

## ACCESSING INFORMATION

# Information Manual

In terms of Section 51 of the Promotion of Access to Information Act, No 2 of 2002

Issued : 17 August 2005

Last updated: 17 August 2005

Information Manual compiled in terms of section 51 of the PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000 (the Act) to assist access to information on the following companies and their subsidiaries, as defined in the Companies Act, 1973 :-

- Ciber Information Holding (Pty.) Ltd. Reg No. 2002/026300/07
- Ciber Information International (Pty.) Ltd. Reg No. 1996/000608/07
- Ciber Communications (Pty.) Ltd. Reg No. 2002/031833/07
- Ciber Terrasoft (Pty.) Ltd. Reg No. 1998/002134/07

Reference is, however, made under item 3.1 of this Information Manual to :-

- access to Call Centres and other client service facilities
- certain subsidiary companies and staff funds having their own Information Manuals

This manual is available for inspection free of charge at the offices of Ciber Information Holdings. Furthermore, copies have been lodged with the South African Human Rights Commission and the Government Printers.

The manual is published on our website <http://www.ciber.co.za>.

Compiled : 17 August 2005

## Introduction to Information Manual:

Section 32(1)(h) of the Constitution of the Republic of South Africa provides for the right of access when information is required for the exercise or protection of rights.

The Promotion of Access to Information Act, 2000 gives effect to this constitutional right and sets out the requirements and conditions. In terms of section 51 of this Act, each private body is required to issue an Information Manual, to be lodged with the SA Human Rights Commission, the Government Printer and, where applicable, a copy must be available on the organisation's website.

The manual, which relates to our core operations gives contact details of the Information Officer and procedures to be followed. In section 3.1 of the manual, we list separate manuals relating to certain subsidiaries and funds.

## 1: Contact details

Information Officer: Mr M.L. Mdlopane  
Postal address: P O Box 5705  
Halfway House, 1685  
Republic of South Africa  
Street address: Block B, Greenoaks Office Park  
Corner of Bekker Street & Gregory Road  
Vorna Valley, Midrand, 685  
Republic of South Africa  
Telephone number: 011 315 3837  
Fax number: 011 315 8332  
E-mail address: [info@ciber.co.za](mailto:info@ciber.co.za)  
Website: <http://www.ciber.co.za>

## 2. Request for information

In terms of the Act, a requester must be given access to any record of a private body if:-

- that record is required for the exercise or protection of any rights;
- that person complies with the procedural requirements in the Act relating to a request for access to that record and
- access to that record is not refused in terms of the grounds for refusal as set out in Chapter 4 of Part 3 of the Act.

## 3. Procedures to be followed to request access to a record

### 3.1 Access to Information Officer and to service centres

Any person who wishes to access a record from Ciber Information Holdings may contact the Information Officer whose contact details are as set out above.

For the convenience of clients, our website <http://www.ciber.co.za> is being continuously expanded (under 'About us' ... 'Information Manual' and through other links) to provide details of Call Centres and other client service contact points in respect of our Group and of its main operating divisions in South Africa, which are:-

- **Ciber Information International (Pty) Ltd**, relating to IT solutions and managed services
- **Ciber Communication (Pty) Ltd**, relating to communications and branding
- **Ciber Terrasoft (Pty) Ltd**, relating to engineering IT solutions.

### 3.2: Prescribed Access Form

In terms of Section 53 of the Act, a request for access to a record of Cyber Information Holdings must be made in the prescribed form to the Head of Cyber Information Holdings through the Information Officer at the address, fax number or electronic mail address as set out above. [s 53(1)]

A request in terms of the Act requires the completion of the prescribed request for access form. The form requires the requester to provide certain information. The requester must provide sufficient detail on the request form to enable the private body to identify the record and the requester.[s 53(2)]

|                           |
|---------------------------|
| <b>To view forms, see</b> |
|---------------------------|

|                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------|
| <a href="http://www.sahrc.org.za/fees_forms_priv_bodies.PDF">http://www.sahrc.org.za/fees_forms_priv_bodies.PDF</a> |
|---------------------------------------------------------------------------------------------------------------------|

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 another person, the requester must then submit proof in which capacity the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

The prescribed time periods will not commence until the pertinent information has been furnished to the Information Officer.

### **3.3: Fees**

There are two types of fees payable:

- request fee
- access fee.

#### **Personal information**

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.

#### **Request fee**

Where a request fee is payable, the head of the private body must give the requester notice, requiring payment of the prescribed request fee before further processing the request [s 54(1)]. Section 54(3)(b) of the Act allows an application to the court against payment.

#### **Access fee:**

If the request is granted then an 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)]

Ciber Information Holdings may withhold a record until the requester has paid the applicable fees.

|                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To view forms, see</b>                                                                                                                                                                                                                                                                                                       |
| <b>FEES IN RESPECT OF PRIVATE BODIES</b><br>The amount of the fees payable (to which VAT must be added) are as set out on the website of SAHRC:<br><a href="http://www.sahrc.org.za/fees_forms_priv_bodies.PDF">http://www.sahrc.org.za/fees_forms_priv_bodies.PDF</a> . The amount of these fees may be amended by regulation. |

#### **4. The 'Section 10 Guide' - Human Rights Commission Guide**

Should a requester require further clarity, the requester is referred to the Guide which will be published by the South African Human Rights Commission.

In terms of Section 10 of the Act, the Human Rights Commission will produce a guide by August 2003. The guide will be printed in each official language in the Government Gazette and will be available for inspection by the public at the offices of the

South African Human Rights Commission,  
PAIA Unit,  
Private Bag 2700,  
Houghton 2041,

Telephone 011 484 8300 or Fax 011 484 0582 or at [www.sahrc.org.za](http://www.sahrc.org.za) or e-mail [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za).

#### **5. Records**

The following are the categories of records held by Ciber Information Holdings. Examples of the types of records in the various categories are also listed.

##### **In respect of other legislation**

Records are available in accordance with the following legislation:

- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Companies Act 61 of 1973
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Consumer Affairs (Unfair Business Practices Act) 71 of 1998

- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Inspection of Financial Institutions Act 80 of 1998
- Regional Services Councils Act 109 of 1985
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 63 of 2001
- Usury Act 73 of 1965
- Value Added Tax Act 89 of 1991

**Subjects and categories of records held**

Ciber Information Holdings’ personal, confidential, commercial, research and other records are held at its offices and backups offsite.

| <b>Company records</b>                    |                                        |
|-------------------------------------------|----------------------------------------|
| Financial                                 | Human resources management             |
| Company law records and statutory returns | Information & communication technology |

| <b>Products and services (to groups and individuals)</b> |                                  |
|----------------------------------------------------------|----------------------------------|
| IT solutions                                             | Bespoke software development     |
| Managed Services                                         | Desktop engineering solutions    |
| Enterprise solutions                                     | Enterprise engineering solutions |
| Communications and Branding                              |                                  |

| <b>Categories of records</b> |                                  |
|------------------------------|----------------------------------|
| Confidential                 | Client contact & profile         |
| Planning                     | Research and development         |
| Performance                  | Technical & internal information |
| Compliance                   | Internal manuals                 |
| Staff records                | Standards and procedures         |
| Staff rules and codes        | Job descriptions                 |
| Operational records          | Skills development records       |
| Publicity material           | Training material & programmes   |
| Procurement records          | Records held by officials        |

## 6. Grounds for Refusal of a Request

A request may be declined in accordance with one of the prescribed grounds for refusal of the request in terms of the Act, and these are set out, inter alia, in Sections 63, 64, 65, 66, 67, 68, and 69 of the Act. In such an event, Part 4 of the Act allows a requester to appeal the decision or to apply to court.

Please note that the standard fees structure and the information request form is available on the website of SAHRC: [http://www.sahrc.org.za/fees\\_forms\\_priv\\_bodies.PDF](http://www.sahrc.org.za/fees_forms_priv_bodies.PDF). VAT is to be added to these fees. The amount of these fees may be amended by regulation.