

## **ACCESS TO INFORMATION MANUAL OF SHANDUKA**

This Manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, as amended from time to time ("the **Act**").

The aim of the Manual is to assist potential requesters in requesting access to information (documents or records) from Shanduka ("**Shanduka**") as contemplated under the Act.

The Manual may be amended from time to time and as soon as any amendments have been effected, the latest version of the Manual will be published and distributed in accordance with the Act.

### Information required under Section 51(1)(a) of the Act

Name of Business:	Shanduka
Contact Person:	The Compliance Officer
Physical Address:	Head Office, 18 Acacia Road, Chislehurst, Sandton
Postal Address:	Postnet Suite 167, Private Bag X9924, Sandton
Telephone Number:	011 305 8900
Web Site:	<a href="http://www.Shanduka.co.za">www.Shanduka.co.za</a>
Email Address:	<a href="mailto:info@Shanduka.co.za">info@Shanduka.co.za</a>

### Information required under Section 51(1)(b) of the Act

The South African Human Rights Commission has, in terms of section 10 of PAIA, prepared a guide on how to use the Act. To gain access to the South African Human Rights Commission's guide to the Act, browse using an Internet web browser to <http://www.sahrc.org.za/paia.htm>

Alternatively Call the Human Rights Advice Line on: 086-012-0120 or address all queries to:

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

Postal Address: Private Bag 2700 Houghton 2041 South Africa  
T +27 (0)11 484 8300  
F +27 (0)11 484 0582  
E [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)  
W [www.sahrc.org.za](http://www.sahrc.org.za)

### Section 51(1)(c)

Section 52 of the Act allows for the Minister of Justice and Constitutional Development to publish from time to time notices in the *Government Gazette* of any descriptions of categories of records of a particular private body (such as Shanduka) that are freely available without having to make a request in terms of the Act for those records. At this stage no notice(s) has / have been published in respect of Shanduka.

### Section 51(1)(d)

Shanduka holds records of information in accordance with such legislation as is applicable to Shanduka. Information is available in terms of the following legislation, if and where applicable:

- a) Basic Conditions of Employment Act No. 75 of 1997

- b) Closed Corporation Act No. 69 of 1984
- c) Companies Act No. 61 of 1973 and Companies Act No 71 of 2008
- d) Compensation of Occupational Injuries and Diseases Act No. 130 of 1993
- e) Customs and Excise Act No. 91 of 1964
- f) Electronic Communications and Transactions Act No. 25 of 2002
- g) Employment Equity Act No. 55 of 1998
- h) Financial Intelligence Centre Act 38 of 2001
- i) Income Tax Act No. 58 of 1962
- j) Insolvency Act No. 24 of 1936
- k) Labour Relations Act No. 66 of 1995
- l) Occupational Health and Safety Act No. 85 of 1993
- m) Patents Act No. 57 of 1978
- n) Promotion of Access to Information Act No. 2 of 2000
- o) Skills Development Levies Act No. 9 of 1999
- p) Trademarks Act No. 194 of 1993
- q) Unemployment Insurance Act No. 30 of 1966
- r) Value-Added Tax Act No. 89 of 1991

#### Section 51(1)(e)

To request access to a record held by Shanduka, please complete the following form: [http://www.Shanduka.co.za/gup/filez/SHANDUKA\\_PAIA\\_Application\\_Form.pdf](http://www.Shanduka.co.za/gup/filez/SHANDUKA_PAIA_Application_Form.pdf)

Please note however, that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act. In particular, there may be applicable grounds of refusal of such a request, as set out in the Act.

Shanduka holds operational records as may be required for the day to day running of Shanduka. For example,

Shanduka holds the following types of records on the following subjects:

- FINANCIAL RECORDS
- OPERATIONAL RECORDS
- INTELLECTUAL PROPERTY
- MARKETING RECORDS
- INTERNAL CORRESPONDENCE
- SERVICE RECORDS
- STATUTORY RECORDS
- INTERNAL POLICIES & PROCEDURES
- MINUTES OF MEETINGS
- CHARTERS, CODES OF CONDUCT & POLICIES

#### Section 51(1)(f) and Section 54(7)

##### FEES IN RESPECT OF REQUESTS FOR INFORMATION FEES IN RESPECT OF PRIVATE BODIES

The forms and fee structure prescribed under the Act are available from the Government Gazette, or at the website of the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)), under the 'regulations' section as well as the South African Human Rights Commission website ([www.sahrc.org.za](http://www.sahrc.org.za)).

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

- 1.2.1 For every photocopy of an A4-size page or part thereof: R1.10;
- 1.2.2 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;
- 1.2.3 For a copy in a computer-readable form on –
  - 1.2.3.1 stiffy disc: R7.50;
  - 1.2.3.2 compact disc: R70;
- 1.2.4 For a transcription of visual images, for an A4-size page or part thereof: R40;
- 1.2.5 For a copy of visual images: R60;
- 1.2.6 For a transcription of an audio record, for an A4-size page or part thereof: R20;
- 1.2.7 For a copy of an audio record: R30;
- 1.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is: R50.
- 1.4 The access fees payable by a requester referred to in regulation 11(3) are as follows:
  - 1.4.1 For every photocopy of an A4-size page or part thereof: R1.10;
  - 1.4.2 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;
  - 1.4.3 For a copy in a computer-readable form on –
    - 1.4.3.1 stiffy disc: R7.50;
    - 1.4.3.2 compact disc: R70;
  - 1.4.4 For a transcription of visual images, for an A4-size page or part thereof: R40;
  - 1.4.5 For a copy of visual images: R60;
  - 1.4.6 For a transcription of an audio record, for an A4-size page or part thereof: R20;
  - 1.4.7 For a copy of an audio record: R30;
  - 1.4.8 To search for and prepare the record for disclosure: R30 for each hour or part of an hour reasonably required for such search and preparation;
  - 1.4.9 For purposes of section 54(2) of the Act, the following applies:
    - 1.4.9.1 Six hours as the hours to be exceeded before a deposit is payable; and
    - 1.4.9.2 one third of the access fee is payable as a deposit by the requester.
  - 1.4.10 The actual postage is payable when a copy of a record must be posted to a requester.

Availability of this Manual under section 51(3) of the Act

This Manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Shanduka.

Copies of the Manual may be made, subject to the prescribed fees. Copies may also be requested from the South African Human Rights Commission and the Government Gazette.

The Manual is also posted on Shanduka's website: [www.Shanduka.co.za](http://www.Shanduka.co.za)