



ICTGLOBE MANAGEMENT PTY LTD

SECTION 51 PAIA MANUAL

INTRODUCTION

- 1.1. 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.
- 1.2. 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.
- 1.3. 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.
- 1.4. ICTGlobe Management (Pty) Ltd ("**ICTGlobe**") is company duly incorporated in terms of the laws of South Africa and a licensed electronic communications service provider, who is committed to be legally compliant and also respects the "right to access to information".
- 1.5. The main purpose of this Manual is therefore to provide guidance pertinent to the Information/records held by ICTGlobe and the manner in which access to information (subject to specified legal requirements) may be obtained.
- 1.6. This Manual has been compiled by ICTGlobe in terms of Section 51 (as per section 14) of the Promotion of Access to Information Act, 2 of 2000 (PAIA), read with regulation 4(1)(c) of the 2018 Regulations promulgated in terms of the Protection of Personal Information Act, 4 of 2013 (POPIA).
- 1.7. This Manual informs requesters of procedural and other requirements which a request for information must meet, and further, this Manual in its entirety is available for inspection, free of charge, at ICTGlobe's offices and website (see details below).

ICTGLOBE DETAILS

Private Body	ICTGlobe Management (Pty) Ltd Registration number: 2000/015690/07
Information Officer	Marius Kruger
Physical address	Unit 10, Oxford Office Park, 3 Bauhinia Street, Centurion, 0169
Postal address:	PO Box 68167, Highveld, 0169
Telephone number:	+27 (0) 861 999 109 +27
E mail:	legal@ictglobe.com

SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC)

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

This guide is available from the SAHRC at:

Postal address	PAIA Unit The Research and Documentation Department, Private Bag X2700, Houghton 2041
Physical Address	Sentinel House, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, Johannesburg, South Africa
Website	http://www.sahrc.org.za/index.php/understanding-paia
Telephone number	+27 11 484 8300/ 877 3600
Email	info@sahrc.org.za

INFORMATION THAT IS AUTOMATICALLY AVAILABLE

All information on ICTGlobe's website is freely available. See <https://ictglobe.com>

SUBJECTS AND CATEGORIES OF RECORDS HELD BY ICTGLOBE

ICTGlobe holds various subjects and categories of records in electronic and physical form.

The categories of information are not exhaustive but are merely meant to give a broad indication of the information subject and categories held by ICTGlobe, without specification. A category may therefore contain sub-categories and sub-sets of information, which may not be specifically listed.

Except where expressly stated to the contrary, the records below are not automatically available.

SUBJECT	DESCRIPTION OF CATEGORIES OF RECORDS
Company Secretarial records	<ul style="list-style-type: none"> • Memorandum of Incorporation * (automatically available from CIPC) • Directors' names *(automatically available from CIPC) • Memorandum and Articles of Association* (automatically available from CIPC) • Company Register • Shareholders Agreements • Share Certificates • Board Meetings: <ul style="list-style-type: none"> ○ Attendance Register ○ Resolutions ○ Minute Books • Delegation of Authorities • General Correspondence • Other Statutory Information
Finance (All records related to ICTGlobe's finances)	<ul style="list-style-type: none"> • Financial Statements • Corporate tax records/returns • Other documents related to taxation of the company • Accounting records <ul style="list-style-type: none"> ○ Journals, Ledgers and Balance Sheets ○ Income Statements ○ Trial Balance Statements ○ Cash Flow Statements • Banking records • Banking statements • Asset register • Invoices • Debtors and Creditors • Credit/Debit Notes • Salary information <ul style="list-style-type: none"> ○ PAYE records ○ IRP5 records • UIF payments • Skills levies • Insurance policies

SUBJECT	DESCRIPTION OF CATEGORIES OF RECORDS
	<ul style="list-style-type: none"> • Auditor's reports • General correspondence
Human Resources	<ul style="list-style-type: none"> • Employee's personal information • Employee contracts • Human Resource policies and procedures • Remuneration Information and Employee Benefits • Employees' Travel Records • Leave records • Disciplinary and grievance records • Performance evaluations • Training records • Employment Equity Plan and reports • Job profiles • Remuneration • Medical Aid • Job competency profiles • General correspondence
Customer	<ul style="list-style-type: none"> • Customer details (Identity, addresses, contact, banking, debit orders etc.) • Contact details of individuals representing corporate customers • Communications with customers • Transactional information • Market intelligence information • Debt and debtor information • Call Centre information • Customer liaison, complaints, and queries • General correspondence
Marketing	<ul style="list-style-type: none"> • New product development information • Advertising • General Correspondence
Operations	<ul style="list-style-type: none"> • Service orders • Installation and maintenance of products and services-

SUBJECT	DESCRIPTION OF CATEGORIES OF RECORDS
	<ul style="list-style-type: none"> ○ Job cards ○ Proof of delivery ○ Proof of installation • Stock management information <ul style="list-style-type: none"> ○ Purchase ○ Recoveries
Information Technology	<ul style="list-style-type: none"> • Network architecture Information • IT Policies and Procedures • Network Diagrams • User Manuals • Network Quality information • Data Management System information • System security
Legal and regulatory	<ul style="list-style-type: none"> • Contracts/Agreements <ul style="list-style-type: none"> ○ Customer agreements ○ Non-Disclosure agreements ○ Letters of Intent and Memoranda of Understanding ○ Supplier/service provider contracts ○ Independent contractors/agent agreements ○ Lease agreements • Litigation Records • Regulatory <ul style="list-style-type: none"> ○ Electronic Communications License ○ Submissions to the Independent Communications Authority of South Africa ○ Administration of Legislation ○ Annual report and license fees • General correspondence

Access to the documents listed above may be protected by privacy or the grounds of refusal set out in the PAIA and POPIA.

All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the relevant provisions of the PAIA and POPIA as well as other applicable legislation.

LEGISLATION IN TERMS OF WHICH INFORMATION IS HELD

ICTGlobe holds information/documents in accordance with the following legislation (please note that this is not an exhaustive list):

- Basic Conditions of Employment Act, No. 75 of 1997
- Companies Act, No. 61 of 1973
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Consumer Protection Act, No.68 of 2008
- Customs and Excise Act, No. 91 of 1964
- Electronic Communications Act, No. 36 of 2005
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Income Tax Act, No. 58 of 1962
- Independent Communications Authority of South Africa Act, No. 13 of 2000
- Labour relations Act, No. 66 of 1995
- National Credit Act, No. 35 of 2005
- Occupational Health and Safety Act, No. 85 of 1993
- Promotion of Access to Information Act, No. 2 of 2000
- Regulation of Interception of Communications and Provision of Communication-related Information Act, No. 70 of 2002
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- South African Reserve Bank Act, No. 90 of 1989
- Unemployment Insurance Act, No. 63 of 2001
- Unemployment Insurance Contributions Act, No. 4 of 2002
- Value-Added Tax Act, No. 89 of 1991

ACCESS REQUESTS

ICTGlobe has authorised and designated its Information Officer to deal with all matters relating to PAIA and POPIA to comply with its obligations in terms of mentioned legislation.

To request access to a record please complete Form 2 which is available from:

<https://inforegulator.org.za/training/wp/paia-forms/>

Please submit the completed form to ICTGlobe's Information Officer at the addresses and/or contact numbers above.

It is important to use the standard form of request, failing which ICTGlobe may reject the request due to non-compliance with form requirements, which could result in the requester not receiving the requested information and/or unnecessary delays.

Please ensure that the completed form:

- Provide sufficient particulars to enable the Information Officer to identify the record/s requested.
- Provide sufficient proof of identity of the requester as well as the capacity (authority) in which the requester is making the request.
- Indicate which form of access is required.
- Specify a postal address, fax number or email address in the Republic to which the response must be sent.
- Identify the right that the requester is seeking to exercise or protect.
- 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 capacity/authority in which the requester is making the request, to the reasonable satisfaction of the Information Officer, as described above.

If the requester wishes to be informed of the decision on the request in any other manner in addition to a written reply, the requester is to state that manner or format.

GROUNDINGS FOR REFUSAL

ICTGlobe will always carefully consider a request for access to records/information.

ICTGlobe may refuse a request for access to information/record as provided in PAIA, i.e.: to protect:

- Another person's privacy;
- Another person's confidential information;
- Another company's commercial information;
- The safety of persons and property;
- Privileged records in legal proceedings;
- Research information.

APPLICABLE FEES

The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) of the PAIA regulations, is R50,00.

The fees for reproduction referred to in regulation 11(1) of PAIA are as follows:

	Description	Fee
(a)	For every photocopy of an A4-size page or part thereof	R 1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
(c)	For every copy by email	R1.00
(d)	For a copy in a computer-readable form on -	
	(i) memory stick	R 70.00

	Description		Fee
(e)	(i)	For a transcription of visual images, for an A4-size page or part thereof	R 40.00
	(ii)	For a copy of visual images	R 60.00
(f)	(i)	For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
	(ii)	For a copy of an audio record	R 30.00

The access fees payable by a requester referred to in regulation 11(3) are as follows:

	Description		Fee
1(a)	For every photocopy of an A4-size page or part thereof		R 1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form		R 0.75
(c)	For every copy by email		R1.00
(d)	For a copy in a computer-readable form on -		
	(i)	memory stick	R 70.00
(d)	(i)	For a transcription of visual images, for an A4-size page or part thereof	R 40.00
	(ii)	For a copy of visual images	R 60.00
(e)	(i)	For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
	(ii)	For a copy of an audio record	R 30.00
(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.		

For purposes of section 54(2) of PAIA, the following applies:

- Six hours - the hours to be exceeded before a deposit is payable; and
- One third of the access fee is payable as a deposit by the requester.
- The actual postage is payable when a copy of a record must be posted to a requester.

PROCESSING AND PROTECTION OF PERSONAL INFORMATION

This section of the manual complies with Regulation 4 of the 2018 regulations which were promulgated in terms of POPIA.

ICTGlobe processes personal information of several categories of data subjects for several purposes as set out below:

Categories of data subjects

- Customers;
- Prospective customers and/or sales leads;
- Employees;
- Contractors, service providers and suppliers;
- Debtors and creditors; and
- Directors and shareholders.

Purpose of processing

- Provide ICTGlobe products and services;
- Conclude contracts with customers and manage customers in general;
- Manage customer credit in general which include billing and collection;
- Market products and services to current and prospective customers as well as sales leads;
- Process prospective customers, sales leads, and current customers' requests and/or complaints;
- Recruit, employ and manage employees in general;
- Manage service providers, suppliers, and contractors' contracts in general; and
- Ensure integrity, accuracy and safeguarding of data subject's information/records.

Categories of Personal Information

- Contact details – physical and postal addresses, phone numbers and email addresses;
- Personal details – names, identity numbers, nationality, banking details, debit order authorisation, credit vetting results (with regard to employees the following information in addition to the aforementioned is processed - race, gender, marital status next of kin, curriculum vitae, education and employment history;
- Information required to conclude a customer, employment, and service provider or contractor contract; and
- Debt and debtor as well as credit and creditor information.

Third party Disclosures

ICTGlobe might, in the ordinary course of business, have to disclose personal information of ICTGlobe Customers to third parties, such as Contractors, Service providers and Software developers, Agents, and other licensed electronic communications operators (who are also responsible parties as defined in legislation) etc.

ICTGlobe commits to only disclose personal information to third parties where it is necessary to ensure continued quality provisioning of its products and services to its customers.

ICTGlobe shall also contractually ensure that such third parties undertake to deploy and manage adequate safeguards pertinent to the lawful processing and protection of such personal information.

Data Subjects requests

In terms of POPIA, a data subject may make a request to ICTGlobe for access to or updating of personal information that ICTGlobe holds.

The right to access personal information also includes the right to object to or request the limitation of the processing of personal information on specific grounds.

The forms to lodge any of the aforementioned requests with ICTGlobe may be downloaded from its website or from <https://infoeregulator.org.za/training/wp/paia-forms/> or <https://www.justice.gov.za/paia/paia.htm>

Cross-border Transfers

ICTGlobe does not generally do cross-border information transfers.

However, in the unlikely event that cross border transfer of personal information is necessary and/or unavoidable, ICTGlobe shall ensure that the data protection and privacy laws of such countries to which personal information is transferred, are similar to the legislation in South Africa and that the recipients of the personal information commit to the same standard of data protection as that which ICTGlobe has committed to.

Safeguarding:

Personal information of data subjects in ICTGlobe's possession is safeguarded against unauthorised access and use, disclosure, alteration, damage and/or loss, by the deployment of reasonably practicable organisational and technological safeguards. ICTGlobe also takes reasonable steps to ensure the integrity, accuracy and updating of personal information held by it.

AVAILABILITY OF THIS MANUAL

This Manual is available for inspection, inter alia, at ICTGlobe's offices at the physical address above, and is also available on ICTGlobe's website, <https://ictglobe.com>

REVIEW AND UPDATE OF THIS MANUAL

This Manual may be updated and changed at the sole discretion of ICTGlobe at any time and the latest dated version is reflected at the bottom of each page of the Manual.