



**INTEGR8 IT**  
TECHNOLOGY INTEGRATORS  
0861 888 888 www.integr8it.com

## Section 51 Manual for Integr8 IT Technology Integrators

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### INTRODUCTION TO INTEGR8 IT

Integr8 IT is a renowned market leader in delivering network integration services and solutions. With a knowledge base of highly skilled and qualified system engineers, Integr8 IT has the people and expertise to plan, deploy, manage and maintain information technology environments. Integr8 IT has established strategic enterprise alliances with global partners. The company's partner strategy combines industry-leading products and technologies with networking and infrastructure services to implement customised next generation solutions. Integr8 IT has a proven track record in providing network integration services and solutions to its South African and international customers

### PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

### 1. CONTACT DETAILS [SECTION 51(1) (A)]

Integr8 IT's footprint is national/throughout Southern Africa and includes:

Johannesburg, Cape Town, Durban, East London, Port Elizabeth, Bloemfontein, Northern Province, Mpumalanga, Richards Bay, Pietersburg, Nelspruit, Free State, George, Pietermaritzburg, Botswana, Namibia.

**National Call Centre 0861 888 888 | Email: [info@integr8it.com](mailto:info@integr8it.com)**

JOHANNESBURG	CAPE TOWN	DURBAN
PHYSICAL ADDRESS: 17 SCOTT STREET WAVERLEY JOHANNESBURG 2196	PHYSICAL ADDRESS: 3 <sup>RD</sup> FLOOR, THE EQUINOX MILTON ROAD SEA POINT 8005	PHYSICAL ADDRESS: 3 HOLWOOD PARK LA LUCIA DURBAN
TELEPHONE: 011 555 9300	TELEPHONE: 021 439 9986	TELEPHONE: 031 566 4800
FACSMILE: 086 520 0002	FACSMILE: 086 520 0002	FACSMILE: 086 520 0002
POSTAL ADDRESS: PO Box 650796 BENMORE 2010	POSTAL ADDRESS: PO Box 650796 BENMORE 2010	POSTAL ADDRESS: PO Box 650796 BENMORE 2010

### 2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT [SECTION

The Guide will be available from the South African Human Rights Commission by not later than August 2005. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit  
The Research and Documentation Department  
Postal address: Private Bag 2700  
Houghton  
2041  
Telephone: +27 11 484-8300  
Fax: +27 11 484-7146  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

### 3. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION, NOTICES AND REGULATIONS

- Copyright Act Regulations
- Counterfeit Goods Act
- Electronic Communications and Transactions Act 25 of 2002
- National Health Bill 32 of 2003
- PAIA Regulation 187 of 15 February 2002
- Promotion of Access to Information Act No. 2 of 2000
- Regulation of Interception of Communications Act 70 of 2002
- South African Constitution 1996
- Trademarks Act No. 194 of 1993
- Trademarks Act Regulations
- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993

- Customs and Excise Act No. 91 of 1964
- Employment Equity Act No. 55 of 1998
- Value – Added Tax Act No. 89 of 1991
- Income Tax Act No. 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Patents Act No. 57 of 1978
- Skills development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 30 of 1966

4. ACCESS TO THE RECORDS HELD BY THE PRIVATE BODY IN QUESTION [SECTIONS 51(1)(C) AND 51(1)(E)  
Records that are automatically available to the public are all records of Integr8 IT 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 Integr8 IT and all records available on Integr8 IT website ([www.integr8it.com](http://www.integr8it.com))

Integr8 IT maintains records on the following categories and subject matters (please note that the accessibility of the records listed below may be subject to the grounds of refusal as set out in the Act and inclusion in this list does not imply that the request for the record will be granted):

#### Company Secretarial records

- \_ Copies of documents of incorporation;
- \_ Copies of the Memorandums and Articles of Association;
- \_ Combined Company Register
- \_ Minutes of Meetings
- \_ Statutory Returns
- \_ Powers of Attorneys
- \_ Delegation of authority, and
- \_ Share Certificates

#### Movable and Immovable Property

- \_ Title Deeds
- \_ Lease Agreements
- \_ Hire Agreements
- \_ Hire-Purchase Agreements
- \_ Ordinary and Conditional Sale Agreements

#### Intellectual Property

- \_ Trade Marks;
- \_ Patents;
- \_ Copyright;
- \_ Designs;
- \_ Know-How;
- \_ Licences

#### Insurance

- \_ Policies;
- \_ Insurance claim files

#### Financial Documents and Records:

- \_ Ledgers, sub-ledgers and supporting documentation;
- \_ Journals;
- \_ Fixed asset register;
- \_ Management accounts;
- \_ Annual financial statements;
- \_ Month end records;
- \_ Budgets;
- \_ GAP system and database;

- \_ Minutes of meetings relating to financial matters;
- \_ VAT records;
- \_ Tax records including tax returns and assessments;
- \_ Invoices;
- \_ Banking details and bank accounts;
- \_ Financial control reports;
- \_ Age analysis;
- \_ Correspondence; and
- \_ Policies and procedures.

#### Legal & regulatory:

- \_ Contracts;
- \_ Commercial disputes;
- \_ Litigation;
- \_ Standard operating procedures and policies
- \_ Permits, licenses, consent, approvals, authorisations, applications, registrations and exemptions.

#### Human Resources Documents and Records:

- \_ Business continuity plans;
- \_ Human Resource policy documents;
- \_ Employee information;
- \_ Employment contracts;
- \_ PAYE records;
- \_ UIF records;
- \_ Payroll reports;
- \_ Payslips;
- \_ IRP5's;
- \_ Leave records;
- \_ Disciplinary codes and procedures and records;
- \_ Labour disputes;
- \_ Grievance procedure
- \_ Performance management records;
- \_ Long service awards;
- \_ Employment equity plan;
- \_ Attendance register records;
- \_ Medical aid records;
- \_ Accident books and records
- \_ Workplace and Union agreements and records; and
- Sales and Marketing Documents and Records:
  - \_ Customer database;
  - \_ Service provider database;
  - \_ Brochures and newsletters in respect of products and services offered by the Integr8 IT
  - \_ Vendor accreditation records;
  - \_ Minutes of meetings of Sales and Marketing departments.

#### Call Centre Records:

- \_ Call log database;
- \_ Statistics;
- \_ Incentive programme documentation.

#### Data Administration Records:

- \_ Rules database;
- \_ Supporting documentation relating to the aforementioned.

#### Customer Support Records:

- \_ Query documentation;
- \_ Reports;

#### Training Records:

- \_ Manuals;
- \_ Registers;
- \_ Assessment documentation;
- \_ Results schedules.

#### Quality Control Records:

- \_ Audit summaries and reports;
- \_ Statistic reports.

#### Distribution Records:

- \_ Requisition forms;
- \_ Order forms and delivery notes;
- \_ Filing lists and records;

#### Procurement

- \_ Policies and procedures
- \_ Reports and Supporting documentation
- \_ Tender documentation
- \_ Standard terms and conditions for supply of Services, Products and Software
- \_ Contactor and supplier agreements and information

#### Information Technology Records:

- \_ Licenses;
- \_ Software programmes and applications;
- \_ Computer generated databases;
- \_ System documentation and manuals;
- \_ Project, disaster recovery and implementation plans;
- \_ Internet and intranet policy documentation
- \_ Electronic Communications policy documentation
- \_ System security policy documentation

#### 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 head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)] A request will be deemed to be received by Integr8 IT when Integr8 IT acknowledged receipt thereof; an automatic reply by a computer will be seen as acknowledgement of receipt.

The requester must provide sufficient detail on the request form to enable the head of the private body 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 [s 53(2)(a) and (b) and (c)].

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 [s53 (2) (d)].

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 the head of the private body [s 53(2) (f)].

#### 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 as been stipulated in the Regulations promulgated in terms of the Act. Payment of the fees must take place prior to making available the requested record/s;

The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1, 10 for every photocopy of an A4-size page or part thereof.

The fees for reproduction referred to in regulation 11(1) are as follows:

a) For every photocopy of an A4-size or part thereof	R1,10
b) For every printed copy of an A4-size page or part thereof held on	R0,75
c) For a copy in a computer-readable form on – (i) stiffy disc (ii) compact disc	R7,50 R70
d) (i) For a transcription of visual images for an A4-size page or part thereof. (ii) For a copy of visual images.	R40 R60
e) (i) For a transcription of an audio record, for an A4-size page or part thereof. (ii) For a copy of an audio record.	R20 R30

The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50, 00.

The access fees payable by a requester referred to in regulation 11(3) are as follows:

a) For every photocopy of an A4-size page or part thereof	R1,10
b) 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
c) For a copy in a computer-readable form on – (i) Stiffy disc (ii) Compact disc	R7,50 R70
d) (i) For a transcription of visual images, for an A4-size or part thereof (ii) For a copy of visual images	R40 R60
e) (i) For a transcription of an audio record, for an A4-size or part thereof	R20
f) (ii) For a copy of an audio record	R30
g) To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation.	R30

For purpose of section 54(2) of the Act, the following applies:

Six hours as the hours to be exceeded before a deposit is payable; and

One third of the access fee is payable as a deposit by the requester.

The actual postage is payable when a copy of a record must be posted to a requester.

#### 5. OTHER INFORMATION AS MAY BE PRESCRIBED [SECTION 51 (1) (F)]

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

#### 6. AVAILABILITY OF THE MANUAL [SECTION 51(3)]

This manual will also be available for inspection at the offices of Integr8 IT free of charge; and copies are available with the South African Human Rights Commission, in the Gazette and on Integr8 IT's website.

#### 7. LIMITATION OF LIABILITY

Integr8 IT is relieved from liability and shall have no duty whatsoever, in relation to:

- the integrity and or accuracy of the information requested;
- any delay associated with the delivery except to comply with the procedures stipulated herein;
- and/or
- that the information requested shall conform with the requirements of the requestor except that it should correspond with the title and description provided by the requestor.

**FORM C**

**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:

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**B. Particulars of person requesting access to the record**

- |   |
|---|
| (a) The particulars of the person who requests access to the record must be given below.<br>(b) The address and/or fax number in the Republic to which the information is to be sent must be given.<br>(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**

<i>This section must be completed ONLY if a request for information is made on behalf of another person.</i>
--

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) | <i>If the provided space is inadequate, please continue on a separate folio and attach it to this form.</i><br><b>The requester must sign all the additional folios.</b> |

1. **Description of record or relevant part of the record:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. **Reference number, if available:** \_\_\_\_\_

3. **Any further particulars of record:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**E. Fees**

- |     |   |
|-----|---|
| (a) | <i>A request for access to a record, other than a record containing personal information about yourself, will be processed only after a <b>request fee</b> has been paid.</i> |
| (b) | <i>You will be notified of the amount required to be paid as the request fee.</i>   |
| (c) | <i>The <b>fee payable for access</b> to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>     |
| (d) | <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i>   |

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:**

- (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 to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>						
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	inspection of record			
<b>2. If record consists of visual images</b> (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"/>	transcription of the images*	
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>						
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)			
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>						
<input type="checkbox"/>	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)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>					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 is to be exercised or protected: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
2. Explain why the record requested is required for the exercise 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/denied. If you wish to be informed 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 \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
*SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE*