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DOCFOX AFRICA (PTY) LTD

(a private company with registration number 2015/275633/07)

(herein after referred to as “DocFox Africa”)

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

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1. INTRODUCTION

- 1.1 DocFox Africa is a private company registered in terms of the laws of the Republic of South Africa. DocFox Africa comprises a private body in terms of the Act and conducts business as a service provider which assists its clients with ensuring that they are compliant with the relevant and applicable obligations placed on them in terms of the Financial Intelligence Centre Act, 38 of 2001;
- 1.2 This manual has been prepared in accordance with section 51 of the Act in order to assist and facilitate all requests for access to information of DocFox Africa as contemplated in the Act made by any person ("**the Requester**");
- 1.3 DocFox Africa shall ensure that the latest version of this manual is available on its website www.docfox.co.za as well as from its office and in accordance with the provisions of the Act;
- 1.4 Any person who requires assistance in relation to his/her use or interpretation of this manual, should contact the Information Officer (identified in paragraph 2.3 below) for the required assistance;
- 1.5 This manual may be amended by DocFox Africa from time to time.

2. CONTACT DETAILS (section 51 (1) (a) of the Act)

- 2.1 Details of DocFox Africa:
 - 2.1.1 Registered name: DocFox Africa (Pty) Ltd
 - 2.1.2 Registration number: 2015/275633/07
 - 2.1.3 Street/physical address: 5th Floor, WeWork, 173 Oxford Road, Rosebank
 - 2.1.4 Postal address: 5th Floor, WeWork, 173 Oxford Road, Rosebank
 - 2.1.5 Fax number: N/A
- 2.2 Details of the head of DocFox Africa (comprising of DocFox Africa's Chief Executive Officer):
 - 2.2.1 Name: Walter Penfold
 - 2.2.2 Street/physical address: 5th Floor, WeWork, 173 Oxford Road, Rosebank
 - 2.2.3 Postal address: 5th Floor, WeWork, 173 Oxford Road, Rosebank
 - 2.2.4 Telephone number: 0763192855
 - 2.2.5 Fax number: N/A

- 2.2.6 Email address: privacy@docfox.co.za
- 2.3 Details of DocFox Africa's Information Officer:
 - 2.3.1 Name: Walter Penfold
 - 2.3.2 Street/physical address: 5th Floor, WeWork, 173 Oxford Road, Rosebank
 - 2.3.3 Postal address: 5th Floor, WeWork, 173 Oxford Road, Rosebank
 - 2.3.4 Telephone number: 0763192855
 - 2.3.5 Fax number: N/A
 - 2.3.6 Email address: privacy@docfox.co.za

3 **THE ACT AND THE SECTION 10 GUIDE (section 51 (1) (b) of the Act)**

- 3.1 The Act grants a Requester access to records of a private body if the requested 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;
- 3.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures and at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act;
- 3.3 Requesters are referred to the Guide which has been compiled by the South African Human Rights Commission ("the SAHRC") in terms of Section 10 of the Act, which will contain information for the purpose of exercising Constitutional Rights. The Guide is available from the SAHRC;
- 3.4 The contact details of the SAHRC are:
 - 3.4.1 Postal address: Private Bag 2700, Houghton, 2041
 - 3.4.2 Telephone number: +27 11 877 3600
 - 3.4.3 Fax number: +27 11 403 0625
 - 3.4.4 Website: www.sahrc.org.za

4 **RECORDS OF DOCFOX AFRICA WHICH ARE AVAILABLE WITHOUT THE REQUESTER HAVING TO REQUEST ACCESS IN TERMS OF THE ACT (section 51 (1) (c) of the Act)**

No notice has been published in terms of section 52 of the Act.

5 RECORDS OF DOCFOX AFRICA WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (section 51 (1) (d) of the Act)

5.1 Records are kept by DocFox Africa in accordance with legislation applicable to DocFox Africa, including but not limited to the following legislation (as amended from time to time):

- 5.1.1 Basic Conditions of Employment Act, 75 of 1997;
- 5.1.2 Companies Act, 71 of 2008;
- 5.1.3 Compensation for Occupational Injuries and Diseases Act, 130 of 1993;
- 5.1.4 Consumer Protection Act, 68 of 2008;
- 5.1.5 Electronic Communications and Transactions Act, 25 of 2002;
- 5.1.6 Employment Equity Act, 55 of 1998;
- 5.1.7 Financial Intelligence Centre Act, 38 of 2001;
- 5.1.8 The General Data Protection Regulation 2016/679;
- 5.1.9 Income Tax Act, 58 of 1962;
- 5.1.10 Labour Relations Act, 66 of 1995;
- 5.1.11 Occupational Health and Safety Act, 85 of 1993;
- 5.1.12 Promotion of Access to Information Act, 2 of 2000;
- 5.1.13 Protection of Personal Information Act, 4 of 2013;
- 5.1.14 Skills Development Act, 97 of 1998;
- 5.1.15 Unemployment Insurance Act, 63 of 2001; and
- 5.1.16 Value Added Tax Act, 89 of 1991.

6 DETAIL REQUIRED TO FACILITATE A REQUEST AND INFORMATION HELD BY DOCFOX AFRICA (section 51 (1) (e))

6.1 Records, whether specifically listed in this manual or not, will only be made available subject to the provisions of the Act;

6.2 In order to facilitate a request for access to a record held by DocFox Africa, all Requesters are kindly requested to:

- 6.2.1 Use the prescribed form, available on the website of the SAHRC at www.sahrc.org.za, a copy of which prescribed form is also attached to this manual;
- 6.2.2 Address your request to the Head of DocFox Africa (CEO);
- 6.2.3 Provide sufficient details to enable DocFox Africa to identify:
 - 6.2.3.1 the record/s requested;

- 6.2.3.2 the Requester (and if an agent is lodging the request, proof of capacity);
 - 6.2.3.3 the form of access which the Requester requires to the record;
 - 6.2.3.4 the postal address or fax number of the Requester in South Africa;
 - 6.2.3.5 if the Requester wishes to be informed of the decision in any manner (in addition to being informed in writing) the manner and particulars thereof;
 - 6.2.3.6 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.
- 6.3 DocFox Africa holds records relating to the following subjects and in relation to the categories listed under each subject as follows:
- 6.3.1 Company records:
 - 6.3.1.1 Documents of incorporation including its Memorandum of Incorporation;
 - 6.3.1.2 Share register and other statutory registers;
 - 6.3.1.3 Other company secretarial records;
 - 6.3.2 Human resources:
 - 6.3.2.1 Employee records;
 - 6.3.2.2 Employment contracts;
 - 6.3.2.3 Personnel guideline, policies and procedures;
 - 6.3.3 Financial:
 - 6.3.3.1 Financial statements;
 - 6.3.3.2 Financial and tax records;
 - 6.3.3.3 Audit reports;
 - 6.3.3.4 Management accounts;
 - 6.3.3.5 Banking details and records;
 - 6.3.4 Intellectual property:
 - 6.3.4.1 Details of all trademarks, patents and other forms of intellectual property held by DocFox Africa;
 - 6.3.5 Information technology:
 - 6.3.5.1 Software licences held by DocFox Africa;
 - 6.3.5.2 Records of computer systems and software used by DocFox Africa;
 - 6.3.6 Clients:

- 6.3.6.1 Contracts entered into between DocFox Africa and its clients;
- 6.3.6.2 Correspondence exchanged between DocFox Africa and its clients and with DocFox Africa and third parties in relation to the services rendered by DocFox Africa in relation to its clients;
- 6.3.6.3 Information relating to DocFox Africa's clients, information held by DocFox Africa on behalf of its clients, or obtained by DocFox Africa on behalf of its clients;
- 6.3.7 Miscellaneous:
 - 6.3.7.1 Asset register;
 - 6.3.7.2 Lease agreements entered into by DocFox Africa in relation to immovable and movable property;
 - 6.3.7.3 Sale agreements entered into by DocFox Africa in relation to immovable and movable property;
 - 6.3.7.4 Insurance policies held by DocFox Africa in relation to immovable and movable property;
 - 6.3.7.5 Contracts and correspondence between DocFox Africa and its service providers;
- 6.4 The reference to any category of record in this paragraph 6 does not mean that such record shall be made available to a Requester who requests such record in terms of the Act. Certain grounds of refusal as set out in terms of Part 3, Chapter 4 of the Act may be applicable to a request for the records held by DocFox Africa.

7 PRESCRIBED FEES

- 7.1 A Requester who seeks access to a record containing personal information about the Requester is not required to pay a request fee. All other Requesters shall be required to pay the required request fee in the amount of R 50.00. The Information Officer must by notice require the Requester to pay the prescribed request fee before further processing the request;
- 7.2 If access to a record is granted by DocFox Africa, the Requester may be required to pay an access fee in relation to the search for and preparation of the record and for re-production of the record;
- 7.3 The access and reproduction fees which apply are set out below (in accordance with Part III of Annexure A of the Regulations to the Act and which tariffs are also available on the website of the SAHRC). DocFox Africa may withhold a record

until any access fees payable by the Requester have been paid according to the following tariffs:

- 7.3.1 R 1.10 per page: photocopy of an A4-size page or part thereof (including for a copy of each page of this manual);
 - 7.3.2 R 0.75 per page: printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form;
 - 7.3.3 R 7.50: a copy of, in a computer readable form on a stiffy disc;
 - 7.3.4 R 70.00: a copy of, in a computer readable form on a compact disc (CD);
 - 7.3.5 R 40.00 per page: transcription of visual images on an A4-size page or part thereof;
 - 7.3.6 R 60.00: copy of visual images;
 - 7.3.7 R 20.00: transcription of an audio record on an A4-size page or part thereof;
 - 7.3.8 R 30.00: copy of an audio record.
- 7.4 If the preparation of the record requested requires more than 6 hours, a deposit shall be paid to DocFox Africa (which deposit may not be more than one third of the access fee which would be payable if the request were granted);
- 7.5 A Requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit requested by DocFox Africa.

8 **GROUND OF REFUSAL OF ACCESS**

In terms of Part 3, Chapter 4 of the Act DocFox Africa may and in certain instances must refuse access to records on the grounds set out in the Act.

9 **LEGAL RECOURSE**

- 9.1 When a Requester is not satisfied by a decision made by the head of DocFox Africa, for example for refusing access, for imposing access fees, or for extending the time period in which the response is due, the Requester may apply to court for relief within 180 days of receiving the decision that has caused the grievance. The decision of DocFox Africa will be reviewed by a court and a decision will be made by the courts as to whether or not to provide access to the requested records.

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 <i>ONLY</i> 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

- | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified of</i> the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment of any fee, please state the reason for exemption.</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Reason for exemption from payment of fees:

F. Form of access to record

<p>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.</p>

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 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
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"/>		<input type="checkbox"/>	transcription of the images*
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
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"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
<p>*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.</p>			<p>YES NO</p>

G Particulars of right to be exercised or protected

<p>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.</p>

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