



Where IT and Excellence Unite

PROMOTION OF ACCESS TO INFORMATION  
ACT, ACT 2 OF 2000 (The Act)

## SECTION 51 MANUAL

CYBER INFRASTRUCTURE SOLUTIONS (PTY) LTD

DATE CREATED: 26<sup>TH</sup> NOVEMBER 2015

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## INTRODUCTION TO CYBER INFRASTRUCTURE SOLUTIONS (PTY) LTD

At Cyber Infrastructure Solutions, our clients are our family and family always comes first! We are dedicated to providing our clients with all their IT integrated solutions for both private individuals and businesses.

We pride ourselves on service excellence. We are fast, efficient and reliable so that we are there for our clients, becoming an integral part of their business family and assisting them to run smooth and effective operations with as little down time as possible. We understand our clients' needs and how important reliable and fast IT assistance is for a business. We build and maintain solid, long-term relationships with each of our clients whilst ensuring that they achieve their business goals with the most effective and reasonably priced IT solutions.

## PARTICULARS IN TERMS OF SECTION 51

### 1. CONTACT DETAILS [Section 51(1)(a)]

The board has duly authorized the Director, Maryann Barber, to deal with all matters in connection with requests for information in terms of the Promotion of Access to Information Act, 2 of 2000.

<b>Name of company:</b>	<b>Cyber Infrastructure Solutions (Pty) Ltd</b>
Registration Number:	2013/114762/07
Postal Address:	PO Box 20121, Durban North, 4016
Street Address:	24 Mkhula Road, Dawncliffe, Westville, 3629
Telephone:	+27 (031) 266 9654
Facsimile:	+27 (031) 266 9654
E-mail:	<a href="mailto:info@cyberitsolutions.co.za">info@cyberitsolutions.co.za</a>
Directors:	<b>Maryann Barber</b>
	Contact number: +27 76 899 1497
	E-mail: <a href="mailto:maryannb@cyberitsolutions.co.za">maryannb@cyberitsolutions.co.za</a>
	<b>Abrie van der Walt</b>
	Contact number: +27 81 016 7966
	E-mail: <a href="mailto:abriev@cyberitsolutions.co.za">abriev@cyberitsolutions.co.za</a>

## **2. THE GUIDE AS DESCRIBED IN SECTION 10.[Section 51(1)(b)]**

2.1. In terms of section 10 of the Promotion of Access to Information Act No. 2 of 2000 (**“Act”**), the South African Human Rights Commission has published a guide containing information relating to:

2.1.1 obtaining access to a record of a Private Body and the assistance that is available from the South African Human Rights Commission in this regard;

2.1.2 lodging a court application against a decision by the head of a private body;

2.1.3 the fees that are payable for accessing a record; and

2.1.4 the voluntary disclosure of information by private bodies.

2.2 The contact details of the South African Human Rights Commission are as follows:

**South African Human Rights Commission: PAIA Unit**

Physical Address: Braampark Forum 3  
33 Hoofd Street  
Braamfontein  
Telephone: +27 11 877 3600  
Facsimile: +27 11 403 0668  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [nmolefe@sahrc.org.za](mailto:nmolefe@sahrc.org.za)  
[svanrensborg@sahrc.org.za](mailto:svanrensborg@sahrc.org.za)

## **3. CATEGORIES OF RECORDS OF CYBER INFRASTRUCTURE SOLUTIONS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT IN TERMS OF SECTION 52(2).[Section 51(1)(c)]**

No notice of such records has been made to the Minister.

#### **4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION.[Section51(1)(d)]**

Records are kept in accordance with the following legislation:

- Companies Act, Act 61 of 1973, as amended by The Companies Amendment Bill (notice 1143 of 2005).
- Income Tax Act, 1962.
- Consumer Protection Act, 2008.
- National Credit Act 2005.

#### **5. HOW TO REQUEST A RECORD. A DESCRIPTION OF THE SUBJECTS OF THE RECORDS HELD BY CYBER INFRASTRUCTURE SOLUTIONS (PTY) LTD AND THE CATEGORIES IN WHICH THESE SUBJECTS ARE CLASSIFIED. [Section 51(1)(e)]**

##### **5.1 How to request a record [See pro forma request form in Section 9]**

- Section 53 prescribes that 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, or his duly authorised deputy. This request must be made to the address, fax number or electronic mail address of the body concerned.
- 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 he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect 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 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 private body.

- The head of the private body 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 for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The Director, Maryann Barber, of the private body will then make a decision on the request and notify the requester in the required form.

## 5.2 Categories of records held by Cyber Infrastructure Solutions (Pty) Ltd

### 5.2.1 Web page

The web page, [www.cyberitsolutions.co.za](http://www.cyberitsolutions.co.za) is accessible to anyone who has access to the Internet.

### 5.2.2 Other records

#### **Operational information**

This information can be defined as information needed in the day-to-day running of the organisation and is generally of little to no use to persons outside the organisation. (Examples of such information are: requisitions, internal telephone lists, address lists, company policies, directives, contracts, employee records and general 'house-keeping' information).

#### **Confidential Client Files**

(containing information relating to any professional services rendered).

Human resources files.

Financial records, including accounting records

## 6. OTHER INFORMATION AS MAY BE PRESCRIBED [Section 51(1)(f)]

Not applicable.

## 7. AVAILABILITY OF THE MANUAL. [Section 51(3)]

This manual is available from the South African Human Rights Commission (see details above), Cyber Infrastructure Solutions (Pty) Ltd (see details above), and in electronic format at [www.cyberitsolutions.co.za](http://www.cyberitsolutions.co.za)

## 8. FEES IN RESPECT OF PRIVATE BODIES

8.1. 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.

8.2. The fees for reproduction referred to in regulation 11(1) are as follows:	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

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

8.4 The access fees payable by a requester referred to in regulation 11(3) are as follows:	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on compact disc	70,00

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|-----|---|-------|
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof   | 40,00 |
|     | (ii) For a copy of visual images  | 60,00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof   | 20,00 |
|     | (ii) For a copy of an audio record  | 30,00 |
|     | (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. |       |
| (2) | For purposes of section 54(2) of the Act, the following applies:  |       |
|     | (a) Six hours as the hours to be exceeded before a deposit is payable; and  |       |
|     | (b) one third of the access fee is payable as a deposit by the requester.   |       |
| (3) | The actual postage is payable when a copy of a record must be posted to a requester.  |       |

## 9. PRESCRIBED REQUEST FORM

### 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 Director: Maryann Barber of Cyber Infrastructure Solutions (Pty) Limited.

#### b. Particulars of person requesting access to the record

- i. The particulars of the person who requests access to the record must be given below.
- ii. The address and/or fax number in the Republic to which the information is to be sent must be given.
- iii. 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.**

i. Description of record or relevant part of the record:

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

ii. Reference number, if available: \_\_\_\_\_

iii. Any further particulars of record: \_\_\_\_\_

**e. Fees**

- i. 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.
- ii. You will be notified of the amount required to be paid as the request fee.
- iii. 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.
- iv. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

**Reason for exemption from payment of fees:**

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**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 ..... ..... .....
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	
<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 <input type="checkbox"/> NO <input type="checkbox"/>



**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.**

- i. Indicate which right is to be exercised or protected:
- ii. 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\_\_

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SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE