

**SACO MANUAL PREPARED IN TERMS OF SECTION  
51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

**Note: This manual is based on “EXAMPLE OF A MANUAL FOR A PRIVATE BODY” issued by the South African Human Rights Commission, amended to meet the needs of SACO, with further additions to enhance its usefulness and comply with the Protection of Personal Information Act, No. 4 of 2013.**

**Contents**

1	INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT.....	2
2	DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10.....	2
3	RECORDS AUTOMATICALLY AVAILABLE .....	3
4	SUBJECTS AND CATEGORIES OF RECORDS HELD BY [COMPANY NAME].....	3
5	PURPOSE OF PROCESSING OF PERSONAL INFORMATION .....	6
6	DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION.....	6
7	PLANNED RECIPIENTS OF PERSONAL INFORMATION .....	6
8	PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION.....	6
9	SECURITY MEASURES TO PROTECT PERSONAL INFORMATION.....	6
10	DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS.....	7
11	AVAILABILITY OF THE MANUAL.....	8
12	FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY.....	9
13	FORM E: AUTOMATICALLY AVAILABLE RECORDS.....	12

# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

**FORM OF ACCESS**  
*(Mark the applicable box with an "X")*

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS**  
*(Mark the applicable box with an "X")*

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
 Information officer

## 1 INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Designated head:	Danie Le Roux (CEO)
Street Address:	Greenhill Village Office Park, Acacia House, Corner Nentabos & Botterklapper rd, Die Wilgers, Pretoria East
Postal Address:	Greenhill Village Office Park, Acacia House, Corner
Telephone:	+27 12 665 7978
Email Address:	<a href="mailto:info@SACO.co.za">info@SACO.co.za</a>
Person delegated to deal with request (for "the designated head"):	Danie Le Roux
Email address of the delegated designated head:	<a href="mailto:danielr@SACO.co.za">danielr@SACO.co.za</a>

## 2 DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission (SAHRC). It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, *inter alia*, at the office of the offices of the Human Rights Commission at The Guide is available for inspection, *inter alia*, at the office of the South African Human Rights Commission at Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg, Gauteng and at [www.sahrc.org.za](http://www.sahrc.org.za).

For further information please contact the SAHRC:

Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: +27-11-877 3600  
Fax Number: +27-11-403 0625  
Email: [mnyuswa@sahrc.org.za](mailto:mnyuswa@sahrc.org.za)

### RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

Administration of Estates Act, No. 66 of 1965  
Arbitration Act No. 42 of 1965  
Basic Conditions of Employment Act No. 75 of 1997  
Broad-based Black Economic Empowerment Act 53 of 2003  
Companies Act No 71 of 2008 and Applicable Regulations  
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993  
Competition Act No. 89 of 1998  
Consumer Affairs (Unfair Business Practice) Act No. 71 of 1988  
Consumer Protection Act 68 of 2008  
Copyright Act No. 98 of 1978  
Customs and Excise Act, 55 of 1998;  
Electronic Communications Act, No. 36 of 2005;  
Electronic Communications and Transactions Act No 25 of 2002  
Employment Equity Act. No. 55 of 1998  
Exchange Control Amnesty and Amendment of Taxation Laws Act of 2003



Labour Relations Act No 66 of 1995  
Mine Health and Safety Act 29 of 1996  
Mines and Works Act 27 of 1956  
National Credit Act No. 34 of 2005  
Promotion of Access to Information Act No.2 of 2000  
Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000  
Protection of Personal Information Act 4 of 2013  
Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004  
Regulation of Interception of Communication and Provision of Communications Act, No.2 of 2000  
Regulation of Interception of Communications and Provisions of Communication Related  
Road Accident Fund Act 56 of 1996;  
Information Act No. 70 of 2002  
Skills Development Act 97 of 1998  
Value Added Tax Act No 89 of 1991

### **3 RECORDS AUTOMATICALLY AVAILABLE**

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

### **4 SUBJECTS AND CATEGORIES OF RECORDS HELD BY SACO**

General information about SACO can be accessed via the internet on [www.SACO.co.za](http://www.SACO.co.za), which is available to all persons who have access to the internet.

Established in 1976, SACO specialises in the supply, maintenance integration of time and attendance systems throughout South Africa and SADC. We are a market leader and are represented in the manufacturing, mining, FMG and Banking markets.

SACO, part of the Bidvest Group and a market leader in terms of the size of the device range that it carries and software offering, is in a strong position to import the best solutions available in the market.

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

#### **1. COMPANIES ACT RECORDS**

- Documents of Incorporation;
- Memorandum of Incorporation;
- Minutes of meeting of the Board of Directors;
- Proxy forms
- Share Register and other statutory registers and/or records and/or documents;

Records relating to the appointment of:

- Auditors;
- Directors;
- Prescribed Officer.
- Public Officer; and
- Secretary;

## **2. FINANCIAL RECORDS**

- Accounting Records
- Annual Financial Reports;
- Annual Financial Statements
- Asset Registers;
- Banking details and bank accounts;
- Banking Records
- Debtors / Creditors statements and invoices;
- Policies and procedures; and
- Tax Returns.

## **3. INCOME TAX RECORDS**

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
  - VAT
  - Regional Services Levies
  - Skills Development Levies
  - UIF
  - Workmen's Compensation

## **4. PERSONNEL DOCUMENTS AND RECORDS**

- Accident books and records;
- Address Lists;
- Disciplinary Code and Records;
- Employee benefits arrangements rules and records;
- Employment Contracts;
- Employment Equity Plan
- Forms and Applications;
- Grievance Procedures;
- Leave Records;
- Medical Aid Records;
- Payroll reports/ Wage register;
- Pension Fund Records;
- Safety, Health and Environmental records;

- Salary Records;
- SETA records
- Standard letters and notices
- Training Manuals;
- Training Records;
- Workplace and Union agreements and records.

#### **5. PROCUREMENT DEPARTMENT**

- Standard Terms and Conditions for supply of services and products;
- Contractor, client and supplier agreements;
- Lists of suppliers, products, services and distribution; and
- Policies and Procedures.

#### **6. SALES DEPARTMENT**

- Customer details
- Credit application information
- Information and records provided by a third party

#### **7. MARKETING DEPARTMENT**

- Advertising and promotional material

#### **8. Risk Management and Audit**

- Audit reports;
- Risk management frameworks; and
- Risk management plans.

#### **9. SAFETY, HEALTH AND ENVIRONMENT**

- Complete Safety, Health and Environment Risk Assessment
- Environmental Managements Plans
- Inquiries, inspections, examinations by environmental authorities

#### **10. IT DEPARTMENT**

- Computer / mobile device usage policy documentation;
- Disaster recovery plans;
- Information security policies/standards/procedures;
- Information technology systems and user manuals
- Information usage policy documentation;
- System documentation and manuals.

## **5 PURPOSE OF PROCESSING OF PERSONAL INFORMATION**

- To support sales and marketing activities
- To support recruitment and management of staff
- To support engagement with suppliers
- To support engagement with the general public
- To support engagement with investors and the media]

## **6 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION**

- Customers: record of customer life cycle
- Employees: record of employee life cycle
- Suppliers: record of supplier life cycle
- General public: tracking general enquiries and web site visits
- Investors: records as maintained by the Company Secretary

Media: records of media interactions]

## **7 PLANNED RECIPIENTS OF PERSONAL INFORMATION**

- Statutory authorities
- Law enforcement
- Tax authorities
- Financial institutions
- Medical schemes
- Employee pension and provident funds
- Industry bodies

## **8 PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION**

*SACO does not have any trans-border flow of information. Should this change, then we would plan flows that can include:*

Flows to service providers/operators  
Flows to business partners  
Flows to customers  
Flows to suppliers  
Flows through the use of social media]

## **9 SECURITY MEASURES TO PROTECT PERSONAL INFORMATION**

Physical security measures  
Cyber security measures  
Training in information security  
Policies in information security  
Audits of information security  
Any particular security framework implemented]

## 10 DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

It should be noted that any and all records, whether specifically listed herein or not, shall only be made available subject to the provisions of the Act.

Form of request:

- Internal and external correspondence between each member of SACO, its staff and customers, including letters, faxes, memos, emails and the like, to the extent that same are not covered by the records described in paragraph 4.
- A requestor must use the form C to make a request for access to a record. This must be made to the designated head. The request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the Information Officer identify the record and the requester. The requester should indicate which form of access is required and specify a postal address or fax number on the Republic of South Africa. The requestor should also indicate if, in addition to a written reply, any other manner is to be used to inform the requestor 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 the Information Officer.

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 will by written notice, requiring each requester to pay the prescribed fee (if any) before further processing the request.
- The fee that the requester must pay to a private body is currently R50,00. The requester may lodge an application to the court against the tender or payment of the request fees.
- After the Information Officer of the private body 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.

SACO has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

## 11 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the office of SACO free of charge.



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**Signature of Designated Head**

Danie Le Roux

**Name of Designated Head**

**Date of signature:** 3 October 2023

**Publication date of this manual:** 03/10/2023

**Next revision date of this document:** 04/10/2024

## 12 FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of 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 (name of body): \_\_\_\_\_

### 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.*

(b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*

(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: \_\_\_\_\_

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#### **E. Fees**

*(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.*

*(b) You will be notified of the amount required to be paid as the request fee.*

*(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.*

*(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

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: \_\_\_\_\_

#### **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.*

*Mark the appropriate choice with an X.*

#### **1. If the record is in written or printed form:**

- copy of record
- inspection of record

#### **2. If record consists of visual images**

*(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):*

- view the images copy of the images



- transcription of the images

**3. If record consists of recorded words or information which can be reproduced in sound:**

- listen to the soundtrack (audio file)
- transcription of soundtrack (written or printed document)

**4. If record is held on computer or in an electronic or machine-readable form:**

- printed copy of record
- printed copy of information
- derived from the record
- 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? Postage is payable.

- YES
- NO

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**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: \_\_\_\_\_

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**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 \_\_\_\_\_

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

**13 FORM E: AUTOMATICALLY AVAILABLE RECORDS**

**FORM E**

**AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:**

(Section 52 of the Promotion of Access to Information Act, 2000

(Act 2 of 2000))

[Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 52(1)(b))
<b>FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):</b>	
..... ..... .....	..... ..... .....
<b>FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):</b>	
..... ..... .....	..... ..... .....
<b>FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):</b>	
..... ..... .....	..... ..... .....
<b>AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):</b>	
..... ..... .....	..... ..... .....