

The Grain Building  
447 Witherite Road  
The Willows  
Pretoria

Reg: 2007/065865/23  
Vat: 464 02417 43

## **PAIA Manual**

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

PC MANIACS CC, MANIACS GROUP AND ITS WHOLLY OWNED TRADING SUBSIDIARY  
COMPANIES



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## 1. Contact Details (Section 51(1)(a))

PC Maniacs CC and Maniacs Group CC (Proprietary) and its wholly owned trading subsidiary companies (the Company)

Registration number:	2007/065856/23
Postal address:	71 Juweel Street, Jukskei Park, Randburg
Business address:	447 Witherite Road, The Willows, Pretoria
Telephone number:	011 658 1485
Information officer:	Tian Els – General Manager
Information officer email:	<a href="mailto:tian@pcmaniacs.co.za">tian@pcmaniacs.co.za</a>
Electronic mail address:	<a href="mailto:tian@pcmaniacs.co.za">tian@pcmaniacs.co.za</a>

Maniacs Group of Companies Specialise in information Technology and related Services

### 1.1 List of wholly owned trading subsidiaries:

Name of Company :	Registration number:
Maniacs Group (Proprietary)	2007/065865/23
PC Maniacs CC	2007/065865/23

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## **2. The section 10 Guide on how to use the Act (Section 51(1)(b))**

If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights commission (SAHRC) to find out more information about PAIA. They have a guide in each official language of South Africa on how to exercise any right under PAIA. Please direct any queries to:

**Physical address:**

*The South African Human Rights Commission*

*PAIA Unit*

*Braampark Forum III*

*Hoofd Street*

*Braamfontein Johannesburg*

*2041*

**Postal address:** *Private Bag*

*X2700*

*Houghton*

*2041*

Telephone: + 27 11 877-3825/3803

Fax: + 27 11 403 0625

e-mail: [sectio n5 1 .paia@sahrc.o rg.za](mailto:sectio n5 1 .paia@sahrc.o rg.za)

Website: [www.sahrc.o rg.za](http://www.sahrc.o rg.za)

e-mail: [sectio n5 1 .paia@sahrc.o rg.za](mailto:sectio n5 1 .paia@sahrc.o rg.za)

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### **3. Records available in terms of any other legislation (*Section 51(1)(d)*)**

Records are kept in accordance with legislation applicable to the Company and its wholly owned trading subsidiaries, which includes but is not limited to the legislation listed below. The records kept in accordance with the said legislation are not freely available to any requester but only to those specifically entitled to said records in terms of the below listed legislation. Should a requester wish to access any of the records that apply to these statutes, a request must be made in accordance with the procedure set out in paragraph 4.3 below. Each request will be evaluated in accordance with the provisions and requirements set out in the Act and the applicable legislation:

- Income Tax Act No. 58 of 1962
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value-added Tax Act No. 89 of 1991
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Labour Relations Act No. 66 of 1995
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 9 of 1999
- Skills Development Amendment Act No. 37 of 2008
- Occupational Health and Safety Act No. 85 of 1993
- Consumer Protection Act No. 68 of 2008
- Companies Act No. 61 of 1973
- Companies Act No. 71 of 2008
- Regional Service Council Act No. 109 of 1985
- Protection of Personal Information Act No. 4 of 2013
- Trade Marks Act No. 194 of 1993
- Arbitration Act No. 42 of 1965
- National Credit Act No. 34 of 2005
- Debtor Collectors Act No. 114 of 1998
- Insurance Act No. 27 of 1943

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#### **4. Access to the records held by the private body in question (Section 5 (1)(c))**

##### **4.1. The following records are available without a person having to request access in terms of the Act:**

- Visit our website at [www.pcmaniacs.co.za](http://www.pcmaniacs.co.za) obtain a list of specialised products and services.

##### **4.2. Records that may be requested: However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests will be evaluated in accordance with the provisions of the Act.**

##### **4.2.1 Records regarding the following subjects are held:**

###### **General Manager**

- Memorandum and Articles of Association of the Company and its wholly owned trading subsidiary companies
- General Statutory Documentation
- Records in respect of Trade Marks
- Share Registers
- Resolutions

###### **Occupational Health and Safety - A copy of the Act**

- Certificate of Compliance

###### **Customer related records**

- Records provided by clients
- Material produced for clients

###### **Personnel/Human Resources**

- Staff records
- Employment Contracts
- Internal Policies and Procedures
- Health & Safety Records
- Payroll
- Employment Equity Policy

###### **Legal**

- Various Contracts and Agreements

###### **Other records relating to the Company**

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- Financial Records
- Taxation and Accounting records
- Insurance records
- Operational records
- Information Technology records
- Marketing records
- Sales records
- Suppliers and contractor's records – contract governing terms and conditions of trade with suppliers

**4.3. The request procedures**

**4.3.1 Form of request:**

- 4.3.1.1** The requester must use the prescribed form to request access to a record. A copy of this form is found under section 8 of this manual labelled 'Prescribed Forms'. This request must be made to the head of the Company and/or its wholly owned subsidiary companies. This request must be made to the address, fax number or electronic mail address of the Company and its wholly owned trading subsidiary companies.
- 4.3.1.2** The requester must provide sufficient detail on the request form to enable the head of the Company and its wholly owned trading subsidiary companies to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if, any other manner is to be used to inform the requester of our decision, in addition to a written reply. The requester must state what this matter should be.
- 4.3.1.3** The requester must identify the right that is sought to be exercised or protected, and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 4.3.1.4** 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 Company and its wholly owned trading subsidiary companies.

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#### **4.3.2 Fees**

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:

**4.3.2.1** the head of the private body must by notice require the requester (other than a personal requester) to pay the prescribed fees (if any) before further processing the request (section 54(1));

**4.3.2.2** the fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee (section 54(3)(b));

**4.3.2.3** after the head of the private body has made a decision on the request, the requester must be notified in the required form;

**4.3.2.4** if the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure (section 54(6)).

**4.3.2.5** See section 7 of this manual labelled 'Fees' for more fee information.

**4.3.2.6** The following subsidiaries are registered as vendors with the following VAT numbers under the Value -Added Tax Act 89 of 1991 and thus is entitled to charge VAT on all fees:

<b>Name of Company :</b>	<b>Registration number:</b>
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## 5. How we process and protect personal information

We collect personal information in order to provide our services and solutions, to conduct our business and to improve our products, services, and customer service. We process the personal information of various categories of people for various purposes as set out in this section and in terms of our Privacy Policy

### 5.1. Categories of people

We process the personal information including the following categories of people:

- customers or clients;
- prospects or leads;
- employees;
- contractors, vendors, or suppliers; and
- debtors and creditors;

### 5.2. Purposes

We process personal information for the following purposes:

- to send communications;
- to establish, manage, and maintain our business relationships;
- to respond to inquiries and requests;
- to develop, provide, and improve our services and solutions;
- to inform you about our services and solutions;
- to obtain feedback from you on our services and solutions;
- to provide you with a more personalised experience when you interact with us;
- to conduct administrative and business functions;
- to update our records and keep contact details up to date;
- to enable you to subscribe to our website, newsletters and mailing lists and to register for Dimension Data events, workshops and seminars;
- to process your application for employment with us, evaluate whether your qualifications may be suitable for other employment positions with Dimension Data, and for employment -related purposes if you are hired;
- to assess the performance of our websites and to improve their operation;
- to process and respond to privacy complaints;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator; in co-operation with any governmental authority of any country; or as we otherwise believe to be necessary or appropriate under applicable law..

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### **5.3. Categories of personal information**

The types of personal information we collect will depend on how you interact with us. We process many different categories of personal information, including collect the following personal information:

- name;
- title or position;
- business address;
- e-mail address;
- phone number;
- fax number;
- information you provide to us through customer surveys, and when you register for Dimension Data events and seminars.

We do not normally collect sensitive information about you such as information relating to your health, religion, political beliefs or race.

### **5.6. Security**

We seek to take reasonable precautions to protect personal information from misuse, loss, unauthorized access, modification or disclosure using a combination of physical, administrative and technical safeguards.

## **6. Other information as may be prescribed (*Section 51(1)(f)*)**

The Minister of Justice and Constitutional Development has not formulated any regulations in this regard.

## **7. Availability of the manual (*Section 51(3)*)**

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of the Company and its wholly owned trading subsidiary companies. Copies may also be requested from the South African Human Rights Commission and the Government Gazette. This manual is also electronically available on our website at: [www.pcmainacs.co.za](http://www.pcmainacs.co.za)

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## 8. Prescribed forms and fee structure in respect of private bodies

The forms and fee structure prescribed under the Act are available at the website of the Department of Justice and Constitutional Development ( [www.doj.gov.za](http://www.doj.gov.za) ) under the "regulations" section. It must be noted that the fees may be adjusted from time to time.

**8.1.** 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.

**8.2.** 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 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 transcription of visual images, for an A4-size or part thereof (ii) for a copy of Visual images	40,00 60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	20,00 30,00

8.3. Request fee payable by requester, other than personal requester, referred to in regulation 11(2) is R 50,00.

8.4 The access fees payable by requester 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 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 – (ii) compact disc	70,00
(d)	(i) For transcription of visual images, for an A4-size or part thereof (ii) for a copy of Visual images	40,00 60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	20,00 30,00
(f)	To search for and prepare the record for disclosure, R 30,00 for each hour or part of an hour reasonably required for such search and preparation.	

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(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) On the 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.	

## 9. Prescribed forms

**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

The Head:

#### B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must give the 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:**

**Capacity of which the request is made, when made on behalf of another person:**

#### C. 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 the record:**

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**D. Fees**

- (a) A request for access to a record, other than a 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 the exemption of the payment of any fee, please state the reason for exemption.

**Reason for exemption from payment of fees:**

**E. 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 required:
<p>Mark the appropriate box with an <b>X</b>.</p> <p><b>NOTES:</b></p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the record is in written or printed form:</b>			
Copy of record*		Inspection of record	
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
View the images		Copy of images*	Transcription of images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
Listen to the sound track (audio cassette)		Transcription of the soundtrack* (written or printed document)	
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
Printed copy of record*		Printed copy of information derived from the record*	Copy in computer readable form* (stiffy or compact disc)

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*if you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable</b>	Yes	NO
--	-----	----

**F. 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 is required for the exercise or protection of the aforementioned right:

**G. 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 WHOSE BEHALF REQUEST IS MADE \_\_\_\_\_