



## PROMOTION OF ACCESS TO INFORMATION ACT

### SECTION 51 MANUAL

Novasys IT (Pty) Ltd

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person or entity, whether such information is required by someone to protect his/her rights.

#### OVERVIEW

Novasys IT (Pty) Ltd is a practice in the field of Business Services. We work in the Information Technology sector.

This manual serves to inform members of the public of the categories of information we hold, and which may, subject to the grounds of refusal listed in the Act, be disclosure after evaluation of an access application being made in terms of the Act.

#### AVAILABILITY OF THIS MANUAL

A copy of this Manual is available -

- At our reception desk at our office at 88 Sovereign Dr, Route 21 Business Park, Centurion.
- On request from our Information Officer
- On our website: [www.novasys.co.za](http://www.novasys.co.za)

This Manual will be updated from time to time, as and when required.

#### OUR INFORMATION OFFICER

Our Information Officer is Louis Matthee. His Contact details are –

E-mail: [louis@novasys.co.za](mailto:louis@novasys.co.za)

Telephone: 012 942 4242

## HOW TO REQUEST ACCESS TO RECORDS HELD BY NOVASYS IT

Requests for access to records held by Novasys IT must be made on the request forms that are available from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)).

When a record is requested, the following will apply:

- Fees may be payable. These fees are prescribed by law, and can change from time to time. The fee list is attached to this document.
- The Request Form must be completed. It can be obtained from the Information Officer, on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or on the website of the Department of Justice ([www.justice.gov.za](http://www.justice.gov.za)) under “PAIA” and “forms”.
- On the Request Form all details must be completed, including the right the requester wants to protect by requesting the information.**
- If the requester is acting on behalf of someone else, the signature of the other person as the one who is authorized the request to be made.
- The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) s/he wants to access the information.
- If the record is part of another record, the requester will only be able to access the part(s) that pertains to the information he/she wants or is entitled to, and not the rest of the record.

All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act. One can, for example, not access another person’s confidential information, or trade- or commercial secrets of a business.

**An answer on a request for information must be made within 30 days of the request, and if not granted and the requester is not satisfied s/he can approach the courts within 30 days.**



## HOW THE ACT WORKS AND INFORMATION PUBLISHED BY THE SAHRC

More information on how the Act works and all other information can be obtained from the

SAHRC – SA Human Rights Commission, at:

Private Bag X2700

Braampark Forum 3

Houghton

33 Hoofd Street

2041

Braamfontein

Tel: 011 877 3600

There are also provincial SAHRC offices in all nine provinces.

## VOLUNTARY DISCLOSURE

The following information is made known automatically –

Price lists, Terms and conditions forms, Brochures, and company policy documents.

## RECORDS HELD IN TERMS OF OTHER LEGISLATION

The following information is not made available automatically without a request in terms of the Act -

VAT, UIF and documents concerning compliance by the company.

## RECORDS HELD BY NOVASYST

We hold records in the categories listed below. **The fact that we list a record type here does not necessarily mean that we will disclose such records**, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act.

**Internal records relating to our business**, which includes our business's founding and other documents, minutes and policies; annual and other reports; financial records; operational records, policies and procedures; contracts; licenses, trademarks



and other intellectual property; production, marketing records; other internal policies and procedures; internal correspondence; statutory records; insurance policies and records; etc.

**Personnel records**, which includes records relating to employees. It includes personal files and similar records, employment contracts, conditions of employment; workplace policies; disciplinary records; termination records; minutes of staff meetings; performance management records and systems and all employment-related records and correspondence.

**Client records**, which includes client lists; agreements; consents and accounts information; voice recordings and contact information related to each client's telephone system.

**Supplier and service provider records**, which includes supplier registrations; contracts; confidentiality agreements and non-disclosure agreements.

**Technical records**, which includes manuals, logs, electronic and cached information, product registrations, product dossiers, approvals, conditions and requirements and similar product information.

**Third party information**, which may be in our possession, but which would be subject to the conditions set in relation to such possession and use or purpose limitations.

**Environment and market information**, which include information bought, publicly available information and commissioned information which pertains to the specific sector and market of our business and factors that affect the business, professional and healthcare environment.

## ANNEXURE:

### FEES IN RESPECT OF RECORDS REQUESTED FROM PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) compact disc	70,00
(d) For a transcription of visual images, for an A4-size page or part thereof	40,00
{e} For a copy of visual images	60,00
(f) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(g) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

