

# SECTION 51 MANUAL FOR CONCEPT THREE SCREENS AND OFFICE FURNITURE (PTY) LIMITED

## Introduction to Concept Three

Concept Three manufactures workstation screening systems. We specialise in solutions for call centres, walk-in centres and open-plan workstations that are cost-effective, innovative and flexible. Our business has been in operation since March 2006.

## Applicability and availability of this Manual

- The Promotion of Access to Information Act, No 2 of 2000 (“the Act”) gives effect to the constitutional right of access to any information in records held by public or private bodies that is required for the exercise or protection of any rights. The Act sets out the procedural requirements attached to requests for information, the requirements which requests must meet as well as the grounds for refusing requests. This Manual informs requesters of procedural and other requirements which a request must meet.
- The Act also recognises that the right to access information must be balanced with other rights and should be subject to limitations including, but not limited to, limitations aimed at the reasonable protection of privacy and commercial confidentiality.
- This Manual is available for inspection, free of charge, at Concept Three’s offices (see details below), as well as on our website.

## PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

### 1. Contact details [Section 51(1)(a)]

Designated Information Officer	Jillian Anne de Haan
Postal Address	PO Box 416 Eppindust, Cape Town 7475
Physical Address	13 Mail Street Western Province Park Epping, Cape Town 7460
Telephone Number	021 534 1596
Cellular Number	082 570 4423
Fax Number	086 654 5521
Email address	<a href="mailto:jill@conceptthree.co.za">jill@conceptthree.co.za</a>
Web address	<a href="http://www.conceptthree.co.za">www.conceptthree.co.za</a>

### 2. The section 10 Guide on how to use the Act [Section 51(1)(b)]

A 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. Please direct any queries to:

#### **The South African Human Rights Commission:**

Postal address: Private Bag X2700  
Houghton  
2041  
Telephone: 011 877 3600  
Fax: 011 403 0684

Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**3. 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.

**4. Records available in terms of any other legislation [Section 51(1)(d)]**

All records kept and made available in terms of legislation applicable to the company, as it applies to the specific environment in which the company operates, are available in accordance with said legislation.

**5. Access to the records held by the private body in question [Sections 51(1)(c) and 51(1)(e)]**

**i. The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of section 52(2) [Section 51(1)(c)]**

Not applicable.

**ii. A description of the subjects of the records held by the body and the categories in which these subjects are classed [Section 51(1)(e)]**

Concept Three holds records on the following subjects and categories:

Personnel Records

1. Personal records provided by employees
2. Employment contracts
3. Remuneration records
4. Other personnel records.

General Records

1. Company registration documents
2. Annual financial statements
3. Minutes of Directors' meetings
4. Financial records
5. Statutory records
6. Operational records
7. Product information
8. Customer records
9. Supplier records
10. Insurance records
11. Correspondence (primarily email)
12. Internal policies and procedures

All information requested shall only be made available subject to the provisions of the Act.

Concept Three's website [www.conceptthree.co.za](http://www.conceptthree.co.za) is accessible to anyone who has access to the internet. The website's information primarily relates to our product range and contact details.

**iii. The request procedures**

**Form of request:**

- The requester must use the prescribed form to make the request for access to a record. The request form can be accessed on [www.sahrc.org.za](http://www.sahrc.org.za), and is also available in this document. This request must be made to the head of the private body. 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 head of the private body 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 [s 53(2)(a) and (b) and (c)].
- 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 [s 53(2)(d)].
- If a request is made on behalf of a 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 [s 53(2)(f)].

#### **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 head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee before further processing the request [s 54(1)].
- 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 [s 54(3)(b)].
- After the head of the private body 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 [s 54(6)].
- The head may withhold a record until the requester has paid the applicable fees.

#### **6. Availability of the manual [Section 51(3)]**

This manual is also available for inspection at the offices of Concept Three free of charge; and on Concept Three's website. Copies may also be requested from the South African Human Rights Commission at the address shown in clause 2 above.

#### **7. Fees in Respect of Private Bodies**

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c) For a copy in a computer-readable form on -	
(i) stifty disc	R7,50
(ii) compact disc	R70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:
- (1) (a) For every photocopy of an A4-size page or part thereof R1,10  
 (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75  
 (c) For a copy in a computer-readable form on –  
 (i) stiffer disc R7,50  
 (ii) compact disc R70,00  
 (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00  
 (ii) For a copy of visual images R60,00  
 (e) (i) For a transcription of an audio record, an A4-size page or part thereof R20,00  
 (ii) For a copy of an audio record R30,00  
 (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.
- (2) For purposes of section 54(2) of the Act, the following applies:  
 (a) Six hours as the hours to be exceeded before a deposit is payable; and  
 (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

## 8. **Prescribed Request Form**

# 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: Jillian Anne de Haan (Information Officer)

## ***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 <i>ONLY</i> if a request for information is made on behalf of another person.
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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 <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid. |
| (b) | You will be <i>notified</i> 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
Mark the appropriate box with an X.	
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 for the record, if any, will be determined partly by the form in which access is requested.	

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images</b> 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*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<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 of .....20.....

SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE