



PROMOTION OF ACCESS TO INFORMATION MANUAL

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1. Introduction

O'NERO is an MSP and IT Consultancy firm located in Pretoria that specialises in revolutionary, world-class IT management services. This Information Manual (PAIA Manual) provides an outline of the types of records held by O'NERO and explains how you may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 ("the Act").

The Act gives effect to everyone's constitutional right of access to information held by private sector bodies (e.g., companies) or public bodies (i.e., Government Institutions) that is required for the exercise and / or protection of the requestor's rights.

2. Particulars in terms of section 51

2.1. Contact Details

Name of Company:	O'NERO IT SERVICES (PTY) LTD
Registration number:	2014/214150/07
Physical Address:	466 Tennessee Street Faerie Glen Pretoria Gauteng 0081
Postal Address:	466 Tennessee Street Faerie Glen Pretoria Gauteng 0081
Telephone number:	+27 (0)12 940 8243
Fax number:	+27 (0)86 655 2570
E-mail address:	
Web address:	
The Head:	Alwyn Dippenaar
Information Officer:	Johan Koekemoer

Directors: AJ Dippenaar | DR van Zyl | N Dippenaar | Registration No.: 2014/214150/07

2.2. Section 10 Guide

The South African Human Rights Commission (SAHRC) published a "Guide on how to use the Promotion of Access to Information Act 2 of 2000" which is available on the SAHRC website. Queries are to be directed to:

The South African Human Rights Commission
PAIA Unit – the Research and Documentation Department

Postal Address: Private Bag 2700
Houghton
2041

Telephone number: +27(0) 11 877 3600

Fax Number: +27(0) 11 484 7146

Web address:

Email address:

2.3. Other Legislation Records:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Consumer protection Act 68 of 2008
- Currency and Exchanges Act 9 of 1933
- Debtors Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Income Tax Act 95 of 1967
- Insolvency Act 24 of 1936
- Labour Relations Act 131 of 1995
- Occupational Health and Safety Act 85 of 1993
- National Credit Act 34 of 2005
- National Road Traffic Act 93 of 1996
- SA Reserve Bank Act 90 of 1989
- Short Term Insurance Act 53 of 1998
- Promotion of Access to Information Act 2 of 2000
- Skills Development Levies Act 9 of 1999
- Skills Development Act 97 of 1998

- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value-Added Tax Act 89 of 1991

2.4. Access O'NERO Records

2.4.1. Records Freely Available:

The following records are freely available on www.onero.co.za with having to request access in terms of PAIA Act section 52(2):

- Services and Products offered
- Contact information and location
- Privacy Policy
- Terms of use

2.4.2. Requested Records:

The following records may be requested:

- Registers required in terms of the Companies Act
- Financial Records and Management Accounts
- Audit Statements and Tax Records
- Legal and Contractual Records
- Corporate Policies and Procedures
- Insurance Policies
- Purchasing Records
- Employee Records and contracts
- General Correspondence
- Skills Development and Training Records
- Asset Register
- Employee Time and Attendance Records
- Meeting Minutes

2.5. Form of Request:

- The Requester must use the prescribed form, Annexure A, to make the request for access to a record. This request must be made to the Information Officer of the private body. This request must be made to the address or electronic mail address of the body concerned.

- The Requester must provide sufficient detail on the request form to enable the Information Officer 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.
- The Requester must identify the right that is ought 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 of the private body.

2.6. 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 Office 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 that the Requester must pay to the private body is R50 (listed in the guide, referred to in Section 2.2 above). The requester may lodge an application to the court against the tender or payment of the request fee.
- After the Information Officer of the private body has decided on the request, the Request 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 prepared the record for disclosure.

2.7. Denial of Access:

You will be informed in writing, within 30 days of receiving the request, whether access has been granted or denied. The main grounds for O'NERO to refuse a request for information may relate to the:

- Mandatory protection of the privacy of a third party who is a natural person, who would involve the unreasonable disclosure of personal information of that natural person
- Mandatory protection of the commercial information of a third party if the record contains
 - Trade secrets of that third party.
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party; and
 - Information disclosed in confidence by a third party to O'NERO if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement
- Mandatory protection of the safety of individual and the protection of property
- Mandatory protection of records which would be regarded as privileged in legal proceedings
- The commercial activities of O'NERO, which may include, but is not limited to:
 - Trade Secrets of O'NERO,
 - Financial, Commercial, Scientific, or Technical information which disclosure could likely cause harm to the financial or commercial interest of O'NERO, and
 - Information which, if disclosed could put O'NERO at a disadvantage in negotiations or commercial competition.
 - The research information of O'NERO or a third party, if its disclosure would disclose the identity of O'NERO, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

2.8. Your Remedies:

O'NERO does not have internal appeal procedures. As such, the decision made by O'NERO is final. If your request is denied, you are entitled to apply to a court with appropriate jurisdiction for relief.

2.9. Manual Availability:

This manual is available free of charge at the office of O'NERO, 466 Tennessee Street, Faerie Glen, Pretoria, Gauteng, 0081.

3. Annexure A

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

O'NERO IT SERVICES (PTY) LTD

Information Officer: Johan Koekemoer

466 Tennessee Street

Faerie Glen

Pretoria

Gauteng

0081

Fax: +27(0)86 655 2570

E-mail:

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: _____

1 Particulars of Requester (if natural person)

- 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: _____

Email address: _____

Capacity in which request is made, when made on behalf of another person:

2 Particulars of Requester (if a legal entity)

- a) The particulars of the entity that 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.
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Name: _____

Registration number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

Email address: _____

3 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: _____

4 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

5 Fees

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a non-refundable request fee of R35,00 has been paid.
- b) 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.
- c) You will be notified of the amount required to be paid as the access fee.
- 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:

6 Form of access to record

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 under certain circumstances. In such a case you will be informed whether 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.

1. If the record is in written or printed form:					
copy of record*			inspection of a record		
2. If record consists of visual images (photographs, slides, video recordings, computer-generated images, sketches, etc):					
view the images copy of the images		the images *		transcription of	
3. If record consists of recorded information that can be reproduced in sound:					
listen to the soundtrack(audio cassette)		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 copy information derived from record* or		in computer readable form* (stiffy compact disc)	
*If you are requesting 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	

7 In the event of disability

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:
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8 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:

9 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 _____ on this _____ day of _____ 20

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