

MANUAL

In terms of

THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000 'PAIA'

In respect of

SA CRIME WATCH (PTY) LTD

2018/452846/07

(‘the company’)

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT NO 2 OF 2000**

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1. INTRODUCTION

The Promotion of Access to Information Act of 2000 ('the Act'), also referred to as PAIA, came into operation on 9 March 2001 and gives effect to the constitutional right of access to information that is enshrined in Section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa No 108 of 1996 ('the Constitution'). Section 32 of the Constitution provides that everyone has the right to access any information held by the state or by another person, where such information is required for the exercise or protection of any legitimate right, and actively promotes a society in which the people of South Africa have effective access to information to enable them to fully exercise and protect all their rights.

The Act accordingly requires that procedures be put in place by public and private bodies to enable persons to obtain access to records swiftly, affordably, and effortlessly. In terms of the Act, a private body includes juristic entities such as companies, close corporations, partnerships, and sole proprietors. The Protection of Personal Information Act 4 of 2013 ('POPIA) on the other hand, regulates how personal information held, received, used and disseminated by a body or person in connection with another party / person, is protected and the consent therefore required.

In terms of Section 51 of the Act, all private bodies are required to compile an information manual ('PAIA Manual') that provides information on the types and categories of records held, and the process that must be followed when requesting information related to such records and information.

This document serves as the information manual of SA Crime Watch (Pty) Ltd and is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from the company as contemplated in terms of the Act.

SA Crime Watch (Pty) Ltd conducts business as a security provider and is authorized in terms of the Private Security Industry Regulatory Authority.

The Manual may be amended from time to time and as soon as any amendments are finalised the latest version of the Manual will be made public.

The following words will bear the following meaning in this Manual”

‘the act’ shall mean the Promotion of Access to Information Act, Number 2 of 2000, together with all relevant regulations published;

‘the Manual’ shall mean this Manual together with all annexures thereto as available at the offices of the company from time to time;

‘the company’ shall mean SA Crime Watch (Pty) Ltd;

‘SAHRC’ shall mean the South African Human Rights Commission;

‘Information Officer’ shall mean the Managing Director or other duly delegated employee of the company appointed as the Information Officer of the company, to whom requests for information in terms of the Act should be addressed.

2. CONTACT DETAILS

Name of Company: SA Crime Watch (Pty) Ltd

Directors: Mr CA Ginsberg
Ms GM Ginsberg

Appointed Information Officer: Ms GM Ginsberg

Address: 6B Point Business Park, cnr Koeberg & Marinus Roads,
Milnerton, 7441

Telephone: 021 552 1717

Email: info@crimewatchsa.com

Website: www.crimewatchsa.com

3. THE ACT AND SECTION 10 GUIDE

The Act grants a requestor 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, 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. The forms and tariffs are dealt with in paragraphs 6 & 7 of the Act.

In terms of Section 10 of the Act, a guide has been compiled by the South African Human Rights Commission containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide is available in all official languages and is obtainable from the SAHRC.

Contact details of the SA Human Rights Commission are as follows:

Private Bag 2700

HOUGHTON

2041

Telephone: 011 877 3600

Fax: 011 403 0625

Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION (Section 51(1)(c) of the Act)

The company keeps information / documents in accordance with the following legislation (this is not an exhaustive list):

- Companies Act No 61 of 1973
- Private Security Industry Regulation Act No 56 of 2001
- Income Tax Act No 95 of 196
- Companies Act No 61 of 1973
- Value Added Tax Act No 89 of 1991
- Occupational Health and Safety Act No 85 of 1993

- Compensation for Occupational Injuries and Diseases Act No 130 of 1993 (Section 97)
- Labour Relations Act No 66 of 1995
- Basic Conditions of Employment Act No 75 of 1997
- Employment Equity Act No 55 of 1998
- Unemployment Insurance Act No 30 of 1996
- Promotion of Access to Information Act No 2 of 2000

The above records, in so far as it being of a public nature are available automatically without a person having to request access thereto in terms of the Act, as envisaged in Section 52.

5. SCHEDULE OF RECORDS HELD BY THE COMPANY IN TERMS OF THE ACT (Section 51(1)(d) of the Act)

The Company holds the information / documents listed herein below.

- Details relating to the operational, commercial and financial interest of the company;
- Commercial contracts;
- Customer database (personal information of customers, commercial and financial information, information on contemplated, existing and past services / products rendered, information on agreements, proposals, plans and intellectual property associated therewith);
- Standard employment contracts
- Company Human Resources reports
- Human Resources records (personal information of past, present and prospective employees)
- Insurance policies
- Company policies and procedures
- Documents and reports relating to compliances with various industry bodies

It is recorded that the company has implemented numerous security measures to protect personal information processed, which includes but is not limited to:

- Physical security measures (records are kept under lock and key and offices are equipped with alarm systems)
- Cyber security measures (firewalls and passwords)

6. REQUEST FORM (Section 51 (1)(e) of the Act) FORM C

It is recorded that any and all documents / information requested pertaining to the aforesaid shall only be made available to a requestor subject to the provisions of the Act. None of the information held by the company is automatically available without a person having to request access in terms of and subject to the provisions of the Act.

- A request for information should be in the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za
- Address your request to the Information Officer
- Provide sufficient detail to enable the company to identify:
 - o The record(s) requested
 - o The requestor
 - o The form of access required
 - o The postal and email address of the requestor
 - o The right the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7. PRESCRIBED FEES (Section 51(1)(f) of the Act) FORM C

- A requestor is required to pay the prescribed fees as set out by the company before a request will be processed
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted)

- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit
- Records may be withheld until the fees have been paid
- The fee structure is available on the website of the SA Human Rights Commission at www.sahrc.org.za

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:

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:

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.

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- (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
Form in which record is required:	
Mark the appropriate box with an X.	
<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 for the record, if any, will be determined partly by the form in which access is requested.</p>	

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

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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2. If record consists of visual images

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

<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
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4. If record is held on computer or in an electronic or machine-readable form:

<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)
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'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:

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 of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE