

**INFORMATION MANUAL**  
**OF**  
**ITAD Africa (Pty) Ltd**  
**IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000**  
**(ACT NO.2 OF 2000)**  
**2022**



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## 1. Introduction

Section 32(1) (a) of the Constitution of the Republic of South Africa Act, No. 108 of 1996 (hereinafter referred to as “the Constitution”) provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.

Section 32(2) of the Constitution provides for the enactment of a national legislation to give effect to this fundamental right. The Promotion of Access to Information Act 2 of 2000 (**PAIA**) is the national legislation contemplated in section 32(2) of the Constitution.

A copy of this information Manual is available at:

- Head office  
**55 Adriana Crescent, Unit 2, Cerimele Complex, Gateway Industrial Park, Rooihuiskraal, Centurion. 0154.**
- Website  
<https://www.itad.africa/>
- Human Rights Commission

### **The South African Human Rights Commission PAIA Unit**

The Research and Documentation Department  
Postal address: Private Bag 2700, Houghton, 2041  
Phone: +27 (11) 484-8300  
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## 2. Contact Details *Section 51 (1)a*

Name: Custodian of System: Andile Mahlangu (Managing Director/Chief Circular Officer and Founder)

Postal Address: Same as below.

Street Address: 55 Adriana Crescent, Unit 2, Cerimele Complex, Gateway Industrial Park, Rooihuiskraal, Centurion. 0154.

Telephone: 010 335 1852/ 082 441 3773

Email: [andile@itad.africa](mailto:andile@itad.africa)

Website: <https://www.itad.africa/>

### **3. South African Human Rights Commission Guide Section 51 (1)b**

In accordance with Section 10, the Human Rights Commission has created a simple guide in all official languages on how to use the PAIA. Parts of this guide have also been adapted to aid the design of this information manual.

This Guide is available free of charge for public inspection during office hours at various places mentioned below. Any person may request to have a copy of the Guide at a fee. The fee payable is R0,60c per every photocopy of an A4 size page or part thereof.

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

##### **PAIA Unit**

The Research and Documentation Department

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Phone: +27 (11) 484-8300

Fax: +27 (11) 484-0582

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

#### **Copies of the SAHRC Guide are available at the following places:**

- At the office of the head of the national department responsible for government communication: Government Communications and Information Services (GCIS);
- At the following places of legal deposit as defined in section 6 of the Legal Deposit Act of 1997 (Act No. 54 of 1997):
  1. Library of Parliament, Cape Town;
  2. The South African Library, Cape Town;

3. Natal Society Library, Pietermaritzburg;
4. The State Library in Pretoria;
5. City Library Services, Bloemfontein;
6. The National Film, Video and Sound Archives, Pretoria;
7. Any other library or institution prescribed by the Minister of Justice and Constitutional Development for the purposes of certain prescribed categories of documents; and
8. Every tertiary education institution established by or under any law.

**Copies of the Guide are also available in all official languages at the following offices:**

1. Office of information officers of public bodies;
2. All offices of public bodies;
3. All Magistrate's Offices;
4. All offices of the Department of Justice and Constitutional Development;
5. All post offices;
6. In the Government Gazette.

The Guide is also available at all offices and on the website of the South African Human Rights Commission [www.sahrc.org.za](http://www.sahrc.org.za)

#### **4. Automatically Available Records Section 51 (1)c**

The following categories of records are automatically available for inspection at head office, email, or photocopying.

**Examples:**

- Newsletters
- Brochures
- ISO Certificates
- Certification bodies membership
- Environmental Authorization
- Health and Safety Authorization
- Other legal authorizations
- Company Policies and Procedures

- Legal Appointments

<b>5. Records in compliance with legislation <i>Section 51 (1)d</i></b>
-------------------------------------------------------------------------

- Promotion to Access of Information Act 2 of 2000
- Promotion of Administration Justice Act 3 of 2000
- The Occupational Health and Safety Act No. 85 of 1993
- The Hazardous Substances Act No. 15 of 1973
- The Value-Added Tax Act No. 89 of 1991
- Income Tax Act No. 58 of 1962
- Companies Act No. 61 of 1973
- National Payment Systems Act No. 78 of 1998
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Customs and Excise Act No. 91 of 1964
- Labour Relations Act No. 66 of 1995
- Unemployment Insurance Act No. 30 of 1966
- Financial Markets Control Act No. 55 1989
- The Mutual Banks Act No. 124 of 1993
- The Medical Schemes Act No. 131 of 1998
- The Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- The Atmospheric Pollution Prevention Act No. 45 of 1965
- The Prescription Act No. 68 of 1969
- The Second Hand Goods Act No. 23 of 1955
- The Insolvency Act No. 24 of 1936
- The Health Act No. 63 of 1977
- The Road Transportation Act No. 74 of 1977
- The Professional Engineers Act No. 81 of 1968
- The Land Survey Act No. 8 of 1997
- National Forests Act 84 of 1998
- Competition Act No. 89 of 1998
- National Veld and Forest Fire Act No. 101 of 1998.
- Environmental Conservation Act 73 of 1989
- National Environmental Management act 107 of 1998
- National Water Act 36 of 1998

- Water Services Act 108 of 1997

## **6. Subject records**

### **6.1 General**

### **6.2 Finance**

### **6.3 Audits**

### **6.4 Communications**

### **6.5 Human Resources**

### **6.6 Environmental**

### **6.7 Health and Safety**

### **6.8 Legal**

### **6.9 Medical**

## **7. Procedure for requesting information *Section 51 (1)e***

A request for access to a record is made by completing a Request Form (Annexure 1).

### **7.1 Requirements**

**In order to access a record from ITAD Africa (Pty) Ltd the following requirements must be met.**

- That the request is made on the request form to the designated information officer of **ITAD Africa (Pty) Ltd.**
- That the completed request form is electronically mailed or hand delivered to the designated information officer of **ITAD Africa (Pty) Ltd**
- That access to the requested record is not refused in terms of any of the grounds for refusal under Promotion to Access of Information Act, 2000

**In the request form, the requester is required to provide the following information:**

- Sufficient particulars to enable the designated information officer of **ITAD Africa (Pty) Ltd** to identify the requester
- Sufficient particulars to enable the designated information officer of a **ITAD Africa (Pty) Ltd** to identify the record, including the reference number, if that is known to the requester. If the space in the request form is not adequate, the requester may continue on a separate folio and attach it to the request form. The requester must sign all additional folios
- Clearly indicate the form of access or nature of the record in which the record should be provided
- The postal address or fax number of the requester in the Republic
- State the manner in which the requester would like to be informed about the decision on the request
- If the request is made on behalf on another person, to submit proof of the capacity in which the requester is making the request
- The requester must state the right that is to be exercised or protected and why the record requested is required for the exercise or protection of such right

If the requester cannot read or write an oral request can be made and **ITAD Africa (Pty) Ltd** will complete the request form on their behalf.

## **7.2 Prescribed Fees**

All individuals have free access to the information manual which can be viewed during working hours from the person nominated in the designated information officer at head office as well as on the website or at the human rights commission. If an individual requests to see records from the automatically available records list, the individual may view those records free of charge during office hours or may download them from the website if they are available. If they require a copy of the record the prescribed fees below will apply.

If the requester requires a record listed in the information manual that is not automatically available, the requester after completing the form in Annexure 1 has to pay a request fee prescribed below. This fee must be paid with the request. If the requester is granted access to the record they may view the

records during office hours free of charge. If they require a copy of the record the prescribed fees below will apply.

**Please note that if the requester requires personal information as defined by the PAIA in terms of Section 54(1) they are not required to pay the prescribed fee.**

1. The fees for **reproduction** referred to in section 52(3) of the Act are prescribed as per the regulations relating to the promotion of access to information:

Description	Rand (Ex. Value Added Tax)
For every photocopy of an A4-size page or part thereof	1,10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
For a copy in a computer-readable form on: <ul style="list-style-type: none"> <li>• Stiffy disc</li> <li>• Compact disc</li> </ul>	7,50 70,00
A transcription of visual images, for an A4-size page or part thereof	40,00
For a copy of visual images	60,00
A transcription of an audio record, for an A4-size page or part thereof	20,00
For a copy of an audio record	30,00



To search for and prepare the record for disclosure: for each hour or part thereof, reasonably required for such search	30,00
To mail a copy of the record	The actual postal fee

2. The **request fee** payable by a requester (this is a non refundable admin fee) other than a personal requester, referred to in section 54(1) of the Act as per the regulations relating to the promotion of access to information:

Description	Rand (Ex. Value Added Tax)
Request Fee	50,00

3. The **access fees** payable by a requester referred to in section 54(7), unless exempted under section 54(8), of the Act as per the regulations relating to the promotion of access to information are as follows:

Description	Rand (Ex. Value Added Tax)
For every photocopy of an A4-size page or part thereof	1,10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
For a copy in a computer-readable form on:	7,50
• Stiffy disc	70,00
• Compact disc	

A transcription of visual images, for an A4-size page or part thereof	40,00
For a copy of visual images	60,00
A transcription of an audio record, for an A4-size page or part thereof	20,00
For a copy of an audio record	30,00
To search for and prepare the record for disclosure: for each hour or part thereof, reasonably required for such search	30,00
To mail a copy of the record	The actual postal fee

**Please note the following:**

- The requester may be required to pay one third deposit of the access fees if the record search is expected to exceed 6 hours. The requester will be notified of the amount.
- The company may withhold a record until the deposit has been paid.
- If a request is refused access to the record after the deposit has been paid the requester will be refunded.

Payment details can be obtained from the designated information officer in the Contact Details (*Section 51 (1)a*).

**8. Additional Prescribed Information** *Section 51 (1)f*

The Minister of Justice and Constitutional Development has not made any regulations in terms of section 51(f) of the Act.

## **9. Grounds for Refusal** *Section 62-70*

**ITAD Africa (Pty) Ltd** may refuse a request for access to a record on the grounds of:

1. Interpretation
2. Mandatory protection of privacy of third party who is natural person
3. Mandatory protection of commercial information of third party
4. Mandatory protection of certain confidential information of third party
5. Mandatory protection of safety of individuals, and protection of property
6. Mandatory protection of records privileged from production in legal proceedings
7. Commercial information of private body
8. Mandatory protection of research information of third party, and protection of research information of private body
9. Mandatory disclosure in public interest

## **10. Appeals** *Section 78-82*

A requester that is dissatisfied with the information officer's refusal to disclose information, may within 30 calendar days of notification of the decision, apply to a Court for relief. Likewise, a third party dissatisfied with the information officer's decision to grant a request for information, may within 30 calendar days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

### **Annexure 1**

#### **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 recorded below.*
- b. *Furnish an address and/or fax number in the Republic to which information must be sent.*
- 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**

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>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.</p> <p>b. You will be notified of the amount required to be paid as the request fee.</p> <p>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.</p> <p>d. If you qualify for exemption of the payment of any fee, please state the reason therefore.</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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:

- |                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>a. Your indication as to the required form of access depends 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 to 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 of 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? A postal fee 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 if to be exercised or protected.  
.....
2. Explain why the requested record is required for the exercising 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. If you wish to be informed thereof 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 ..... on this ..... day of ..... 20.....

.....  
Signature of requester/person on whose behalf request is made