Eighty Twenty Consulting (Pty) Ltd – Access to Information Manual

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

Callouts like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it, but please read the full manual.

Contents

Introduction ............................................................................................................................................ 2
Our details .................................................................................................................................................. 2
Further guidance ....................................................................................................................................... 2
Records we hold ....................................................................................................................................... 3
Records that are automatically available ............................................................................................... 3
  Company records .................................................................................................................................... 3
  Business records .................................................................................................................................... 4
  Financial records .................................................................................................................................... 4
  Insurance records .................................................................................................................................... 4
  Income tax records .................................................................................................................................... 4
  Personnel records ..................................................................................................................................... 5
  Policies and directives ............................................................................................................................. 5
  Agreements or contracts ......................................................................................................................... 5
  Regulatory documents ............................................................................................................................ 6
  Published information ............................................................................................................................. 6
  Customer information ............................................................................................................................. 6
  Reference materials ............................................................................................................................... 6
Information we hold to comply with the law ............................................................................................. 7
How to request access ............................................................................................................................. 8
Grounds for refusal .................................................................................................................................... 8
How we will give you access .................................................................................................................... 9
How much it will cost you ....................................................................................................................... 9
How we process and protect personal information ............................................................................... 9
Remedies .................................................................................................................................................. 9
Availability of this Manual ...................................................................................................................... 10
Updates to this Manual .......................................................................................................................... 10
Introduction

The Promotion of Access to Information Act gives effect to the constitutional right of access to any information held by public bodies and any information that is held by private bodies and that is required for the exercise or protection of any rights.

Section 51(1) of PAIA requires that the ‘head of a private body’ compiles a manual that contains various information regarding the records held by private bodies. A ‘private body’ means:

• a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
• a partnership which carries or has carried on any trade, business or profession;
• any former or existing juristic person; or
• a political party.

We are Eighty Twenty Consulting (Pty) Ltd, and we fall within the definition of a ‘private body’. We use strategy, research and analytics to deliver customer-centric strategies and solutions to our clients. This is our ‘Access to Information Manual’. Its purpose is to help you access our information and any other information that we have. PAIA requires us to make it available to you so that you:

• know what types of information we have; and
• can request access to it.

This manual exists to tell you what information we have and help you get access to it.

Our details

Our details are as follows:

• Company name: Eighty Twenty Consulting (Pty) Ltd
• Registration number: 2012/019879/07
• Postal address: 31 Pickwick Road, Cape Town, Western Cape, 7925
• Physical address: 31 Pickwick Road, Cape Town, Western Cape, 7925
• Phone number: 021 461 8020
• Information officer: Steven Burnstone
• Contact email: info@eighty20.co.za
• Website: https://www.eighty20.co.za/

These are all our details, but please rather contact us by email at info@eighty20.co.za whenever possible.

Further guidance

If you would like further guidance on how you can get access to information, you may contact the Information Regulator to find out more information about PAIA. The Information Regulator has compiled a guide in each official language of South Africa on how to exercise any right under PAIA. The guide is available here. The Information Regulator’s contact details are as follows:

• Postal address: P.O Box 3153, Braamfontein, Johannesburg, 2017
• Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
• Phone number: 010 023 5200
• Website: https://www.justice.gov.za/inforeg/index.html
• General e-mail: enquiries@inforegulator.org.za
• Complaints email: PAIAComplaints@inforegulator.org.za
For further guidance on how you can get access to information, please visit:

Records we hold

We hold the following subjects and categories of records:

- **Company records**;
- **Business records**;
- **Financial records**;
- **Insurance records**;
- **Income tax records**;
- **Personnel records**;
- **Policies and directives**;
- **Agreements or contracts**;
- **Regulatory documents**;
- **Published information**;
- **Customer information**; and
- **Reference materials**.

Records that are automatically available

The following records are automatically available to you without needing to use the request procedure set out in PAIA and detailed in under the ‘How to request access’ section of the manual:

- Memorandum of incorporation – automatically available from CIPC;
- Directors’ names – automatically available from CIPC;
- Documents of incorporation – automatically available from CIPC;
- Banking details – automatically available on request;
- Brochures – automatically available on request;
- External newsletters and circulars; and
- Information available on our website.

Please note that records that are ‘not automatically available,’ must be requested using the process outlined in the ‘How to request access’ section of this manual.

We hold various subjects and categories of records in electronic or physical form.

**Company records**

Company records are all our records related to the incorporation and administration of our company.

- **Minutes of board of directors meetings**
- **Written resolutions**
- **Records relating to appointment of directors, auditor, secretary, public officer, or other officers**
- **Share register and other statutory registers**
- **Other statutory records**

Company records include our memorandum of incorporation and directors’ names.
Business records

Business records include any documents that have economic value to the business.

- Operational records
- Databases
- Published works
- Internal correspondence
- Product and services records
  
  Not automatically available

Financial records

Financial records are all our records related to our finances.

- Financial statements
- Tax returns
- Other documents relating to taxation of the company
- Accounting records
- Auditor reports
- Banking records
- Bank statements
- Electronic banking records
- Asset register
- Invoices
- Financial agreements
  
  Not automatically available (NDA required)

Financial records include our financial statements and banking details.

Insurance records

Insurance records are all our records related to our insurable assets.

- Insurance policies held by the company
- Records of insurance claims
- Register of all immovable property owned by the company
  
  Not automatically available

Income tax records

Income tax records are all our records related to our income tax obligations.

- PAYE records
- Corporate tax records
- Customs tax
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- VAT records
- Regional Services Levies
- Skills Development Levies
  
  Not automatically available
UIF
Not automatically available
Workmen’s Compensation
Not automatically available

Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

List of employees
Not automatically available
Employee personal information
Not automatically available
Employee employment contracts
Not automatically available
Employment applications and appointment letters
Not automatically available
Employment policies and procedures
Not automatically available
Employment Equity Plan
Not automatically available
Health and safety records
Not automatically available
Pension and provident fund records
Not automatically available
Salaries or wages of employees
Not automatically available
Leave records
Not automatically available
Internal evaluations and performance records
Not automatically available
Disciplinary records
Not automatically available
Disciplinary codes
Not automatically available
Training records
Not automatically available
Operating manuals
Not automatically available
Personal records provided by personnel
Not automatically available
Other statutory records
Not automatically available
Related correspondence
Not automatically available

Personnel records include records about our employees and contractors.

Policies and directives

Policies and directives include both internal and external documents.

Internal relating to employees and the company
Not automatically available
External relating to clients and other third parties
Not automatically available
Information technology systems and documents
Not automatically available

Agreements or contracts

Agreements or contracts include the documents themselves and all related documents.

Standard agreements
Not automatically available
Contracts concluded with customers
Not automatically available
NDAs
Not automatically available
Letters of Intent, MOUs
Not automatically available
Third party contracts
Not automatically available
Office management contracts
Not automatically available
Rental agreements
Supplier or service contracts

Regulatory documents

Regulatory documents include any documents required to comply with any laws.

Permits
Licences
Authorities

Published information

Published information includes any document that we prepare and produce.

Internal newsletters and circulars
Information on the company published by third parties

Customer information

Customer information includes any information about anyone that we provide goods or services to, including our customers, leads, or prospects.

Customer details
Contact details of individuals within customers
Communications with customers
Sales records
Transactional information
Marketing records

Reference materials

Reference materials include any sources of information that we contribute to.

Books
Newsletters and journals articles
Magazines
Newspaper articles
**Information we hold to comply with the law**

We hold records for the purposes of PAIA in terms of the following main laws, among others:

<table>
<thead>
<tr>
<th><strong>Employment</strong></th>
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<tbody>
<tr>
<td>Basic Conditions of Employment Act 75 of 1997</td>
</tr>
<tr>
<td>Broad Based Black Economic Empowerment Act 53 of 2003</td>
</tr>
<tr>
<td>Compensation for Occupational Injuries and Disease Act 130 of 1993</td>
</tr>
<tr>
<td>Employment Equity Act 55 of 1998</td>
</tr>
<tr>
<td>Labour Relations Act 66 of 1995</td>
</tr>
<tr>
<td>Occupational Health and Safety Act 85 of 1993</td>
</tr>
<tr>
<td>Skills Development Act 97 of 1998</td>
</tr>
<tr>
<td>Skills Development Levies Act 9 of 1999</td>
</tr>
<tr>
<td>Unemployment Insurance Act 63 of 2001</td>
</tr>
<tr>
<td>Unemployment Insurance Contributions Act 4 of 2002</td>
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<table>
<thead>
<tr>
<th><strong>Finance</strong></th>
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<tbody>
<tr>
<td>Income Tax Act 58 of 1962</td>
</tr>
<tr>
<td>National Credit Act 34 of 2005</td>
</tr>
<tr>
<td>Tax Administration Act 28 of 2011</td>
</tr>
<tr>
<td>Value Added Tax Act 89 of 1991</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th><strong>General</strong></th>
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</thead>
<tbody>
<tr>
<td>Prescription Act 18 of 1943</td>
</tr>
<tr>
<td>Protected Disclosures Act 26 of 2000</td>
</tr>
<tr>
<td>Promotion of Access to Information Act, No 2 of 2000</td>
</tr>
<tr>
<td>Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004</td>
</tr>
<tr>
<td>Protection of Personal Information Act 4 of 2013</td>
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<tr>
<td>Regulation of Interception of Communications and Provision of Communication related Information Act 70 of 2002</td>
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</tbody>
</table>

<table>
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<tr>
<th><strong>Intellectual Property</strong></th>
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</thead>
<tbody>
<tr>
<td>Copyright Act 98 of 1978</td>
</tr>
<tr>
<td>Intellectual Property Laws Amendment Act, No 38 of 1997</td>
</tr>
<tr>
<td>Intellectual Property Laws Amendment Act, No 28 of 2013</td>
</tr>
<tr>
<td>Trade Marks Act 194 of 1993</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Information and Communications Technology</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Communications Act 36 of 2005</td>
</tr>
<tr>
<td>Electronic Communications and Transactions Act 25 of 2002</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Operations</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Companies Act 61 of 1973</td>
</tr>
<tr>
<td>Companies Act 71 of 2008</td>
</tr>
<tr>
<td>Competition Act 89 of 1998</td>
</tr>
<tr>
<td>Consumer Protection Act 68 of 2008</td>
</tr>
</tbody>
</table>
How to request access

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete Form 2 which is available from:


Please submit the completed form to our information officer together with the relevant request fee (as described in the table below under the 'How much it will cost you' section) at our information officer’s email address, or our physical address in terms of our details provided above. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, postal address, or fax number (if applicable);
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form we may:

- reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

You may request information by completing a request for access form and submitting it to our information officer together with a request fee.

Grounds for refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else’s privacy;
- another company’s commercial information;
- someone else’s confidential information;
- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- research information.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

We may have to refuse you access to a record to protect others.
How we will give you access

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

How much it will cost you

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out below:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Request fee payable by every requestor</td>
<td>R140,00</td>
</tr>
<tr>
<td>2.</td>
<td>Photocopy of A4-size page</td>
<td>R2,00 per page</td>
</tr>
<tr>
<td>3.</td>
<td>Printed copy of A4-size page</td>
<td>R2,00 per page</td>
</tr>
<tr>
<td>4.</td>
<td>Copy in a computer-readable form on:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• flash drive (to be provided by requestor)</td>
<td>R40,00</td>
</tr>
<tr>
<td></td>
<td>• compact disc</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o if provided by requestor</td>
<td>R40,00</td>
</tr>
<tr>
<td></td>
<td>o If provided to the requestor</td>
<td>R60,00</td>
</tr>
<tr>
<td>5.</td>
<td>Transcription of visual images per A4-size page</td>
<td>Service to be</td>
</tr>
<tr>
<td></td>
<td></td>
<td>outsourced. Will</td>
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<tr>
<td></td>
<td></td>
<td>depend on quotation</td>
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<tr>
<td>6.</td>
<td>Copy of visual images</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Transcription of an audio record, per A4-size page</td>
<td>R24,00</td>
</tr>
<tr>
<td>8.</td>
<td>Copy of an audio record on:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• flash drive (to be provided by requestor)</td>
<td>R40,00</td>
</tr>
<tr>
<td></td>
<td>• compact disc</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o if provided by requestor</td>
<td>R40,00</td>
</tr>
<tr>
<td></td>
<td>o If provided to the requestor</td>
<td>R60,00</td>
</tr>
<tr>
<td>9.</td>
<td>To search and prepare the record for disclosure for each hour or part of an</td>
<td>R145,00</td>
</tr>
<tr>
<td></td>
<td>hour, excluding the first hour, reasonably required for such search and</td>
<td></td>
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<tr>
<td></td>
<td>preparation.</td>
<td></td>
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<tr>
<td></td>
<td>To not exceed a total cost of</td>
<td>R435,00</td>
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<tr>
<td>10.</td>
<td>Deposit – if the search exceeds 6 hours</td>
<td>One third of</td>
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<tr>
<td></td>
<td></td>
<td>amount per</td>
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<tr>
<td></td>
<td></td>
<td>request, calculated</td>
</tr>
<tr>
<td></td>
<td></td>
<td>in terms of</td>
</tr>
<tr>
<td></td>
<td></td>
<td>items 2 to 8</td>
</tr>
<tr>
<td>11.</td>
<td>Postage, e-mail or any other electronic transfer</td>
<td>Actual expense,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>if any.</td>
</tr>
</tbody>
</table>

You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure, as described in the table above.

How we process and protect personal information

We protect personal information and process it as set out in our Privacy Policy, which is available here: https://www.eighty20.co.za/privacy-policy/

Remedies

If your request for access is denied, you may:
• apply to a court with appropriate jurisdiction, or
• lodge a complaint with the Information Regulator, for the necessary relief.

Availability of this Manual
This manual is available in English and will be available on our website, and at our company offices.

Updates to this Manual
This manual will be updated whenever we make material changes to the current information.