

**SACO
MANUAL PREPARED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

Note: This manual is based on “EXAMPLE OF A MANUAL FOR A PRIVATE BODY” issued by the South African Human Rights Commission, amended to meet the needs of SACO, with further additions to enhance its usefulness and comply with the Protection of Personal Information Act, No. 4 of 2013.

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This Manual is intended to assist persons wishing to access information in terms of the Act from any member of SACO.

1 INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Name of Company:	SACO
Postal Address of SACO:	2 nd Fl, East Wing SNAVIA Building, 285 Albertus Street, La Montagne, Pretoria, 0184
Street Address of SACO:	2 nd Fl, East Wing SNAVIA Building, 285 Albertus Street, La Montagne, Pretoria, 0184
Tel. No of SACO:	086 123 SACO (7226)
Fax. No of SACO:	N/A
E- Mail address of SACO:	info@SACO.co.za
Person delegated to deal with requests (for “the designated head”):	Danelle Yssel
E-mail address of the delegated designated head:	danelley@SACO.co.za

2 DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission (SAHRC). It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, *inter alia*, at the office of the offices of the Human Rights Commission at The Guide is available for inspection, *inter alia*, at the office of the South African Human Rights Commission at Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg, Gauteng and at www.sahrc.org.za.

For further information please contact the SAHRC:

Postal Address: Private Bag 2700, Houghton, 2041
 Telephone Number: +27-11-877 3600
 Fax Number: +27-11-403 0625
 Email: mnyuswa@sahrc.org.za

RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

Administration of Estates Act, No. 66 of 1965
 Arbitration Act No. 42 of 1965
 Basic Conditions of Employment Act No. 75 of 1997
 Broad-based Black Economic Empowerment Act 53 of 2003
 Companies Act No 71 of 2008 and Applicable Regulations
 Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993

Competition Act No. 89 of 1998
Consumer Affairs (Unfair Business Practice) Act No. 71 of 1988
Consumer Protection Act 68 of 2008
Copyright Act No. 98 of 1978
Customs and Excise Act, 55 of 1998;
Electronic Communications Act, No. 36 of 2005;
Electronic Communications and Transactions Act No 25 of 2002
Employment Equity Act. No. 55 of 1998
Exchange Control Amnesty and Amendment of Taxation Laws Act of 2003
Labour Relations Act No 66 of 1995
Mines and Works Act 27 of 1956
National Environmental Management Act 107 1998
Occupational Health and Safety Act No. 85 of 1993
Promotion of Access to Information Act No.2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
Protection of Personal Information Act 4 of 2013
Regulation of Interception of Communication and Provision of Communications Act, No.2 of 2000
Regulation of Interception of Communications and Provisions of Communication Related Information Act No. 70 of 2002
Skills Development Act 97 of 1998
Value Added Tax Act No 89 of 1991

3 RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

4 SUBJECTS AND CATEGORIES OF RECORDS HELD BY SACO

General information about SACO can be accessed via the internet on www.saco.co.za, which is available to all persons who have access to the internet.

Established in 1997, Global Payment Technologies (SACO) specialises in the supply and maintenance of cash handling equipment throughout South Africa and employs 170 people in six branches and eleven satellite branches countrywide.

SACO, part of the Bidvest Group and a market leader in terms of the size of the device range that it carries and software offering, is in a strong position to import the best equipment available on the market.

The subjects on which the company holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

A. COMPANIES ACT RECORDS

- Documents of Incorporation;
- Memorandum of Incorporation;
- Minutes of meeting of the Board of Directors;
- Minutes of meetings of Shareholders;

- Proxy forms;
- Share Register and other statutory registers and/or records and/or documents;
- Special resolutions/Resolutions passed at General and Class meetings.

Records relating to the appointment of:

- Auditors;
- Directors;
- Prescribed Officer;
- Public Officer; and
- Secretary;

B. FINANCIAL RECORDS

- Accounting Records;
- Annual Financial Reports;
- Annual Financial Statements;
- Banking details and bank accounts;
- Debtors / Creditors statements and invoices;
- Policies and procedures;
- Tax Returns;

C. INCOME TAX RECORDS

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

D. PERSONNEL DOCUMENTS AND RECORDS

- Accident books and records;
- Address Lists;
- Disciplinary Code and Records;
- Employee benefits arrangements rules and records;
- Employment Contracts;
- Employment Equity Plan;
- Forms and Applications;
- Grievance Procedures;
- Leave Records;
- Medical Aid Records;
- Payroll reports/ Wage register;
- Pension Fund Records;
- Safety, Health and Environmental records;
- Salary Records;
- SETA records;
- Standard letters and notices;
- Training Manuals;
- Training Records;

- Workplace and Union agreements and records’.

E. PROCUREMENT DEPARTMENT

- Standard Terms and Conditions for supply of services and products;
- Contractor, client and supplier agreements;
- Lists of suppliers, products, services and distribution; and
- Policies and Procedures.

F. SALES DEPARTMENT

- Customer details;
- Credit application information;
- Information and records provided by a third party;

G. MARKETING DEPARTMENT

- Advertising and promotional material

H. RISK MANAGEMENT AND AUDIT

- Audit reports;
- Risk management frameworks; and
- Risk management plans.

I. HEALTH SAFETY AND ENVIRONMENT

- Complete Safety, Health and Environment Risk Assessment;
- Environmental Managements Plans;
- Inquiries, inspections, examinations by environmental authorities.

J. IT DEPARTMENT

- Computer / mobile device usage policy documentation;
- Disaster recovery plans;
- Information security policies/standards/procedures;
- Information technology systems and user manuals;
- Information usage policy documentation;
- System documentation and manuals.

5 PURPOSE OF PROCESSING OF PERSONAL INFORMATION

To support our systemic activities in access control;
To support sales and marketing activities;
To support recruitment and management of staff;
To support engagement with suppliers;
To support engagement with the general public;
To support engagement with investors and the media;

6 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

- Customers: record of customer life cycle.
- Employees: record of employee life cycle.
- Suppliers: record of supplier life cycle.
- General public: tracking general enquiries and web site visits.
- Investors: records as maintained by the Company Secretary.
- Media: records of media interactions.

7 PLANNED RECIPIENTS OF PERSONAL INFORMATION

- Statutory authorities;
- Employees of the company;
- Customers;
- Suppliers;
- Law enforcement;
- Tax authorities;
- Financial institutions;
- Medical schemes;
- Employee pension and provident funds;
- Industry bodies.

8 TRANS-BORDER FLOWS OF PERSONAL INFORMATION

SACO does not have any trans-border flow of information. Should this situation change, then we would plan flows that can include:

- Flows to service providers/operators;
- Flows to business partners;
- Flows to customers;
- Flows to suppliers;
- Flows through the use of social media.

9 SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

- Physical security measures;
- Cyber security measures;
- Training in information security;
- Policies in information security;
- Audits of information security;
- Any particular security framework implemented.

10 DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

It should be noted that any and all records, whether specifically listed herein or not, shall only be made available subject to the provisions of the Act.

10.1 Form of request

Internal and external correspondence between each member of SACO, its staff and customers, including letters, faxes, memos, emails and the like, to the extent that same are not covered by the records described in paragraph 4.

- A requester must use the form C to make a request for access to a record. This must be made to the designated head. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic of South Africa. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

10.2 Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- the Information Officer will by written notice require each requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing any request.
- the fee that the requester must pay to a private body is R50, provided that the requester may lodge an application to the court against the tender or payment of the request fee.
- after the Information Officer has made a decision on the request, the requester will be notified in the required form. If the request is granted, then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

SACO has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

11 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the office of SACO free of charge.



Signature of Designated Head

Danie le Roux (CEO)

Name of Designated Head

01/05/2021

Date of signature

Publication date of this manual: 01/05/2021

Next revision date of this document: 01/05/2022

12 FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation 10]

A. Particulars of private body

The Head (name of body): _____

B. Particulars of 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: _____

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) The standard fee required for basic information is R 50 excluding computer media that may be required for storage. (USB, Flash drives, etc.)
- (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 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 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.

Mark the appropriate choice with an **X**.

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 file)
- 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 (computer media)

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

13 FORM E: AUTOMATICALLY AVAILABLE RECORDS

FORM E

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:
(Section 52 of the Promotion of Access to Information Act, 2000
(Act 2 of 2000))
[Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 52(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
.....
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
.....
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):	
.....
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):	
.....