

ET15 ELECTRONICS PTY (Ltd)

**SECTION 51 MANUAL
PROMOTION OF ACCESS TO INFORMATION ACT**

Contents

SECTION 51 MANUAL PROMOTION OF ACCESS TO INFORMATION ACT 1

1. INTRODUCTION..... 3

2. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL 3

 Contact details 3

3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT..... 3

4. THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):..... 4

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d) 4

6. SUBJECTS AND CATEGORIES OF RECORDS HELD BY YOUR COMPANY NAME: SECTION 51(1)(e) 4

 ADMINISTRATION 4

 CONSTITUTION 5

 DOCUMENTS RELATED TO LEGAL PROCEEDINGS..... 5

 FINANCIAL RECORDS..... 5

 HUMAN RESOURCES..... 5

 INFORMATION TECHNOLOGY..... 5

 MISCELLANEOUS AGREEMENT 5

 OPERATIONS 6

 CLIENT RECORDS..... 6

 SUPPLIER AND SERVICES RECORDS 6

 COMMUNICATION 6

7. RECORDS AUTOMATICALLY AVAILABLE WITHOUT HAVING TO MAKE A REQUEST IN THE
PRESCRIBED FORM 6

8. THE REQUEST PROCEDURES 6

 8.1 Form of request 6

 8.2 Fees..... 7

 8.3 Grounds for refusal..... 7

 8.4 Remedies 8

9. AVAILABILITY OF THE MANUAL 8

FORM C 9

1. INTRODUCTION

The Promotion of Access to Information Act, 2000 (the “Act”) gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information. This right to access information is subject to justifiable limitations, including:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality;
- Effective, efficient and good governance

And in a manner which balances that right with other rights, including rights contained in the Bill of Rights in the Constitution.

This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

Main Business

Repair Agent

2. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

Contact details

Head of the body: Eugene Theron

Information Officer: Molly Thomson

Postal address:

Unit 1, 25 Palmiet Street
Stikland
Bellville
7530

Street Address:

Unit 1, 25 Palmiet Street
Stikland
Bellville
7530

Telephone number: 021 200 9900

Email address: molly@lgwc.co.za

Web address: www.lgwc.co.za

3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

This Guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. 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 29 Princess of Wales Terrace, cnr. York and St. Andrews Street, Parktown and on its website at www.sahrc.org.za.

Please direct any queries to:

**The South African Human Rights Commission: PAIA Unit
The Research and Documentation Department**

Postal address: Private Bag 2700
Houghton
2041
Telephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

4. THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d)

Where applicable to our operations, records are also maintained in terms of other legislation. The below list contains some of the more frequent legislation that may require us to keep records. Unless disclosure is prohibited in terms of the legislation, regulations, contractual agreements or otherwise, these records shall be available for inspection in terms of the requirements and conditions of the Act, should such interested parties be entitled to such information. Access should be requested in accordance with the prescriptions of the Act.

- Basic Conditions of Employment Act 75 of 1997
- Businesses Act 71 of 1991
- Companies Act 71 of 2008
- Employment Equity Act 55 Of 1998
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Promotion of Access of Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991

It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA manual.

6. SUBJECTS AND CATEGORIES OF RECORDS HELD BY ET15 ELECTRONICS PTY (LTD): SECTION 51(1)(e)

ADMINISTRATION

- Correspondence
- Licenses

- Minutes of Management meetings
- Minutes of staff meetings

CONSTITUTION

- List of directors
- Minute books and resolutions
- Power of attorney agreements
- Share register
- Shareholder's agreements
- Statutory registers
- Incorporation forms
- Memorandum and articles of association

DOCUMENTS RELATED TO LEGAL PROCEEDINGS

FINANCIAL RECORDS

- Accounting Records
- Annual Financial Statements
- Asset Register
- Banking details
- Bank Statements
- Inventory records
- Vouchers
- Tax returns
- VAT returns
- Returns related to employee taxes

HUMAN RESOURCES

- Disciplinary records
- Employee code of conduct
- Employee contracts
- Employment Equity plan
- Work place skills plan
- Personnel files
- Remuneration records and policies
- Staff recruitment policies
- Training records and material

INFORMATION TECHNOLOGY

- Computer software support and maintenance agreements
- Software license agreements
- Agreements in respect of hardware
- Agreements with internet service providers

MISCELLANEOUS AGREEMENT

OPERATIONS

- Firm policies
- Production records
- Register of clients
- Agreements with suppliers
- Agreements with service providers

CLIENT RECORDS

- Clients' files
- Client Mandates – records and evidence
- Billing information
- Trusts and related documents thereto
- Wills

SUPPLIER AND SERVICES RECORDS

- Agreements with suppliers
- Agreements with service providers

COMMUNICATION

- Correspondence with clients
- Correspondence to persons outside of the firm

7. RECORDS AUTOMATICALLY AVAILABLE WITHOUT HAVING TO MAKE A REQUEST IN THE PRESCRIBED FORM

Records of a public nature, typically disclosed on our website, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records still have to be made through the Information Officer.

8. THE REQUEST PROCEDURES

8.1 Form of request

The requester must comply with the procedural requirements contained in the Act relating to the request for access to a record.

The requester must use the prescribed form, form C to make the request for access to a record. This must be made to the Information Officer. This request must be made to the address or electronic mail address as per the Contact details.

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. The requester should also indicate if 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 to be 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 then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

The Information Officer will take reasonable steps, if the requester is not a personal requester, to inform a third to whom the requested record relates, in order for the third party to make submissions to the Information officer why the request should be refused, or where required, give written consent for the disclosure of the requested record.

8.2 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 must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

The fee that the requester must pay to a private body is R50. 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 must be notified in the required form.

If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure. The information officer shall withhold the record until the requester has paid the fees.

The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

8.3 Grounds for refusal

A Private Body, such as this, is entitled to refuse a request for information. Potential reasons for refusal may include:

- Mandatory protection of the privacy of a third party which would involve the unreasonable disclosure of the personal information of that third party.
- Mandatory protection of commercial information of a third party if the record contains:
 - Trade secrets of the third party
 - Financial, commercial, scientific or technical information which disclosure could cause harm to the commercial or financial interests of the third party
 - Information disclosed to us in confidence if the disclosure of the information will put the third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of information if it is protected in terms of any agreement
- Mandatory protection of the safety of individuals and the protection of property.
- Mandatory protection of records which would be regarded as privileged in legal proceedings.

- Commercial activities of a Private Body such as us, which may include
 - Our trade secrets
 - Information which may put us at a disadvantage in negotiations
 - Any program or procedure protected by copyright

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

All request will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

If a requested record cannot be found or does not exist, the Information officer shall notify the requester and such a notice shall be regarded as a decision to refuse access. If the record should later be found, the requester shall be given access in the manner stipulated in the prescribed form, unless the Information Officer has grounds to refuse access.

8.4 Remedies

Internal remedies

We do not have any internal appeal procedure and the decision made by the Information officer is final. If the requester is not satisfied with the answer provided by the Information Officer, then the requester must exercise such external remedies as are available.

External remedies

A requester that is dissatisfied by the decision of the Information Officer may, within 30 days of being informed of the decision, apply to a Court for relief.

For the purpose of this Act, the following courts have jurisdiction:

- Constitutional court
- High court
- A magistrate's court designated by the Minister of Justice

9. AVAILABILITY OF THE MANUAL

The manual is on our website and is also available for inspection during office hours at our offices free of charge. Copies are available from the SAHRC.

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 private 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 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) 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 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required
Form in which record is required:	
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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"/>	copy of the images"
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
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
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"/>		<input type="checkbox"/>	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 of20.....

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

PRIVACY NOTICE

At ET15 Electronics PTY (Ltd) we care about your privacy, and we will only collect and use your personal information as outlined below. We shall take all reasonable steps to protect your personal information. For the purpose of this clause, “personal information” shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act, 4 of 2013.

We do not sell, share, or trade customer’s personal information collected online with third parties. Personal information collected online will only be disclosed within our business for internal use only.

1. WE COLLECT AND USE YOUR PERSONAL INFORMATION

1.1. WHEN YOU CONTACT US

When you contact us by social media, email or phone, we collect the information included in your message. We use this information to communicate with you.

1.2. WHEN YOU VISIT US

When you visit us, you will need to complete information for us to act as service agents so that we can help you to the best of our abilities.

1.3. CONSENT

By choosing to provide us with your personal information, you consent to the collection, processing, use and storage of your personal information as specified herein.

We retain your personal information in line with relevant legislation and for as long as the information is relevant to our business purposes or until you request that we remove the information by contacting our Privacy Officer. Disposal of your personal or health information will be in a manner that preserves your privacy.

You hereby grant us permission to enter your cellular number onto our database, if supplied to us by you, for the purpose of sending reminders and submitting promotional material. You can opt out of promotional material by selecting to unsubscribe at any time.

2. WE MAY SHARE YOUR PERSONAL INFORMATION WITH OUR TRUSTED SUPPLIERS

We use suppliers and service providers who we trust. They have agreed to keep your personal information secure and confidential, and to only use it for the purposes for which we have sent it to them. We use other companies to:

- provide IT infrastructure,
- store information in the cloud,
- archive old documents before we may destroy it,
- maintain our website, and
- help us deliver an optimal service and manage our business, (like accountants, auditors and collection agents).

Some of our suppliers are in other countries that have different levels of protection of personal information, but we're comfortable that they protect personal information to the same extent that we do.

We use Dropbox®, One Drive and Google Drive to do our work and store all our information, including our clients' information securely. We believe that Dropbox, One Drive and Google provide an adequate level of protection for the personal information we store with them. You can read all about how Dropbox and Google Drive safeguards the data and more about their privacy undertakings on their website.

[How Drive protects your privacy & keeps you in control - Google Drive Help](#)

[Privacy Policy - Dropbox](#)

[Privacy – Microsoft privacy](#)

3. WE MUST SHOW YOU WHAT WE KNOW YOU HAVE THE RIGHT TO:

- ask what personal information we have about you,
- ask what personal information was sent to our suppliers, service providers, or any other third party,
- ask us to update, correct, or delete any out-of-date or incorrect personal information we have about you,
- unsubscribe from any direct marketing communications we may send you,
- object to the processing of your personal information, and
- lodge a complaint about our practices with the [Information Regulator](#).

It can take us up to 21 days to respond to your request because there are procedures that we need to follow.

In certain cases, we may require proof of your identity and sometimes we may have additional requirements to make changes to your information.

4. PLEASE NOTIFY US IF YOU SUSPECT A SECURITY BREACH

We have implemented reasonable security measures based on the sensitivity of the information we hold. These measures are in place to protect the information from being disclosed without authorisation, from loss, misuse, and unauthorised access, and from being altered or destroyed. If you suspect that we (or you) have had a security breach, please notify us immediately by sending an email to molly@lgwc.co.za - Please include as much information as you can.

5. HAVE MORE QUESTIONS? PLEASE SPEAK TO US!

Get in touch with us if you have any questions or concerns about how we engage with you.