

**PAIA AND POPIA MANUAL
OF
AFRICA TELECOMS (PTY) LTD
(Africa Telecoms)**

This manual provides the necessary information as required by the Promotion of Access to Information Act No. 2 of 2002 (“PAIA”), to enable persons (you) and data subjects entitled to information and /or personal information, to gain access to information from AFRICA TELECOMS (“we” or “us”) and to execute and be informed of your rights under PAIA and the Protection of Personal Information Act 4 of 2013 (POPIA).

1. Preamble

The Promotion of Access to Information Act No 2 of 2000, (“the Act”) came into operation on 9 March 2001. Section 51 of the Act requires that we, as a private body, compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

2. Introduction to this private body

2.1. We are registered as a private company with the Companies and Intellectual Property Commission.

2.2. Our primary business is Telecommunications, Networking, Information Technology and CCTV equipment and services.

2.3. Section 51 (1) (a) – Contact details

Name of business: Africa Telecoms

Company type: Proprietary Limited

VAT number: 4290286469

Information Officer: SACHA POLYDOROU

Physical address: 58 Selati Street, Alphen Park, Pretoria, 0081.

Postal address: Postnet Suite 31, Box 10, Menlo Park, Pretoria, 0002

Telephone: +27 12 030 0203

E-Mail: sacha@africatelecoms.co.za

Website: <https://www.africatelecoms.co.za>

2.4. Section 51(1)(b) – The section 10 guide on how to use the Act

The Guide is produced and available from the Information Regulator at

https://info regulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

Please direct queries to: The Information Regulator

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

Telephone: +27 10 023 5200

Website: <https://info regulator.org.za/>

3. Information available

3.1. Information is available in terms of the following legislation, if applicable:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation of Occupational Injuries and Diseases Act No. 130 of 1993
- Electronic Communications and Transactions Act No. 25 of 2002
- Income Tax Act No. 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Promotion of Access to Information Act No. 2 of 2000
- Skills development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 30 of 1966
- Value- Added Tax Act No. 89 of 1991
- Pension Fund Act No. 24 of 1956

3.2. Records

- 3.2.1. Documents of incorporation [Memorandum of Incorporation];
- 3.2.2. Minutes of management meetings;
- 3.2.3. Minutes of directors' meetings and
- 3.2.4. Register of Office Bearers.

3.3. General records

- 3.3.1 Licences and permit; and
- 3.3.2 Fidelity and Indemnity insurance policy.

3.4. Financial records

- 3.4.1. Annual financial statements;
- 3.4.2. Tax returns;
- 3.4.3. Accounting records;
- 3.4.4. Banking records;
- 3.4.5. Bank statements;
- 3.4.6. Electronic banking records;
- 3.4.7. Rental agreements;
- 3.4.8. Invoices; and
- 3.4.9. General ledger.

3.5. Income Tax Records

- 3.5.1. PAYE records;
- 3.5.2. Documents issued to employees for income tax purposes;

- 3.5.3. Records of payments made to SARS on behalf of employees;
- 3.5.4. All other statutory compliances;
- 3.5.5. VAT returns.

3.6. UIF and personnel documents and records

- 3.6.1. Employment contracts;
- 3.6.2. Training manuals;
- 3.6.3. General HR policies and procedures; and
- 3.6.4. Payroll records.

3.7. Contracts

- 3.7.1. Contracts with pension funds;
- 3.7.2. Appointment of auditors; and
- 3.7.3. Contracts with service providers.

3.8. Section 51 (1) (c) and 52 (2) Access to the records held

The records generally available on "<https://www.africatelecoms.co.za>" without a person having to request access are limited to telephone, email and business address contact information, on the voluntary basis described in Section 52 (1).

3.9. Section 50 - Are you entitled to access to information?

You may only be granted access to information to which you are entitled. In deciding this we will consider whether:

- a. you require the information in order to exercise or protect a right;
- b. you have complied with the procedural requirements of the Act;
- c. the record you have requested contains any information that falls within the grounds for refusal of access to information; and
- d. considering the effects of the POPI Act.

3.10. Requests for Records

Any request for access to other records must be made on the prescribed form (Form 2), which appears below.

Your request for information will be evaluated and you will be notified within 30 days of receipt of your request of our decision.

Notification of extension period (if required) In terms of the Act. The 30 (thirty) day period mentioned above may be extended for a further period of not more than 30 (thirty) days under certain circumstances. Should we need to extend this period, we will provide you with notification of such extension.

3.11. The request fee; access fee and/or deposit

You will be informed of the request and/or access fee (if any) that is payable for making a request or having access to the records.

A deposit for the access fee may be requested whilst your request is being considered, which is fully refundable should your request be refused.

You must pay the request and access fee prior to the information being provided to you.

3.12. Decision on request

Your request for information may be granted or refused. You will be informed accordingly. Should your request be refused, you will be given adequate reasons for the refusal and you may lodge an application to court against the refusal of the request. We will also provide you with details of the procedure for such application to court.

3.13. Grounds for refusal

We may legitimately refuse to grant you access to a requested record (if the information does not hide a substantial breach of the law, or a public safety or environmental risk) that falls within any of the following grounds for refusal:

- 3.13.1. we are protecting commercial information that we hold about a third party (for example trade secrets, financial, commercial, scientific or technical information where disclosure may harm the commercial or financial interests of that third party);
- 3.13.2. the disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- 3.13.3. the disclosure of the record would endanger the life or physical safety of an individual;
- 3.13.4. the disclosure of the record would prejudice or impair the security of property or means of transport;
- 3.13.5. the disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- 3.13.6. the disclosure of the record would prejudice or impair the protection of the safety of the public;
- 3.13.7. the record is privileged from production in legal proceedings, and the person entitled to legal privilege has not waived the privilege;
- 3.13.8. the disclosure of the record (where the record contains trade secrets, financial, commercial, scientific, or technical information) would harm our commercial or financial interests;
- 3.13.9. the disclosure of the record would put us at a disadvantage in contractual or other negotiations or prejudice us in commercial competition;
- 3.13.10. the request is made with malicious intent or not for a legitimate purpose, and
- 3.13.11. the record is a computer programme; and
- 3.13.12. the disclosure of the record (where the record contains information about research being carried out or to be carried out by or on behalf of us or a third party) would

expose us, the third party, the person carrying out the research or the subject matter of the research itself to serious disadvantage.

3.14. Records that cannot be found or do not exist

If we have searched for a record and it is believed that the record either does not exist or cannot be found, or need not to have been held within legislative prescripts you will be notified by way of an affidavit or affirmation of this fact.

We will include information regarding the steps that were taken to try to locate the record. Third party information: If access is requested to a record that contains information about a third party, you must provide specific written consent by the third party or show that you require the information in order to exercise or protect a right.

We are obliged to attempt to contact the third party to inform them of your request.

This enables the third party the opportunity to respond by either confirming consent to the access or by providing reasons why access should be denied.

In the event of the third party furnishing reasons for the denial of access, we will consider these reasons in determining whether access should be granted or not, and advise you accordingly.

3.15. Section 51(1)(f) – Other information as may be prescribed

The Minister of Justice and Constitutional Development has to the best of our knowledge not made any regulations as to 'prescribed information' in terms of this section of the Act.

3.16. Section 51 (3) – Availability of the material

This manual is available at our offices free of charge or on our website at

<https://www.africatelecoms.co.za>

Should you require a copy and cannot access it from the website, a copy can be requested from the Information Officer of AFRICA TELECOMS in terms of regulation 4(2) of POPIA.

3.17. Withdrawal of consent

You may withdraw consent to process your personal information at any time by completing the withdrawal of consent notice attached hereto and by sending it to:

Name: Sacha Polydorou

E-mail: sacha@africatelecoms.co.za

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you by contacting the following:

Name: Sacha Polydorou

E-mail: sacha@africatelecoms.co.za

3.18. Objection to processing

You may object to processing of your personal information at any time by completing the **Form 1**, attached hereto and by sending it to:

Name: Sacha Polydorou
E-mail: sacha@africatelecoms.co.za

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you, by contacting the following:

Name: Sacha Polydorou
E-mail: sacha@africatelecoms.co.za

3.19. Request for access to personal information, or deletion, correction or destruction

You may request access, deletion or correction or destruction of your personal information at any time by completing the form 2, attached hereto and by sending it to:

Name: Sacha Polydorou
E-mail: sacha@africatelecoms.co.za

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you, by contacting the following:

Name: Sacha Polydorou
E-mail: sacha@africatelecoms.co.za

3.20. Complaints

You may lodge a complaint with the Regulator at the address and contact particulars set out below in clause 4.

A complaint with the Regulator may be about an interference with the protection of your personal information in the following regard:

- 3.20.1. A breach of any of the conditions for lawful processing of POPIA;
- 3.20.2. Non-compliance with sections 22,54,69,70,71,72 of POPIA;
- 3.20.3. Or, a breach of a condition of a code of conduct in terms of section 60 of POPIA.

You may also lodge a complaint with AFRICA TELECOMS by contacting the following:

Name: Sacha Polydorou
E-mail: sacha@africatelecoms.co.za

You may also lodge a complaint with the Regulator in terms of section 63(3) if you are unhappy about the determination of an adjudicator as appointed by the Regulator, after the Regulator has investigated your complaint, by using form 5. The determination will have effect, until such time that the Regulator changes or overrules the determination after your complaint.

The complaint to the Regulator must be made in writing and should you experience any problems, you may contact the office of the Regulator who will provide you with reasonable assistance to make the complaint in writing.

The Regulator has the following powers when a complaint is lodged:

- 3.21.** Consult with AFRICA TELECOMS and with the complainant;
- 3.22.** Investigate the complaint by gathering information through subpoenas and warrants or search premises;
- 3.23.** Summons people to appear and testify or compel them to provide written evidence;
- 3.24.** Conduct private interviews with people;
- 3.25.** Conduct any enquiry it sees fit and
- 3.26.** Resolve the complaint by means of dispute resolution such as mediation and conciliation;
- 3.27.** Apply for fines and penalties to be ordered by a competent court as set out in section 107 and 109 of POPIA;
- 3.28.** Refer the matter to an enforcement committee and issue enforcement notices or information notices; or
- 3.29.** Institute civil action for damages.

4. Information of the PAIA and POPIA Information Officer:

Name: Sacha Polydorou
E-mail: sacha@africatelecoms.co.za
Position in Africa Telecoms: Managing Director and Information Officer
Website address: <https://www.africatelecoms.co.za>

Enquiries Tel: +27 12 030 0203

5. Information of the POPIA Regulator:

Name: Information Regulator (South Africa)
Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001. P.O Box 31533, Braamfontein, Johannesburg, 2017
Website link: <https://info regulator.org.za/>
E-mail: enquiries@info regulator.org.za
Enquiries: Tel: 010 023 5200

6. Document management:

Date of This Manual: 17 February 2025

Next Review: January 2026 or when required by legislation

Approval Date: 17 February 2025

Document Manager: Lionel Mitchell

Authorised Signature:



Sacha Polydorou

ANNEXURE OF FORMS:

Form 2 - PAIA – Request for access to record (Regulation 7)

Form 3 – PAIA - Outcome of request and of fees payable [Regulation 8]

Form 1 – POPIA – Objection to processing

Form 2 – POPIA – Request for correction or deletion of personal information or the destruction or the deletion of a record in terms of section 24(1) of POPIA

Form 5 – POPIA – Complaints to the Regulator in terms of section 74

Part 1 of Form 5 of POPIA – Complaint in terms of section 74(1)

Part 2 of Form 5 of POPIA – Complaint in terms of section 74(2)

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			

E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>			

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (<i>Please specify</i>)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8] Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Officer

FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION
11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION, 2017**
[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

A	DETAILS OF DATA SUBJECT	
Name and surname of data subject:		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		
B	DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party <i>(if the responsible party is a natural)</i> :		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	

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Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject (applicant)

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]

Note:

1. Affidavits or other documentary evidence in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number....

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT	
Surname:		
Full names:		
Identity number:		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		
B	DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural person):		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		
Name of public or private body (if the responsible party is not a natural person):		

FORM 5

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 7]

Note:

1. Affidavits or other documentary evidence in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number:.....

Mark the appropriate box with an "x".

Complaint regarding:

Alleged interference with the protection of personal information

Determination of an adjudicator.

PART I		ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION (Section 74(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013))	
A	PARTICULARS OF COMPLAINANT		
Surname of complainant:			
Full names of complainant:			
Identity number of complainant:			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			
B	PARTICULARS OF BODY/RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION		
Full names and surname of person interfering with personal information <i>(if the person is a natural person)</i>			
Name of public or private body <i>(if not a natural person)</i> :			

Full names and surname of person interfering with personal information <i>(if the person is a natural person)</i>			
Name of public or private body <i>(if not a natural person)</i> :			

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Residential address (<i>if applicable</i>); postal address or business address:			
	Code()		
Contact number(s):			
Fax number:			
E-mail address:			
C	REASONS FOR COMPLAINT (<i>Please provide detailed reasons for the complaint</i>)		
PART II	GRIEVANCE REGARDING DETERMINATION OF ADJUDICATOR (<i>Section 74(2) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)</i>)		
A	PARTICULARS OF COMPLAINANT		
Surname of complainant:			
Full names of complainant:			
Identity number of complainant:			
Residential, postal or business address:			
	Code ()		
Contact number(s):			
Fax number:			
E-mail address:			
B	PARTICULARS OF ADJUDICATOR		
Full names and surname of adjudicator			
Name and surname of responsible party (<i>if it is a public or private body</i>):			
Name of responsible party (<i>if it is a public or private body</i>):			
Residential, postal or business address:			

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	(Code.)
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of20.....

.....
Signature of complainant/person aggrieved