

Edupac Software Support Services (Pty) Ltd

Registration Number of Company: 2003/028214/07

PAIA MANUAL

in terms of

***Section 51* of the Promotion of Access to Information Act**

Act 2 / 2000

(“PAIA, the “ACT”)

Edupac Software Support Services (Pty) Ltd

Promotion of Access to Information Act (PAIA) MANUAL

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1 INTRODUCTION

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act No.2 of 2000 (hereinafter referred to as “the Act”). The Act gives effect to the provisions of Section 32 of the Constitution (Act No. 108 of 1996), which provides for the right of access to information held by another person that is required for the exercise and/ or protection of any right.

2 ABOUT EDUPAC SOFTWARE SUPPORT SERVICES (PTY) LTD

Edupac Software Support Services (Pty) Ltd (a.k.a. “**Edupac**”) is a Private Company that conducts business as a software and support supplier to mainly schools in Southern Africa.

3 CONTACT DETAILS OF THE INFORMATION OFFICER (SECTION 51(1)(a))

Appointed as the Head in terms of Section 51(1)(a)

Name of Information Officer:	Theo Kleynhans
Position in Company:	Director; Internal Operations
Name of Company Secretary:	Theo Kleynhans
Physical Address:	Suite 1 & 2 Brentwood 2 Ibis Place Meyersdal Alberton 1448
Postal Address:	PO Box 6100, Meyersdal, 1447
Telephone No (Information Officer):	+27 11 867 9420
Fax No (Information Officer):	+27 86 262 6084
E-mail Address (Information Officer):	tkleynhans@edupac.co.za

DEPUTY INFORMATION OFFICER (IF APPLICABLE)

Name of Deputy Officer	N/A
Telephone No:	N/A
E-mail Address:	N/A
Physical Address:	N/A
Postal address:	N/A
E-mail Address:	N/A

4 SCOPE OF MANUAL

Subject to fulfilling the requirements set out in the Act, this Manual grant access to records held by Edupac. For more information on Edupac, please refer to its website: www.edupac.co.za

5 SECTION 10 GUIDE

Section 10 Guide (Section 51 (1)(b))

- 5.1 The Act grants a Requester access to Records of a Private Body, if the Record is required for the exercise or protection of any Rights.
- 5.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures.
- 5.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address:

Private Bag 2700, Houghton, 2041

Telephone Number: +27 11 877 3600

Fax Number: +27 11 403 0625

Website: www.sahrc.org.za

6 REQUEST TO ACCESS RECORDS HELD BY EDUPAC

Requests for access to records held by Edupac must be made on the request forms (upon payment of the prescribed fees) attached below or through the forms available from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za) (under “regulations”).

Requests for access must be made to the Information Officer at the postal address, fax number or electronic mail provided above.

As per the requirements of the Act, the request must provide sufficient and detailed information on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

In addition, the requester must identify the right that he or she is seeking to exercise or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right. If a request is made on behalf of a 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 public body.

7 ACCESSIBILITY OF THE MANUAL

A copy of this Manual is available on our website (www.edupac.co.za) or by sending to the Information Officer a request by post, fax or electronic mail. The Manual is also obtainable from our head office, the South African Human Rights Commission (“SAHRC”) or from the Government Printers. Further, the Manual will, from time to time be updated in order for it to remain current.

8 RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF SECTION 51(1)(c)

Records that are automatically available to the public are all records that Edupac has lodged in terms of government requirements with various statutory bodies including the Registrar of Companies, and the Registrar of Deeds, all records in the booklets and pamphlets published by Edupac and all records available on Edupac’s website: www.edupac.co.za.

APPLICABLE LEGISLATION

No	Ref	Act (Applicable Legislation)
1	Act 75 of 1997	Basic Conditions of Employment Act
2	Act 71 of 2008	Companies Act
3	Act 68 of 2008	Consumer Protection Act
4	Act 9 of 1933	Currency and Exchanges Act
5	Act 55 of 1998	Employment Equity Act
6	Act 95 of 1967	Income Tax Act
7	Act 30 of 1996	Unemployment Insurance Act
8	Act 34 of 2005	National Credit Act
9	Act 2 of 2000	Promotion of Access to Information Act
10	Act 4 of 2013	Protection of Personal Information Act
11	Act 89 of 1991	Value-Added Tax Act

9 RECORDS AVAILABLE WITHOUT A REQUEST IN TERMS OF ANY OTHER LEGISLATION (SECTION 51(1)(d))

Requesters may make requests for information that may be requested in accordance with applicable South African legislation.

Edupac may refuse access to records on one or more of the grounds outlined in Chapter 4 of the Act pertaining to, ‘Grounds for Refusal of Access to Records’.

10 RECORDS HELD BY EDUPAC (SECTION 51(1)(d))

Edupac maintains various categories of records and information. However, the publication of categories of information and records in this Manual does not necessarily imply that request for access to such records or information would be honoured, other than for readily available information on a public domain, e.g. on www.edupac.co.za.

Schedule of Records

Records	Subject	Availability
Human Resources	<ul style="list-style-type: none"> • Staff Records • Employment Contracts • Policies and Procedures • Remuneration Records 	Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records • Asset Register • Management Accounts • Financial Source Documents • General Ledgers and Personal Ledgers 	Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA
Legal Entity	<ul style="list-style-type: none"> • Statutory Records and Registers • General Contract Documentation 	Request in terms of PAIA Request in terms of PAIA

11 FORM OF REQUEST (Section 51 (1) (e))

To facilitate the processing of your request, kindly:

11.1 Use the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za.

11.2 Address your request to the **Information Officer** of Edupac.

11.3 Provide sufficient details to enable Edupac to identify:

- (a) The record(s) requested;
- (b) The requester (and if an agent is lodging the request, proof of capacity);
- (c) The form of access required;
- (d) (i) The postal address or fax number of the requester in the Republic;

- (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the Record is required to exercise or protect the right.

12 AVAILABILITY OF THE MANUAL

The manual is available for inspection at Edupac's office, being: Suite 1 & 2, Brentwoodpark, 2 Ibis Place, Meyersdal, 1448, free of charge.

A copy is also available at the South African Human Rights Commission.

Interested parties can also view the manual on the website being www.edupac.co.za.

13 FEES

The following applies to requests (other than personal requests):

- 13.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- 13.2 If the preparation of the Record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 13.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 13.4 Records may be withheld until the fees have been paid; and
- 13.5 The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za.

ANNEXURE "A"

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

B. Particulars of person requesting access to the Record

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

1. Description of Record or relevant part of Record
2. Reference number, if available
3. Any further particulars of Record

E. 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.

If the record is in written or printed form:			
Copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>

If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
view the images	<input type="checkbox"/>	copy of the images"	<input type="checkbox"/>	transcription of the images*	<input type="checkbox"/>

If record consists of recorded words or information which can be reproduced in sound:			
listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document	<input type="checkbox"/>

If record is held on computer or in an electronic or machine-readable form:					
printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)	<input type="checkbox"/>

'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.	YE	NO
	S	

F. 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.

E. Notice of decision regarding request for access

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 REQUEST/PERSON ON WHOSE BEHALF REQUEST IS MADE