

This manual has been prepared in terms of the section 51 of the Promotion of Access to Information Act 2 of 2000 and to address the requirements of the Protection of Personal Information Act 4 of 2014.



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1. **DEFINITIONS**

Processing

Client any natural or juristic person that received or

receives services from the Company

Conditions for Lawful the conditions for the lawful processing of Personal

Information as fully set out in chapter 3 of POPI and

in paragraph 12 of this Manual

Data Subject the person to whom personal information relates

Information Officer the individual who is identified in paragraph 3 of this

manual

Manual this manual

PAIA the Promotion of Access to Information Act 2 of

2000

Personal Information means information relating to an identifiable, living,

natural person, and where it is applicable, an

identifiable, existing juristic person, including, but

not limited to-

a. information relating to the race, gender, sex,

pregnancy, marital status, national, ethnic or

social origin, colour, sexual orientation, age,

physical or mental health, well-being,

disability, religion, conscience, belief, culture,

language and birth of the person;

b. information relating to the education or the

medical, financial, criminal or employment

history of the person;

c. any identifying number, symbol, e-mail

address, physical address, telephone

number, location information, online identifier

or other particular assignment to the person;



- d. the biometric information of the person;
- e. the personal opinions, views or preferences of the person;
- f. 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;
- g. the views or opinions of another individual about the person; and
- h. 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

any person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers

the Protection of Personal Information Act 4 of 2013 the regulations promulgated in terms of section 112(2) of POPI

means-

 a. a natural person who carries or has carried on any trade, business or profession, but only in such capacity;

Personnel

POPI

POPI Regulations

Private Body



- a partnership which carries or has carried on any trade, business or profession; or
- c. any former or existing juristic person, but excludes a public body

means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—

- a. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- b. dissemination by means of transmission, distribution or making available in any other form; or
- merging, linking, as well as restriction, degradation, erasure or destruction of information

the South African Human Rights Commission

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

Processing

SAHRC



2. INTRODUCTION

- 2.1. For the purpose of POPI and PAIA, the Company is defined as a private body. In accordance with the Company's obligations in terms of POPI and PAIA, the Company has produced this manual.
- 2.2. This manual sets out all information required by both PAIA and POPI.
- 2.3. This manual also deals with how requests are to be made in terms of PAIA.
- 2.4. This manual also establishes how compliance with POPI is to be achieved.

3. CONTACT DETAILS

SUMMIT NETWORKS CC

Name of Information Officer: Bradley Davies

Address: 113 Bowling Avenue, Gallo Manor

Tel:0114478037

Cell:0828554965

Email:brad@summitnet.co.za

Background information of the CC can be found at www.summitnet.co.za



4. GUIDE OF SAHRC

- 4.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.
- 4.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3. Should you wish to access the guide you may request a copy from the Information Officer by submitting **ANNEXURE A**, attached hereto, to the details specified above.
- 4.4. You may also inspect the guide at the Company's offices during ordinary working hours.
- 4.5. You may also request a copy of the guide from Information Regulator at the following details:

Information Regulator:

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

Telephone: (010) 023 5200

Website: www.justice.gov.za

Email: PAIAComplaince.IR@justice.gov.za

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

5.1. At this stage no Notice(s) has / have been published on the categories of records that are available without having to request access to them in terms of PAIA.



6. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

- 6.1. The Company holds and/or process the following records for the purposes of PAIA and POPI.
- 6.2. The following records may be requested, however it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

Products and/or Services:

 All products and/or services are available freely on the Company's website as set out above.

Human Resources:

- Employment Contracts
- Employee benefits
- Personnel records and correspondence
- Training records
- Internal policies
- Information pertaining to share options, share incentives, bonus or profit sharing agreements of each employee
- Pension and provident find records

Legal:

- Agreements with Clients
- Agreement with Suppliers
- Licenses and Permits
- Power of Attorneys
- Sale agreements
- Lease agreements



Company Secretarial:

- Memorandum of Incorporation
- Secretarial records
- Tradename registrations
- Trademark registrations
- Company registration documents
- Statutory registers
- Minutes of Shareholder's meetings
- Minutes of Director's meetings
- Register of Directors
- Share Certificates

Financial:

- Accounting records
- Annual reports
- Interim reports
- Auditor details and reports
- Tax returns
- Insurance records

Client:

- Client database
- Credit Applications
- Correspondence with Clients
- Documentation prepared for Clients.
- Invoices, receipts, credit and debit notes

Marketing:

- Published Marketing material



Miscellaneous:

- Internal Correspondence
- Information technology records
- Trade secrets
- Domain name registrations
- Website information
- Asset registers

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 7.1. The Company may be in possession of records in terms of the following legislation as and when applicable:
 - 7.1.1. Basic Conditions of Employment Act, No. 75 of 1997
 - 7.1.2. Companies Act, No. 71 of 2008
 - 7.1.3. Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
 - 7.1.4. Competition Act, No. 89 of 1998
 - 7.1.5. Constitution of the Republic of South Africa Act, No. 108 of 1996
 - 7.1.6. Credit Agreement Act, No. 75 of 1980
 - 7.1.7. The Criminal Procedure Act, No. 51 of 1977
 - 7.1.8. Debt Collectors Act, No. 114 of 1998
 - 7.1.9. Deed Registries Act, No. 47 of 1937
 - 7.1.10. Employment Equity Act, No. 55 of 1998
 - 7.1.11. Financial Intelligence Centre Act, No. 38 of 2001
 - 7.1.12. Identification Act, No. 68 of 1997
 - 7.1.13. National Credit Act, No. 34 of 2005
 - 7.1.14. Insolvency Act, No. 24 of 1936
 - 7.1.15. Inspection of Financial Institutions Act, No. 18 of 1998
 - 7.1.16. The Labour Relations Act, No. 66 of 1995
 - 7.1.17. The Long Term Insurance Act, No. 52 of 1998



- 7.1.18. Pension Funds Act, No. 24 of 1956
- 7.1.19. Short Term Insurance Act, No. 53 of 1998
- 7.1.20. Skills Development Levies Act, No. 9 of 1999
- 7.1.21. Unemployment Insurance Act, No. 63 of 2001
- 7.1.22. Value Added Tax Act, No. 89 of 1991
- 7.1.23. Income Tax Act, No. 58 of 1962
- 7.1.24. Occupational Health and Safety Act No. 85 of 1993
- 7.1.25. Prevention of Organised Crime Act No. 121 of 1998
- 7.1.26. Transfer Duty Act No. 40 of 1949
- 7.1.27. Machinery and Occupational Safety Amendment Act No. 181 of 1993
- 7.1.28. National Payment Systems Act No. 78 of 1998
- 7.1.29. National Water Act No. 36 of 1998
- 7.1.30. Prescription Act No. 68 of 1969
- 7.1.31. Trademark Act No. 194 of 1993
- 7.1.32. Intellectual Property Laws Amendment Act No.38 of 1997

8. REQUEST PROCESS

- 8.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 8.2. The requester must complete **ANNEXURE B**, which is attached hereto and submit it to the Information Officer at the details specified above.
- 8.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 8.4. The prescribed form must be completed with enough particularity to enable the information officer to determine:
 - 8.4.1. The record(s) requested;
 - 8.4.2. The identity of the requestor;
 - 8.4.3. What form of access is required; and



- 8.4.4. The Postal address or fax number of the requestor.
- 8.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.
- 8.6. The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
- 8.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably obtained within 30 days. The information officer will notify the requestor in writing should an extension be necessary.
- 8.8. The requestor will be informed in writing whether access to the records have been granted or denied. If the requestor requires a reason for the decision the request must be expressed in the prescribed form, the requestor must be further stated what particulars of the reasoning the requestor requires.
- 8.9. If a requestor has requested the records on another individual's behalf, the requestor must submit proof of the capacity the requestor submits the request in, to the satisfaction of the information officer.
- 8.10. Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the Information Officer for assistance.
- 8.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.



9. GROUNDS FOR REFUSAL

- 9.1. The following are grounds upon which the Company may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:
 - 9.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable
 - 9.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
 - 9.1.2.1. Trade secrets of that third party;
 - 9.1.2.2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - 9.1.2.3. Information disclosed in confidence by a third party to The Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
 - 9.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - 9.1.4. Mandatory protection of the safety of individuals and the protection of property;
 - 9.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;
 - 9.1.6. Protection of the commercial information of the Company, which may include:
 - 9.1.6.1. Trade secrets;
 - 9.1.6.2. Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Company;



- 9.1.6.3. Information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
- 9.1.6.4. Computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;
- 9.1.7. Research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 9.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

10. REMEDIES SHOULD A REQUEST BE REFUSED

- 10.1. The Company does not have an internal appeal procedure in light of a denial of a request, decisions made by the information officer is final;
- 10.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

11. Fees

11.1. The following fees shall be payable upon request by a requestor:

Request fee	R140.00
(payable on every request)	
Photocopy of an A4 page or part thereof	R2.00
Printed copy of an A4 page or part thereof	R2.00



Hard copy on flash drive R40.00

(flash drive to be provided by requestor)

Hard copy on a compact disc R40.00

(compact disc to be provided by requestor)

Hard copy on a compact disc R60.00

(compact disc to be provided by the Company)

Transcription of visual images per A4 page As per

quotation of

service provider

Copy of visual images As per

quotation of

service provider

Transcription of an audio record per A4 page R24.00

Copy of an audio record on flash drive R40.00

(flash drive to be provided by requestor)

Copy of an audio on a compact disc R40.00

(compact disc to be provided by requestor)

Copy of an audio on a compact disc R60.00

(compact disc to be provided by the Company)

To search for and prepare the record for disclosure for **R145.00**

each hour or part of an hour, excluding the first hour,

reasonably required for such search and preparation



To search for and prepare the record for disclosure for R435.00 each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation (cannot exceed total cost)

Postage, email or any other electronic transfer

Actual expense,

if any.

12. POPI

- 12.1. Conditions for lawful processing:
 - 12.1.1. POPI has eight conditions for lawful processing and includes:
 - 12.1.1.1. Accountability
 - 12.1.1.2. Processing limitation
 - 12.1.1.3. Purpose specification
 - 12.1.1.4. Further processing limitation
 - 12.1.1.5. Information quality
 - 12.1.1.6. Openness
 - 12.1.1.7. Security safeguards
 - 12.1.1.8. Data subject participation
 - 12.1.1.9. The Company is involved in the following types of processing:
 - 12.1.1.10. Collection
 - 12.1.1.11. Recording
 - 12.1.1.12. Organization
 - 12.1.1.13. Structuring
 - 12.1.1.14. Storage
 - 12.1.1.15. adaptation or alteration
 - 12.1.1.16. retrieval
 - 12.1.1.17. consultation



- 12.1.1.18. use
- 12.1.1.19. disclosure by transmission
- 12.1.1.20. dissemination or otherwise making available
- 12.1.1.21. alignment or combination
- 12.1.1.22. restriction
- 12.1.1.23. erasure
- 12.1.1.24. destruction
- 12.1.2. The Company processes information for the following purposes:
 - 12.1.2.1. to fulfil agreements in relation to its employees;
 - 12.1.2.2. to provide services to its Clients in accordance with terms agreed to by the Clients;
 - 12.1.2.3. to undertake activities related to the provision of services, such as
 - 12.1.2.3.1. to fulfil domestic legal, regulatory and compliance requirements
 - 12.1.2.3.2. to verify the identity of Customer representatives who contact the Company or may be contacted by The Company;
 - 12.1.2.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - 12.1.2.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
 - 12.1.2.3.5. to enforce or defend the Company or the Company affiliates' rights;
 - 12.1.2.3.6. to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company's and the Company affiliates' products and services;



- 12.1.2.4. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
- 12.1.2.5. any additional purposes expressly authorised by the Company's client;
- 12.1.2.6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.
- 12.2. The Company processes personal information the following categories of Data Subjects:
 - 12.2.1. Juristic persons
 - 12.2.1.1. Corporate clients
 - 12.2.1.2. Suppliers
 - 12.2.2. Natural persons -
 - 12.2.2.1. Individuals
 - 12.2.2.2. Staff
 - 12.2.2.3. Clients
 - 12.2.2.4. Suppliers
- 12.3. The Company process the following categories personal information:
 - 12.3.1. Client profile information;
 - 12.3.2. Bank account details;
 - 12.3.3. Payment information;
 - 12.3.4. Client representatives;
 - 12.3.5. Names;
 - 12.3.6. Email Addresses;
 - 12.3.7. Telephone numbers;
 - 12.3.8. Facsimile numbers;
 - 12.3.9. Physical addresses;
 - 12.3.10. Tax numbers;
 - 12.3.11. Identity Numbers;
 - 12.3.12. Passport Numbers;
- 12.4. Recipients of Personal Information:



- 12.4.1. The Company, the Company's affiliates, their respective representatives
- 12.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.
- 12.6. The following Security measures are implemented by the Company:
- 12.7. The Company implements numerous Security measures to protect personal information that is stored electronically and physically.
 - 12.7.1.1. The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.
 - 12.7.1.2. The Company have also implemented various policies for additional security for personal information stored both physically and electronically.
 - 12.7.2. The personal information that is stored physically is protected as follows:
 - 12.7.2.1. Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.
 - 12.7.2.2. Such physical data records will be 'locked-away' and secured when not in use.
- 12.8. The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.
- 12.9. Objection to the processing of personal information by a data subject:
 - 12.9.1. Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the



processing of their personal information in the prescribed form attached to this manual as annexure "B".

- 12.10. Request for correction or deletion of personal information:
 - 12.10.1. Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE** "C".

SIGNATURE INFORMATION

OFFICER: BRADLEY DAVACS

DATE: 09/09/2022



ANNEXURE A

FORM 1

R	EQUEST FOR A C	OPY OF TH	IE GUIDE		
	[Regul	ations 3]			
TO: The Information Officer					
	_				
	_				
l,					
Full names:	ef				
In my capacity as (mark with "x"):	Information offic	er		Other	
Name of *public/private body (if applicable)					
Postal Address:					
Street Address: E-mail Address:					
Facsimile:					
Contact numbers:	Tel.(B):		Cellular:	:	
Hereby request the following copy	(ies) of the Guide	:			
Language (mark with "X")	No of copies	Langu	ıage <i>(mark</i>	with "X")	No of copies
Sepedi			sotho		
Setswana Tshivenda			wati		
Afrikaans		Fnc	songa glish		
isiNdebele			(hosa		
isiZulu					
Manner of collection (mark with "x	a"):				
Personal Postal	address	Facsimi	ile	Electronic cor	
collection				(Please s	specity)
Signed at	this	day of		20	



ANNEXURE B

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

- Proof of identity must be attached by the requester.

 If requests made on behalf of another person, proof of such authorisation, must be attached to this

TO: The Information	Officer
(Addres	ss)
E-mail address:	
Fax number:	
Mark with an "X"	
Request is made	de in my own name Request is made on behalf of another person.
	PERSONAL INFORMATION
Full Names	
Identity Number	
Capacity in which request is made (when made on behalf of another person)	
Postal Address	
Street Address	
E-mail Address	
Contact Numbers	Tel. (B):
	Cellular:
Full names of person on whose behalf request is made (if applicable):	
Identity Number	
Postal Address	

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Street Address					
E-mail Address	ē.				(c)
Contact Numbers	Tel. (B)		Facsimile		
	Cellular				
Provide full particulars that is known to you, to continue on a separate	of the record to enable the reco	rd to be located. (If th	ested, including a ne provided spac	e is inadequate, p	
Description of record or relevant part of the record:					
Reference number, if available					1
Any further particulars of record					
	(Mark t	TYPE OF RECORD the applicable box with	an " X")		
Record is in written or p	rinted form				
Record comprises virt computer-generated im			ns, slides, video	recordings,	
Record consists of reco	rded words or infe	ormation which can be	reproduced in s	ound	
Record is held on a cor	nputer or in an ele	ectronic, or machine-re	adable form		

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FORM OF ACCESS	
(Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	7
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

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

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requested is required for the exercise or			
protection of the			
aforementioned right:			
	FE	EES	
b) You will be notifiedc) The fee payable for the reasonable time	e required to search for	cess fee to be paid. ends on the form in and prepare a record	which access is required and
Reason	compact of the paymont	er uny 100, produce o	tate the reason for exemption
_			
osts relating to your reques	t, if any. Please indicate	your preferred man	d or denied and if approved the ner of correspondence:
Postal address	Facsimile		Please specify)
Signed at	this	day of	20
Signature of Requester /	person on whose beha	olf request is made	
	FOR OF	FICIAL USE	
Reference number:			
Request received by: (State Rank, Name Surname of Information Of	And fficer)		
Date received:	noon,		
Access fees:			
Deposit (if any):			
Ciamatura at Information	Officer		
Signature of Information	Onicei		

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ANNEXURE C

14 No. 42110

GOVERNMENT GAZETTE, 14 DECEMBER 2018

STAATSKOERANT, 14 DESEMBER 2018 No. 42110 15

Fax number/ E-mail			
address:			
С	INFORMATION TO BE C	ORRECTED/DELETED/ D	ESTRUCTED/ DESTROYED
D	INFORMATION ABOUT 1 WHICH IS IN POSSE RESPONSIBLE PARTY; REASONS FOR *DESTRE INFORMATION ABOUT 1	THE DATA SUBJECT IN T ESSION OR UNDER and or JCTION OR DELETION OI THE DATA SUBJECT IN T ELE PARTY IS NO LONGE	ON OF THE PERSONAL FERMS OF SECTION 24(1)(a) THE CONTROL OF THE F A RECORD OF PERSONAL FERMS OF SECTION 24(1)(b) R AUTHORISED TO RETAIN.
	(Please provide detailed re	easons for the request)	
Signed at	this	day of	20
Signed at	this	day of	20
Signed at	this	day of	20
			20
			20
			20
			20
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			20
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			20
			20

This gazette is also available free online at www.gpwonline.co.za