



**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 customers to meet their obligations 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](http://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: 2nd floor, 37 Bath Avenue, Rosebank
- 2.1.4 Postal address: PO Box 784903, Sandton, Gauteng 2146
- 2.1.5 Telephone number: 010 140 3580
- 2.1.6 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: 2nd floor, 37 Bath Avenue, Rosebank
- 2.2.3 Postal address: PO Box 784903, Sandton, Gauteng 2146
- 2.2.4 Telephone number: 010 140 3580
- 2.2.5 Fax number: N/A
- 2.2.6 Email address: [privacy@docfox.co.za](mailto:privacy@docfox.co.za)

### 2.3 Details of DocFox Africa's Information Officer:

- 2.3.1 Name: Josh Moritz
- 2.3.2 Street/physical address: 2nd floor, 37 Bath Avenue, Rosebank
- 2.3.3 Postal address: PO Box 784903, Sandton, Gauteng 2146
- 2.3.4 Telephone number: 010 140 3580
- 2.3.5 Fax number: N/A
- 2.3.6 Email address: [privacy@docfox.co.za](mailto: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 in terms of the Act;
- 3.3 Requesters are referred to the existing guide which has been compiled by the South African Human Rights Commission ("the SAHRC") and which shall be updated and made available by the Information Regulator in terms of Section 10 of the Act, which will contain information in an easily comprehensible form and

manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and in the Protection of Personal Information Act, 4 of 2013.

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

3.4.3 Website: [www.sahrc.org.za](http://www.sahrc.org.za)

3.5 The contact details of the Information Regulator are:

3.5.1 Postal address: P O Box 31533, Braamfontein, Johannesburg, 2017

3.5.2 Website: <https://www.justice.gov.za/infoereg>

3.5.3 Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

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

The head of DocFox Africa has not, on a voluntary basis, made available a description of the categories of records of DocFox Africa that are automatically available in terms of section 52 of the Act.

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

- 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, a copy of which prescribed form is enclosed with 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 Customers:
  - 6.3.6.1 Contracts entered into between DocFox Africa and its customers;
  - 6.3.6.2 Correspondence exchanged between DocFox Africa and its customers and with DocFox Africa and third parties in relation to the services rendered by DocFox Africa in relation to its customers;
  - 6.3.6.3 Information relating to DocFox Africa's customers, information held by DocFox Africa on behalf of its customers, or obtained by DocFox Africa on behalf of its customers;
- 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 PROTECTION OF PERSONAL INFORMATION ACT, 2013 (section 51 (1) (c) of the Act)

7.1 For the purposes of this paragraph 7, the term:

7.1.1 "Customer" shall mean a customer of DocFox Africa (whether a natural person or juristic person);

7.1.2 "Client" shall mean a client or potential client (whether a natural person or a juristic person) of a Customer and in respect of whom a Customer utilises DocFox Africa's services;

7.2 DocFox Africa processes personal information for the following purposes:

7.2.1 For purposes of rendering its services to Customers and for purposes of undertaking activities related to the provision of its services to Customers;

7.2.2 For purposes of complying with its statutory and contractual obligations including towards its service providers, suppliers and Customers;

7.2.3 For purposes of compiling and maintaining accounting and financial records;

7.2.4 General business administration;

7.3 Description of the categories of data subjects:

7.3.1 Customers;

7.3.2 Clients whose personal information is provided to DocFox Africa by Customers for purposes of enabling DocFox Africa to render its services to Customers;

7.3.3 Clients who provide their personal information directly to DocFox Africa at the request of Customers;

7.3.4 Service providers, suppliers, vendors and agents of DocFox Africa; and

7.3.5 Employees and independent subcontractors of DocFox Africa.

7.4 Nature of the personal information processed in relation to data subjects:

7.4.1 Information relating to the gender, sex, pregnancy, marital status, national, origin, age, physical or mental health, well-being, disability, religion,

- conscience, belief, culture, language and birth of the person;
  - 7.4.2 Information relating to the education or the medical, financial, criminal or employment history of the person;
  - 7.4.3 Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - 7.4.4 The biometric information of the person;
  - 7.4.5 The personal opinions, views or preferences of the person;
  - 7.4.6 Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
  - 7.4.7 The views or opinions of another individual about the person; and
  - 7.4.8 The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
- 7.5 The recipients or categories of recipients to whom the personal information may be supplied:
- 7.5.1 Customers;
  - 7.5.2 Service providers, vendors, agents and representatives of DocFox Africa;
  - 7.5.3 Suppliers rendering services to DocFox Africa for purposes of, *inter alia*, enabling DocFox Africa to render its services to Customers;
  - 7.5.4 Employees and independent contractors of DocFox Africa;
  - 7.5.5 Banks and other financial institutions;
  - 7.5.6 Third-party vendors and financial institutions identified by Clients in terms of any verification process undertaken by DocFox Africa pertaining to the Clients on behalf of Customers;
  - 7.5.7 Regulatory, statutory and government bodies;
- 7.6 Planned transborder flows of personal information:
- 7.6.1 DocFox Africa shall store the personal information of its Customers and of the Clients electronically *via* Amazon Web Services located in the Republic of Ireland;
  - 7.6.2 DocFox Africa may in addition, in the course and scope of rendering its services to Customers and in exercising its rights and performing its obligations in terms of the contractual arrangements entered into between it and its Customers and by virtue of DocFox Africa's use of any tool available to it in that regard, transfer personal information of Customers and their Clients to additional third parties who may be in a foreign country as regulated by the terms of the written contact entered into between DocFox Africa and



its Customers.

7.7 DocFox Africa employs current technology to ensure the confidentiality, integrity, and availability of the personal information under its care. DocFox Africa's software systems, security, controls, customer support services, software development processes, systems operations support services, customer support services, sales and marketing processes, employee processes, and all other operational processes are routinely assessed and audited based on the criteria for a description of a service organization's system set forth in *DC 200, 2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report* (AICPA, *Description Criteria*). The suitability of the design and operating effectiveness of controls provide reasonable assurance that DocFox Africa's service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in *TSP 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

## 8 PRESCRIBED FEES

- 8.1 The Information Officer must by notice require the Requester to pay the prescribed request fee, in the amount of R 50.00, before further processing the request;
- 8.2 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;
- 8.3 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). DocFox Africa may withhold a record until any access fees payable by the Requester have been paid according to the following tariffs:
- 8.3.1 R 1.10 per page: photocopy of an A4-size page or part thereof (including for a copy of each page of this manual);
  - 8.3.2 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;
  - 8.3.3 R 7.50: a copy of, in a computer readable form on a stiffy disc;
  - 8.3.4 R 70.00: a copy of, in a computer readable form on a compact disc (CD);
  - 8.3.5 R 40.00 per page: transcription of visual images on an A4-size page or part thereof;

- 8.3.6 R 60.00: copy of visual images;
- 8.3.7 R 20.00: transcription of an audio record on an A4-size page or part thereof;
- 8.3.8 R 30.00: copy of an audio record;

8.4 If the search for the record requested and the preparation of the record for disclosure would in the opinion of the Information Officer, require more than 6 hours, the Information Officer shall by notice to the Requester require the Requester to effect payment of a deposit 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);

8.5 The notice to the Requester referred to in paragraphs 8.1 and 8.4 above must state:

- 8.5.1 The amount of the deposit payable if applicable;
- 8.5.2 That the Requester may lodge a complaint with the Information Regulator, or an application to court against the tender or payment of the request fee in terms of paragraph 8.1, or the tender or payment of a deposit in terms of paragraph 8.4, as the case may be; and
- 8.5.3 The procedure, including the period, for lodging the complaint to the Information Regulator or for instituting the application in court.

## 9 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.

## 10 LEGAL RECOURSE

When a Requester is not satisfied by a decision made by the head of DocFox Africa, for example for refusing a request for access, for imposing access fees, for extending the time period in which DocFox's response is due, or in relation to the form of access granted, the Requester may by way of an application, within 180 days apply to court for appropriate relief in terms of section 82 of the Act.

**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.*

- (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:
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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 in certain circumstances. In such a case you will be informed if 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.

<b>1. If the record is in written or printed form:</b>		
copy of record*		inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):		
view the images	copy of the images*	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>		
listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>		
printed copy of record*	printed copy of information derived from the record*	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? YES NO		
<b>Postage is payable.</b>		

#### 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 of

20

SIGNATURE OF REQUESTER/PERSON ON  
WHOSE BEHALF REQUEST IS MADE