

iLAB (PTY) LTD
(Registration number 2004/016562/07)

MANUAL IN ACCORDANCE WITH SECTION 51
OF
THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000

Created on 1 December 2011
Revision no. 1

iLAB (PTY) LTD

MANUAL IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, NO. 2 OF 2000 (the act)

1 INTRODUCTION

1.1 THE CORE BUSINESS: The company carries on business of software quality assurance

2. CONTACT DETAILS [Section 51(1)(a)]

NAME OF THE BODY: iLAB (PTY) LTD
(Registration Number 2004/016562/07)

(herein later referred to as "the private body")

PHYSICAL ADDRESS: 19 Polo Crescent
Woodmead Office Park
Woodmead
Gauteng

POSTAL ADDRESS Postnet Suite 277
Private Bag X51
Bryanston
2021

HEAD OF THE BODY: Gordon Leibbrandt
INFORMATION OFFICER: Michelle Custers
TELEPHONE NUMBER: (011) 656 2217
FAX NUMBER: 086 688 8528
E-MAIL: info@ilabquality.com
WEBSITE: www.ilabquality.com

3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT [Section 51(1)(b)]

The Guide will be available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address:	Private Bag 2700	Telephone:	+27 11 484-8300
	Houghton	Fax:	+27 11 484-0582
	2041	Website:	www.sahrc.org.za
		E-mail:	PAIA@sahrc.org.za
		Line on:	086-012-0120

4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION [Section 51(1)(d)]

The requestor may request information on records kept by this private body in terms of the following of legislation, where applicable.

1. Basic Conditions of Employment No. 75 of 1997
2. Companies Act No. 61 of 1973
3. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
4. Employment Equity Act No. 55 of 1998
5. Income Tax Act No. 58 of 1962
6. Labour Relations Act No. 66 of 1995
7. Skills Development Levies Act No. 9 of 1999
8. Unemployment Insurance Act No. 63 of 2001
9. Value Added Tax Act No. 89 of 1991.

5. ACCESS TO THE RECORDS HELD BY THIS PRIVATE BODY
 [Sections 51(1)(c), 51(1)(e) and 51(1)(f)]

5.1 The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of section 52(2) [Section 51(1)(c)]

5.1.1 Currently not applicable, although the following documents are freely available:

Marketing and promotional material	Product price lists
Newsletters	Booklets

5.2 Records that may be requested. A description of the subjects of the records held by the body and the categories in which these subjects are classed [Section 51(1)(e)]

STATUTORY INFORMATION

Certificate of Incorporation Certificate

to Commence Business Memorandum

& Articles of Association Minute books

of directors & members Combined

share register

CM Forms submitted

ADMINISTRATION AND GENERAL

Correspondence

Internal newsletters

Insurance policies	Insurance claim records
PERSONNEL/HUMAN RESOURCES	
Policies and procedures	Employee personal records
Incentive schemes	Expense claim forms
Health and safety records	Employee loans
Employee performance records	Payroll records
Training and development records	Unemployment insurance records
Group life scheme rules	Medical Aid Rules
Employment contracts	Disciplinary records
Leave records	Employment equity plan
Organisational design	PAYE records
	SETA records
LEGAL	
Statutory records	Licenses & Permits
Legal proceedings (actual and pending)	Contracts
INTELLECTUAL PROPERTY	
Patents and patent applications	Trade marks and trade names
Copyrights	
INFORMATION TECHNOLOGY	
Software licences	Source code
Disaster recovery processes and Procedures	Client database
Application software manuals	Maintenance agreements
Security manuals	Internet
FINANCE	
Financial Statements	Books of account
Auditors' reports	Income and expense vouchers
Management accounts	Budgets
Income Tax records	Bank records, statements, cheques
VAT records	Asset register Directives
Copies of income tax returns	Rental agreements
SALES	
Client details	Client agreements
VAT Invoices & credit notes	Debit notes
PROFESSIONAL ASSOCIATIONS	
Membership certificates	Professional guide lines
Correspondence	
MARKETING	
Brochures	Media releases
Marketing literature	

OTHER PARTIES

Records held by this private body relating to other parties, may include:

Financial records	Correspondence
Contractual documents	Taxation documents
Statutory registers	

6. AVAILABILITY OF THE MANUAL [Section 51(3)]

- 6.1 The manual is available for inspection to the general public during office hours at office of this private body in 2 above and on this private body's website at www.ilab.co.za and at the SAHRC, details of which are listed in 3 above.

7. THE REQUEST PROCEDURES

7.1 Form of Request:

- 7.1.1 The requester must use the prescribed form, attached in Annexure B, to make the request for access to a record. This form, together with the prescribed fee, if applicable, is to be submitted to the Information Officer at the address, fax number or electronic mail address of this private body as listed in Part 1 [s53(1)].

- 7.1.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. If, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, state the manner to be so informed [s 53(2)(a) and (b) and (c)].

- 7.1.3 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].

- 7.1.4 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

7.2 Fees:

- 7.2.1 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- 7.2.2 The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].

- 7.2.3 The fee that the requester must pay is listed in Annexure A. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].

7.2.4 After the Information Officer has made a decision on the request, the requester must be notified in the required form.

7.2.5 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

8 DECISIONS ON THE REQUEST

8.1.1 The Information officer will within 30 days after receipt of the request decide whether to grant or refuse the request, and give notice to that effect.

8.1.2 The period in 8.1.1 may be extended for a further period of 30 days, if the request applies to a large number of documents, the records have to be searched on other locations , consultations with other private bodies is necessary and the requestor agrees to such extension in writing.

8.2 Refusal of a Request

8.2.1 The requestor will be notified where the request is refused, stating the reasons for the refusal and the provisions in terms of which the decision is based.

8.2.2 The head of this private body must refuse a request for the protection of the privacy and safety of an individual, the protection of commercial information and confidential information of third parties, the protection of property.

8.2.3 The head of this private body must refuse a request for access if the information is privileged from production in legal proceedings, contains commercial or research information of this body or of third parties[s 63-69]

iLAB (PTY) LTD

MANUAL IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, NO. 2 OF 2000 (the act)

Gordon Leibbrandt (Head of Body)

Date

ANNEXURE A

Fees in Respect of 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) For a copy in a computer-readable form on -	
(i) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) 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 , payable up-front before the private body will process the request received.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(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) For a copy in a computer-readable form on -	
(i) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00

- (ii) For a copy of visual images 60,00
- (e)
 - (i) For a transcription of an audio record,
for an A4-size page or part thereof 20,00
 - (ii) For a copy of an audio record 30,00
- (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.
- (2) For purposes of section 54(2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE B

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

NAME OF PRIVATE BODY: iLAB (PTY) LTD
POSTAL ADDRESS: Postnet Suite 277, Private Bag X51, Bryanston, 2021
FAX NUMBER: 086 688 8528
E-MAIL: info@ilab.co.za
THE HEAD: Gordon Leibbrandt

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 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:
-------------	-----------------------------------

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.

Mark the appropriate box with an X.

1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	View the images	<input type="checkbox"/>	copy of the images* <input type="checkbox"/> transcription of the images* <input type="checkbox"/>
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record* <input type="checkbox"/> Copy in computer readable form* (stiffy or compact disc) <input type="checkbox"/>
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES <input type="checkbox"/> NO <input type="checkbox"/>

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 WHO'S BEHALF REQUEST IS MADE