

**PAIA MANUAL FOR
SAINET INTERNET CC
Registration number 2001/064448/23**

In accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000.

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A. THE MANUAL

This manual is drafted to assist potential requesters with making an application for access to information / documents from Sainet Internet CC.

The manual may be amended from time to time and as soon as any amendments have been finalized, the latest version of the manual will be made public.

A requester must contact the correct Information Officer as stipulated below, should s/he require any assistance in respect of the use of this manual, and/or when requesting documents and/or information from Sainet Internet CC in terms of the manual.

The following words in this manual mean:

“the Act” means the Promotion of Access to Information Act, No 2 of 2000, together with all relevant regulations.

“the/this manual” means this manual together with all annexures thereto as available at the head office of Sainet Internet CC.

“SAHRC” the South African Human Rights Commission.

B. INTRODUCTION TO SAINET INTERNET CC

Sainet Internet CC is a company specializing in Telecommunications and Internet Services

C. PARTICULARS IN TERMS OF THE MANUAL

1. Contact Details:

The Information Officer: Bianca Petersen

Postal Address: P O Box 13476
Vincent
5217

Street Address: 35 Balfour Road
Vincent
5217

Telephone number: (043) 726 3330

Fax Number: (086) 611 3153

Website: www.sainet.co.za

Electronic mail address: bianca@sainet.biz

Head of private body: Marius Oberholzer

Electronic mail address: marius@sainet.biz

2. A guide to the Act

In terms of section 10 of the Act, the SAHRC is required to compile, in each official language, a guide to the Act, to assist people in exercising their rights under the Act. This guide is available from the SAHRC.

The SAHRC may be contacted at:

The South African Human Rights Commission
PAIA Unit
The Research and Document Department

Postal address: Private Bag 2700
Houghton

Telephone: (011) 484 8300

Fax: (011) 484 2582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

3. Records available in terms of any other legislation

Sainet Internet CC keeps information / documentation 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 Exercise Act No. 91 of 1964
- Employment Equity Act No. 55 of 1998
- Electronic Communications and Transmissions Act No. 25 of 2002
- Financial Advisory and Intermediary Services Act No. 37 of 2003
- Financial intelligence Centre Act No. 38 of 2001
- Income Tax Act 58 of 1962
- Intellectual Property Laws Amendments Act No. 38 of 1997
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information ACT No. 2 of 2000
- Regional Services Councils Act 109 of 1985
- SA Reserve Bank Act No. 90 of 1989
- Skills Development Levies Act No.9 of 1999
- Skills Development Act No. 97 of 1998
- Trademarks Act 194 of 1993
- Trade Metrology Act No. 77 of 1973
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Contributions Act No. 4 of 2002
- Value Added Tax Act 89 of 1991

4. Gaining access to the records held by Sainet Internet CC

- 4.1 The Act provides for the automatic disclosure of certain records. Should records be automatically disclosed, you will not have to formally request these records in terms of the Act. In terms of the Act, this automatic disclosure by private companies is voluntary. This means that a private company is not obliged to make such disclosure. If a private company chooses to make such voluntary disclosure, it may do so by giving notice thereof in terms of Section 52(2) of the Act.

All records pertaining to the granting of credit, including account applications, terms and conditions, customer records, and statements of accounts, are automatically available to a requester who has an account with Sainet Internet CC, without them having to request these records in terms of the Act.

4.2 Requests for these records must be forwarded to:

Credit Controller:	Annelize Möller
Postal Address:	P O Box 13476 Vincent 5217
Street Address:	35 Balfour Road Vincent 5217
Telephone number:	(043) 726 3330
Fax number:	(086) 611 3153
Electronic mail address:	annelize@sainet.biz

4.3 Records held by Sainet Internet CC that may be requested are set out in the following categories and types:

- **Statutory:**

Statutory records include the following:

- Registers
- Annual reports

- Statutory records and returns
- Agreements
- Trademarks and patents
- Licenses
- Lease agreements

- **Human resources records**

These records refer to any person who works for or provides services to or on behalf of Sainet Internet CC and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Sainet Internet CC. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers. Human resources records include the following:

- Any personal records provided to Sainet Internet CC by their personnel
- Any records that a third party has provided to Sainet Internet CC about any of their personnel
- Conditions of employment and other personnel-related contractual and quasi-legal records
- Internal evaluation records
- Internal policies, standards and procedures
- Provident fund and Group Life fund rules
- Medical aid scheme rules
- Remuneration records and
- Other internal records and correspondence

- **Admin, finance and accounting**

The following are considered to include but not be limited to records, which pertain to the internal affairs of Sainet Internet CC:

- Accounting records
- Internal audit records
- Operational records
- Purchasing records
- Contracts
- Property information

- Databases
- Information technology
- Marketing records
- Internal correspondence
- Product records
- Statutory records
- Internal policies and procedures and
- Records held by officials of Sainet Internet CC

- **Assets and security**

- Assets register
- Procedures

4.4 The request procedures

Form of request

- The requester must use the prescribed form to make the request for access to a record. This must be made to the Information Officer of Sainet Internet CC. This request must be made to the address of Sainet Internet cc.
- The requester must provide sufficient detail on the request from to enable the Information Officer of Sainet Internet cc to identify the record and the requester. The requester should also indicate which form of access is required.
- The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 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.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of Sainet Internet CC.

Fees:

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:

- The Information Officer of Sainet Internet CC must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee that the requester must pay to Sainet Internet CC is the applicable fee as contained in the Regulations regarding the Promotion of Information to the Promotion of Access to Information Act, 2000. The requester may lodge an application to the court against the tender or payment of the request fee. The fees schedule can be downloaded from the Department of Justice website at www.doj.gov.za
- After the Information Officer of Sainet Internet CC has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further 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.

VALUE ADDED TAX: Please note that Sainet Internet CC is registered under the Value-Added Tax Act (Act No. 89 of 1991) as a vendor and may in terms thereof add value-added tax (VAT) to all fees prescribed.

5. Other information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. Availability of the manual

6.1 This manual is available for inspection at the office of Sainet Internet CC, free of charge.

6.2 Copies of this manual, or part thereof, can be obtained from either:

- The offices of Sainet Internet CC, at the prescribed fee as set out in item 1 of part III of the Fee Schedule;

- or The South African Human Rights Commission, whose details are set out in 2 above;
- or The website of Sainet Internet CC

7. Prescribed forms

7.1 Your request must be set out in the prescribed form, which can be downloaded from the Department of Justice website at www.doj.gov.za and after completion must be forwarded to:

Sainet Internet CC
For attention: Bianca Petersen
35 Balfour Road, Vincent, 5127
P O Box 13476, Vincent, 5217
Tel: (043) 726 3330