

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

Compiled in accordance with the requirements of the Promotion of Access to
Information Act Act No. 2 of 2000

CONTENTS

1. INTERPRETATION TO THIS MANUAL
2. INTRODUCTION
3. CONTACT DETAILS IN TERMS OF SECTION 51 (1) (a)
4. SECTION 10 GUIDE TO THE ACT IN TERMS OF SECTION 51 (1) (b)
5. SECTION 51(1)(c) NOTICE(S) IN TERMS OF SECTION 52 (2)
6. RECORDS OF THE COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION IN TERMS OF SECTION 51(1)(d)
7. SECTION 51(1)(e) REQUEST PROCEDURE FOR ACCESS TO RECORDS OF THE COMPANY
8. FEE SCHEDULE IN TERMS OF SECTION 54
9. OTHER INFORMATION AS MAY BE PRESCRIBED IN TERMS OF THE ACT
10. ANNEXURES

1. INTERPRETATION TO THIS MANUAL

We do Wireless (Pty) Ltd is defined as a private body in terms of the Act.

In this manual, unless the context indicates a contrary intention, the following words and expressions shall bear the meanings assigned to them hereunder and cognate words and expressions shall bear corresponding meanings:

Chairman	The head of the Company and the Information Officer for the purposes of the Act;
Constitution	Act 108 of 1996;
Requester	Any person or entity requesting access to a record held by We do Wireless (Pty) Ltd;
SAHRC	the South African Human Rights Commission;
Section 10 Guide	the guide compiled by the South African Human Right Commission in terms of section 10 of the Promotion of Access to Information Act No 2 of 2000;
The Act	The Promotion of Access to Information Act No 2 of 2000, as amended and its accompanying regulations;
The Company	We do Wireless (Pty) Ltd;

Reference to any information in this manual in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement to receive such information, other than in terms of the Act.

2. INTRODUCTION

We Do Wireless is a South African Internet Service Provider with their principal place of business in the Southern Cape Area.

This manual has been compiled in fulfilment of the requirements of section 51(1) of the Act.

3. CONTACT DETAILS IN TERMS OF SECTION 51 (1) (a)

Chairman: Frederik Johannes Smit

Physical Address: 14 Church Street

Prince Vincent Building

Mossel Bay

South Africa

Telephone: 044 110 0199

E-mail: admin@wedowireless.co.za

Website: www.wedowireless.co.za

4. SECTION 10 GUIDE TO THE ACT IN TERMS OF SECTION 51 (1) (b)

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.

If a public body lodges a request for access to information with the Company, the public body must be acting in the public interest.

Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided and gazetted by the Minister from time to time. The applicable forms and tariffs are specified in the Act.

Requesters are referred to the Section 10 Guide to the Act which has been compiled by the SAHRC. This Section 10 Guide which will contain information which will be of assistance to the requester for the purposes of exercising their Constitutional Rights.

The Section 10 Guide is available from the SAHRC whose details follow:

South African Human Rights Commission

Private Bag X2700

Houghton

2041

Telephone: +27 (11) 877-3600

Fax: +27 (11) 403-0625

Email: PAIA@sahrc.org.za

Website: www.sahrc.org.za

5. SECTION 51(1)(c) NOTICE(S) IN TERMS OF SECTION 52 (2)

The Company has not yet issued any notices in terms of the provisions of section 52 (2) of the Act and all requests for access to information should be made in accordance with the procedure set out in paragraph 7 of this manual.

Save for marketing and publicity material, all records held by the Company are deemed to be confidential and any request for access to information will be balanced against the limitations to the right of access of information set out in section 36 of the Constitution and sections 5 and 62 of the Act.

6. RECORDS OF THE COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION IN TERMS OF SECTION 51(1)(d)

6.1. To the extent applicable, the Company maintains such information and documents as may be required in accordance with, inter alia, the following legislation;

Companies Act

Consumer Protection Act

Financial Intelligence Centre Act

Compensation for Occupational Injuries and Diseases Act

Basic Conditions of Employment Act

Employment Equity Act

Labour Relations Act

Unemployment Insurance Act

Tax Administration Act

Income Tax Act

Value Added Tax Act

6.2. Schedule of records held by the Company

The following is a list of the subjects on which the Company holds records and the categories into which the stated subjects fall.

DEPARTMENT DESCRIPTION OF RECORDS HELD

6.2.1 MANAGEMENT

6.2.1.1 Chairman personal information

6.2.2 FINANCE

6.2.2.1 Financial Records and Tax Records

6.2.2.2 Insurance records

6.2.2.3 Auditors' reports

6.2.2.4 Banking records for business accounts

6.2.3 MARKETING

6.2.3.1 Company publications

6.2.3.2 Marketing brochures

6.2.3.3 Company and Employee Profiles

6.2.4 HUMAN RESOURCES

6.2.4.1 Staff training material

6.2.4.2 List of employees

6.2.4.3 Correspondence relating to personnel

6.2.4.4 Employment contracts

6.2.4.5 Personnel records including personal details, disciplinary records, performance and internal evaluation records

6.2.4.6 Unemployment Insurance Fund contribution records

6.2.4.7 Payroll records

6.2.4.8 Health and safety records

6.2.4.9 Internal policies and procedures

6.2.4.10 Codes of conduct

6.2.5 ADMINISTRATION

6.2.5.1 Supplier lists, Agreements and details of suppliers

6.2.5.2 Asset registers

6.2.5.3 Operational documents

6.2.6 INFORMATION TECHNOLOGY

6.2.6.1 Records relating to computer software used by We do Wireless (Pty) Ltd, including software, licence, support and maintenance agreements.

6.2.7 MISCELLANEOUS

6.2.7.1 Various types of correspondence.

7. SECTION 51(1)(e) REQUEST PROCEDURE FOR ACCESS TO RECORDS OF THE COMPANY

To enable the Company to process a request for access to information, kindly complete the prescribed form C, which is available on the website of the SAHRC at www.sahrc.org.za On the prescribed form C provide clear, sufficient and unambiguous details to enable the Company to ascertain;

7.1. The identity of the requester (If the requester is represented by an agent, sufficient proof showing authority to represent the requester and the identity of the agent);

7.2. The record/s requested;

- 7.3. 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;
- 7.4. The form of access required;
- 7.5. If the requester wishes to be informed of the decision in any manner (in addition to a written decision) the manner and particulars thereof; and
- 7.6. The postal address or fax number of the requester in the Republic.
- 7.7. The request for access to information must be clearly identified as such and marked for the attention of the Chairman;
- 7.8. The applicable Prescribed fee as set out in the regulations to the Act must accompany the request for access to information; and
- 7.9. the duly completed prescribed Form C must be delivered to the Company. The contact details of the Company are provided in paragraph 3 of this manual.

Upon due lodgement of a request for access to information lodged with the Company, the Chairman will consider the request and notify the requester of his decision by way of a sworn affidavit, within the time periods stipulated in the Act, stating clearly whether the request is granted or refused and advising the requester of external remedies which the requester may pursue to dispute the Chairman's decision.

8. FEE SCHEDULE IN TERMS OF SECTION 54

The following fees will apply to all requests for access to information held by the Company save for personal requests which will not subject to a fee:

- 8.1. A requestor must pay the prescribed fees (currently R50.00) before a request will be processed;
- 8.2. Where the preparation of the record requested requires more than the prescribed hours (currently 6 hours), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 8.3. A requestor may lodge an application with a competent court against the tender/payment of the request fee and/or deposit;
- 8.4. The Company may withhold access to a record under its control until the requisite fees have been paid;
- 8.5. If a request for access to information is granted, an access fee must be paid before such information is made available to the requester;
- 8.6. The prescribed fee structure for request of access to the records of a private body is available on the website of the SAHRC at www.sahrc.org.za

9. OTHER INFORMATION AS MAY BE PRESCRIBED IN TERMS OF THE ACT

9.1. Information or records not found

Where the Company has taken all reasonable steps to find a record but such record is not found, or is found not to exist, the Company will provide notification of this to the requester in the form of a sworn affidavit.

The sworn affidavit will provide a full account of all steps taken by the Company to find the record or to determine the existence thereof; and

If the requested record is later found by the Company, the requester shall be notified and furnished with the requested document in the manner stipulated by the requester in the application for request for access to information previously lodged by the requester (This will apply to instances where the Company does not object to disclosing the requested information).

Where the requested record is later found, but the Chairman objects to disclosing them record to the requester, the Company shall notify the requester of the Company's decision and advise the requester of external appeal remedies available to dispute the refusal of access to information.

9.2. Information requested about a third party

Where any information relating to a third party is requested from the Company by a requester, the Company will notify the third party of the request.

The third party will have an opportunity to grant his, her or its consent to the disclosure of the record or to make representations as to why the requested record should not be disclosed to the requester.

Where the Company decides to grant access to the record, it will notify all affected third parties who will be entitled to approach a competent court by way of application in relation to such decision.

9.3. This manual is available for inspection at the offices of We do Wireless (Pty) Ltd; Copies of this manual may be obtained by request at the prescribed fees from We do Wireless (Pty) Ltd;

9.4. Remedies available to a requester upon refusal of access

9.4.1. Internal remedies

The Company does not have any internal appeal procedures that may be followed after a request for access information has been refused. As such, the decision made by the Chairman is final and requestors will have to exercise such external remedies at their disposal if the request for information

is refused and the requestor is not satisfied with the answer supplied by the Chairman.

9.4.2. External remedies

A requester that is dissatisfied with the Chairman's decision may, within 30 days of notification of the decision, apply to a competent court for relief.

Likewise, a third party dissatisfied with the Chairman's decision may, within 30 days of notification of the decision, apply to a competent court for relief.

For purposes of the Act, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court with similar status.

This Manual may be updated and amended from time to time as necessary and the latest version will be publicised in the manner prescribed by the Act.

Last updated: 10 August 2021