACT

SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION, ACT 2 OF 2000

#### **Nature of Business:**

This manual applies to Computer Support Specialists (Pty) Ltd, hereinafter referred to as "CSS "

*CSS is a supplier of ICT Services, incorporating the Supply, Repair and Support to Computer Equipment and Computer Networks, Mobile Telephony Devices, Corporate Branding, Web-Design and Internet Hosting Services.*

#### **1. CONTACT DETAILS OF THE COMPANY:**

- |     |                          |   |
|-----|--------------------------|---|
| 1.1 | Chief Executive Officer: | Mr Hendrico W. Barlow   |
| 1.2 | Physical Address:        | 5 Marconi Road<br>MONTAGUE GARDENS<br>7441                    |
| 1.3 | Postal Address:          | P.O. Box 60719<br>TABLE VIEW<br>7441                          |
| 1.4 | Telephone Number:        | (021) 552-5001  |
| 1.5 | Facsimile Number:        | 086 621 8090 / (021) 552-2640                                 |
| 1.6 | Call-centre Number:      | 0861 COMSUP ( 0861 266787 )                                   |
| 1.7 | E-mail address:          | info@compusup.com   |
| 1.8 | Web-site Address:        | <a href="http://www.compusup.com">http://www.compusup.com</a> |

#### **2. CONTACT DETAILS OF INFORMATION OFFICER:**

- |     |                      |                               |
|-----|----------------------|-------------------------------|
| 2.1 | Contact Person:      | Mr Hendrico W. Barlow         |
| 2.2 | Telephone Number:    | (021) 552-5001                |
| 2.3 | Facsimile Number:    | (021) 552-2640 / 086 621 8090 |
| 2.4 | E-mail address:      | info@compusup.com             |
| 2.5 | Position in Company: | Managing Director             |

#### **3. GUIDE**

In terms of Section 10 of the Promotion of Access to Information Act No 2 of 2000, the South African Human Rights Commission ("SAHRC") is required to compile a guide to the act to assist people to exercise their rights under the Act. This guide has to be published on 31 August 2003. Any enquiries in this regard should be addressed to:

The South African Human Rights Commission  
Research and Development Department  
Private Bag 2700  
2041 Houghton

Telephone: (011) 484 8300  
Facsimile: (011) 484 0582  
E-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)  
Website: <http://www.sahrc.org.za>

#### 4. AVAILABILITY OF MANUAL

4.1 In terms of Regulation 9(1) of the Act, a copy of the manual must be made available to:

- 4.1.1 The South African Human Rights Commission;
- 4.1.2 Publish on the Company's website;
- 4.1.3 Shall, during office hours and upon request, make available for public inspection, a copy of this manual.

#### 5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records are held in accordance with statutory provisions that include those in the following Acts (note: this list is not exhaustive):

- Basic Conditions of Employment Act, 75 of 1997
- Companies Act, 61 of 1973
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Consumer Affairs (Unfair Business Practices) Act, 71 of 1988
- Credit Agreements Act, 75 of 1980
- Debtors Collectors Act, 114 of 1998
- Employment Equity Act, 55 of 1998
- Labour Relations Act, 66 of 1995
- Occupational Health and Safety Act, 85 of 1993
- Unemployment Contributions Act, 4 of 2002
- Unemployment Insurance Act, 63 of 2001
- Usury Act, 73 of 1968
- Value-Added Tax Act, 89 of 1991

#### 6. ACCESS TO RECORDS

6.1 Notice published in terms of section 52(2):

Note. Computer Support Specialists (Pty) Ltd holds no information that is freely available without a request for access in terms of the Act.

6.2 Categories of Information held in company records (note: this list is not exhaustive):

- Financial Records
- Accounting records
- Taxation records
- Statutory Company Information and Records
- Personnel Records
- Conditions of Service

- Employee Records
- General Correspondence
- Employment Equity Records
- Remuneration Records
- Provident Fund Records
- Training
- Marketing and Sales
- Group Sales and Marketing Records
- Records related to fixed and moveable property.
- Legal Documentation
- Commercial Contracts

## 7. REQUESTING PROCEDURES

The purpose is to define the manner and form in which a request for information must be submitted.

### 7.1 Entry Point for Requests:

In order to ensure that Computer Support Specialists (Pty) Ltd complies with the Act, the CEO has designated the Managing Director as the only entry point through which any request in terms of the Act must be channelled. All requests in terms of the Act must be addressed to the Managing Director in writing.

Postal Address: P O Box 60719  
Table View  
7439

Fax Number: 086 621 8090 / (021) 552-2640

Email Address: info@compusup.com

### 7.2 Who may request information or records in terms of the Act:

The Act provides that a person may only request information in terms of the Act, if the information is required for the exercise or protection of a right. Information will therefore not be furnished unless a person clearly provides sufficient particulars to enable the company to identify the right the requester is seeking to protect, as well as an explanation of why the requested information is required for the exercise or protection of that right.

### 7.3 Requester Categories:

The capacity in which a requester requests information will determine the category he or she falls in. Please take note that the requester category has a bearing on the charges pertaining to the access to information (see Request Fees).

Requesters are classified into 4 categories:

#### 7.3.1 Personal Requester

Requests personal information about himself/herself.

#### 7.3.2 Representative Requester

Requests information on behalf of someone else.

### 7.3.3 Third Party Requester

Requests personal information of another person.

### 7.3.4 Public Body

Requests information in the public interest.

## 7.4 Request Procedure

### 7.4.1 Completion of form

Any request for information must be contained on the prescribed form available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za) or the website of the Department of Justice and Constitutional Development (under regulations) at [www.doj.gov.za](http://www.doj.gov.za). This formality is prescribed in the Act.

The prescribed form is to be completed in full and returned to the Managing Director together with any other information that Computer Support Specialists (Pty) Ltd require, in order to consider and decide on the request. A request, which does not comply with the formalities, as prescribed by the Act will be forwarded back to the requester with advice on the steps necessary for compliance. This includes forms that are not completed in full.

The Managing Director will not consider a request unless it is contained on the prescribed form.

### 7.4.2 Proof of Identity

Proof of identity is required to authenticate the request and the requester. In view hereof, a requester will, in addition to the prescribed form, be required to submit acceptable proof of identity such as a certified copy of their identity document or other legal forms of identity.

## 7.5 Request Fees

Section 54 of the Act entitles a company to levy a charge or request fee to enable the company to recover the cost of processing a request and giving access to records in terms of the Act. The fees that may be charged have been published by the Minister of Justice and are displayed below.

Note that where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full, and proof of payment furnished.

7.5.1 Access fee for time spent  
7.5.1.2 as prescribed in Part II of Regulations in the Government Gazette

7.5.2 Request fee  
7.5.2.1 as prescribed in Part II of Regulations in the Government Gazette

7.5.3 Deposit  
7.5.3.1 as prescribed in Part II of Regulations in the Government Gazette

7.5.4 Postal fee  
7.5.4.1 as prescribed in Part II of Regulations in the Government Gazette

- 7.5.5 Appeal fee
- 7.5.5.1 As prescribed in Part II of Regulations in the Government Gazette
  
- 7.5.6 VAT
- 7.5.6.1 As prescribed in Part II of Regulations in the Government Gazette

## 7.6 Granting or Refusal of Requests

All requests complying with the requirements above will be processed and considered expeditiously.

The Act, however, stipulates the following grounds for refusing requests for information:

- Mandatory protection of the privacy of a third party who is a natural person (Section 63).
- Mandatory protection of commercial information of a third party (Section 64).
- Mandatory protection of certain confidential information of a third party (Section 65).
- Mandatory protection of safety of individuals and protection of property (Section 66).
- Mandatory protection of records privileged from production on legal proceedings (Section 67).
- Commercial information of the Private Body (Section 68).
- Mandatory protection of research information of third party and of the Private Body (Section 69).

Whatever decision is taken the requester will be given notice of the decision in writing. The Act requires that such notification be given within 30 days of the decision being made. In the case of a request being refused, the notification will include the reasons for the refusal.

Please note that Computer Support Specialists (Pty) Ltd may extend the thirty-day notice period if it is necessary due to the nature of the request and the amount of time required gathering the information. The requester will however be given notice of the extension prior to the 30-day period's expiry.

## 7.7 Appeal

The Act does not require a company to establish an internal appeal structure for the purpose of allowing a requester, who is aggrieved by a decision of the company, to appeal such a decision. This requirement is only applicable to a public body.

A requester aggrieved by Computer Support Specialists (Pty) Ltd's decision must therefore approach a court of law.