



ACCESS TO INFORMATION MANUAL

Business Connexion Group Limited
(“Business Connexion Group”)
(Including all South African Subsidiaries)

September 2017

Copy of the manual is available for inspection at Business Connexion Group and is available on the company website at www.bcx.co.za

1. INTRODUCTION

Business Connexion Group endorses the spirit of the Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) and believes that this Manual will assist requesters in exercising their rights. The Act seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

This PAIA Manual was compiled in terms of Section 51 of the Act to facilitate access to records held by Business Connexion Group. It contains information required by a person wishing to exercise any right, contemplated by the Act. It is available in English.

A copy of this Manual is available to the public in a PDF (“Portable Document Format”) version on the website of Business Connexion Group or on request from the Information Officer referred to in this Manual.

This PAIA Manual is also available for inspection, at the office of the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd St, Johannesburg, 2017, South Africa and on its website at www.sahrc.org.za.

2. BACKGROUND TO BUSINESS CONNEXION GROUP

Business Connexion Group is a leading African ICT services provider, with 35 years of operational experience and excellence. Business Connexion Group pride itself on its service delivery, dependability and performance and are renowned for its provision of high quality, high performance solutions. Business Connexion Group combine global ICT vendor partnerships, extensive technological resources and commitment to create technology-based business solutions that meet the information management needs of today and the future for different communities.

Business Connexion Group offers a wide range of product and/ or services to end-users including advanced managed services, application services, business consulting services, collaborative workspace, cloud computing and virtualisation solutions, communications services, data centre services, security solutions and assessments, energy efficiency services, enterprise resource management, human resource management, human resources and the like.

Business Connexion Group is committed to conducting its business in a manner that ensures long-term sustainability for the benefit of communities and all stakeholders. Sustainability is a continuous journey and requires a multi-disciplinary approach. Good governance, sound risk management, stakeholder engagement, corporate social investment, minimising the Business Connexion Group’s impact on the environment all form part of Business Connexion Group’s vision to be a leading emerging markets ICT player.

3. ORGANISATION CONTACT DETAILS

Business Connexion Group Limited

Registration Number: 1998/005282/06

Physical Address: 1021 Lenchen Avenue North
Centurion, Gauteng
South Africa

Postal Address: Private Bag X48
Halfway House, Midrand, 1685
South Africa

Telephone Number: +27 11 266 5000

Fax Number: 086 573 1469

Website: www.bcx.co.za

4. DETAILS OF INFORMATION OFFICER

The Chief Information Officer of Business Connexion Group Limited is:

Name: Mr. Ian Russell – BCX Group Chief Executive Officer
Physical Address: 1021 Lenchen Avenue North
Centurion, Gauteng
South Africa
Postal Address: Private Bag X48
Halfway House
Midrand, 1685
South Africa
Telephone Number: +27 11 266 5111
Fax Number: 086 573 1469
E-mail: PAIA@bcxgroup.com

The Chief Information Officer has delegated his powers to the Deputy Information Officer below in terms of the Act to handle all requests on Business Connexion Group's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

The Information Officer: Sam Maharaj
Physical Address: 1021 Lenchen Avenue North
Centurion, Gauteng
South Africa
Postal Address: Private Bag X48
Halfway House
Midrand, 1685
South Africa
Telephone Number: +27 11 266 5438
Fax Number: 086 573 1469
E-mail: PAIA@bcxgroup.com

5. SCOPE:

This Manual has been prepared in respect of the Business Connexion Group of Companies, which includes the following related entities:

- Accsys Proprietary Limited
- African Arete Proprietary Limited
- Anco IT Proprietary Limited
- Anco IT Business Solutions Proprietary Limited
- Business Connexion Content Distributions Solutions Proprietary Limited
- Business Connexion Energy and Industrial Solutions Proprietary Limited
- Business Connexion International Group Holdings Proprietary Limited
- Business Connexion Managed Print Solutions Proprietary Limited
- Business Connexion Proprietary Limited
- CEB Maintenance Africa Proprietary Limited
- Integr8 IT Proprietary Limited
- Joint Venture Pump Services Proprietary Limited
- Katlego Solutions Proprietary Limited
- Netcampus Proprietary Limited
- NorthgateArinso Africa Proprietary Limited
- UCS Technology Services Proprietary Limited
- Smart Office Connexion Gauteng Proprietary Limited
- Smart Office Connexion Group Holdings Proprietary Limited
- Smart Office Connexion KwaZulu-Natal Proprietary Limited
- Smart Office Connexion South Africa Proprietary Limited
- Smart Office Connexion Western Cape Proprietary Limited
- Taropa Technologies Proprietary Limited
- UCS Solutions Proprietary Limited
- Relational Database Consulting Proprietary Limited

The scope of this Manual exclude Business Connexion Group's operations outside the Republic of South Africa and will serve to provide a reference regarding the records held by Business Connexion Group at its Registered Office and various operations within the borders of the Republic of South Africa.

6. POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION

Business Connexion Group will protect the confidentiality of information provided to it by third parties, subject to Business Connexion Group's obligations to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of information. If access is requested to a record that contains information about a third party, Business Connexion Group is obliged to attempt to contact such third party to inform him/her/it of the request.

Business Connexion Group will give the third party an opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

7. RECORDS AUTOMATICALLY AVAILABLE - [Section 51(1)(c)]

At this stage, no notice(s) has/have been published in terms of section 52 of the Act on the categories of records that are automatically available without a person having to request access in terms of the Act.

Records that are is automatically available at the registered office of Business Connexion Group on payment of the prescribed fee for reproduction:

- Records of Business Connexion Group lodged in terms of government requirements such as the Registrar of Deeds;
- Documentation and information relating to Business Connexion Group which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in

set out in section 25 of the Companies Act 71 of 2008;

- Product and Services Brochures;
- News and other Marketing Information; and
- Extracts from the annual integrated report and any other shareholder communications prior to 24th August 2015 as published on Business Connexion Group's website

Certain other information relating to Business Connexion Group's is also made available on said website from time to time.

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

Records are kept in accordance with such other legislation as applicable to Business Connexion Group, which includes, but is not limited to:

- Arbitration Act 42 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Companies Act 61 of 1973
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Customs and Excise Act 91 of 1964
- Deeds Registries Act 47 of 1937
- Employment Equity Act 55 of 1998
- Finance Act 35 of 2000
- Firearms Control Act 60 of 2000
- ICASA Act 13 of 2000
- Insider Trading Act 135 of 1998
- Insurance Act 27 of 1943
- Labour Relations Act 66 of 1995
- Magistrates Court Act 32 of 1944
- Medical Schemes Act 131 of 1998
- National Water Act 36 of 1998
- Patents Act 57 of 1987
- Preferential Procurement Policy Framework Act of 2000
- Promotion of Access to Information Act 2 of 2000
- Protected Disclosures Act 26 of 2000
- Short Term Insurance Act 53 of 1998
- Skills Development Levies Act 9 of 1999
- Statistics Act 6 of 1999
- Trademarks Act 194 of 1993
- Unemployment Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991
- Banks Act 94 of 1990
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Currency and Exchanges Act 9 of 1933
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Environmental Laws Rationalisation Act 51 of 1997
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Intellectual Property Laws Amendments Act 38 of 1997
- Long-Term Insurance Act 52 of 1998
- Marketable Securities Act 32 of 1948
- National Environmental Management Act 107 of 1998
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Prevention of Organised Crime Act 14 of 1998
- Promotion of Equality and Prevention of Unfair Discrimination Act No 4 of 2000
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Skills Development Act 97 of 1998
- South African Revenue Service Act 34 of 1997
- Stock Exchange Control Act 1 of 1985
- Transfer Duty Act 40 of 1949
- Unemployment Insurance Act 63 of 2001

While Business Connexion Group has used its best endeavors to supply you with a list of applicable legislation it is possible that the above list may be incomplete. Wherever it comes to Business Connexion Group's attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly

9. PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

- 9.1. On 9 March 2001, the Act came into effect. The Act seeks to advance a culture of transparency and accountability in both public and private bodies. The legislation was enacted as a direct response to Section 32(2) of the Constitution of South Africa – the right of access to information – which requires that the Government implements laws in an effort to make information pertaining to public and private bodies more accessible to all.
- 9.2. The Act gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released.
- 9.3. One of the main requirements specified in the Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the Act, Business Connexion Group is regarded as a “private body” and therefore the requirements regarding access must be in compliance with the provisions of the Act relevant to private bodies and more in particular Section 51 of the Act.
- 9.4. In compliance with Section 51 of the Act this PAIA Manual sets out the following details:
 - (a) Business Connexion Group's contact details including, physical and postal addresses, telephone and fax numbers, electronic mail address of the person tasked in terms of this Code of Conduct;
 - (b) Information on how to obtain and access this Code of Conduct and a guide on how to use it;
 - (c) Categories of information held by Business Connexion Group that is available without a person having to formally request such details in terms of the Act;
 - (d) Categories of information held by Business Connexion Group that is available in accordance with other legislation and which, subject to the Act, may be made available by Business Connexion Group on receipt of and consideration of a formal request, made in terms of the Act;
 - (e) Sufficient information to facilitate a request for access to records and a description of the subjects on which records are available from Business Connexion Group;
- 9.5. Adherence to these requirements entails not only compilation of the external manual but also compliance with the general provisions stated in the Act.

10. GUIDE ON HOW TO USE THE ACT – [Section 10]

- 10.1. The Human Rights Commission has been tasked with the administration of the Act.
- 10.2. In terms of Section 10 of the Act, the Human Rights Commission has compiled a guide which is intended to assist users in the interpretation of the Act and how to access the records of private and public bodies and the remedies available in law regarding a breach of any of the provisions of the Act.

- 10.3. Should any person have queries or concerns relating to their rights and in particular their right to access information from a private or public body, such queries should be directed to:

The South African Human Rights Commission PAIA Unit
Private Bag X2700
Houghton, 2041
Republic of South Africa

Business phone: +27 11 877 3600
Fax: +27 11 403 0625
Email address: section51.paia@sahrc.org.za
Website: www.sahrc.org.za

11. SUBJECTS AND CATEGORIES OF RECORDS HELD BY BUSINESS CONNEXION GROUP: [SECTION 51(1)(e)]

The list(s) below depict records of information which Business Connexion Group has available in terms of laws applicable to Business Connexion Group Limited and its subsidiary companies listed under section 5 above (jointly referred to as Business Connexion Group):

11.1 Corporate Secretariat and Governance:

- Annual Reports
- Applicable Statutory Documents
- Board of Directors and Board Committee Terms of Reference
- Codes of Conduct
- Compliance Certification
- Fraud alerts and whistle blowing
- Health & Safety Records
- Legal Compliance Records
- Memoranda of Incorporation
- Minutes of Board of Directors and Board Committee Meetings
- Minutes of Shareholders' Meetings
- Policies and Procedures
- Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers
- Share Certificates
- Share Register and other statutory registers
- Statutory Returns to Relevant Authorities

11.2 Finance and Taxation:

- Accounting Records
- Annual Financial Statements
- Asset Register
- Audit Reports
- Banking Records Bank Statements
- Business Plan and Budgets
- Capital Expenditure Records
- Debtors and Creditors Statements and Invoices
- Documents issued to employees for income tax purposes
- Electronic banking records
- Leases
- Management Reports
- Monthly expenses
- Paid Cheques
- PAYE Records
- Payment Terms
- Records of payments made to SARS on behalf of employees
- Rental Agreements
- Risk Management and Insurance
- Tax Records and Returns

- Financial Policies and Procedures
- General Ledger and Sub Ledgers
- General Ledger Reconciliations
- Transaction Records
- Treasury Dealing
- All other statutory compliances
 - Income Tax Returns
 - Skills Development Levies Returns
 - UIF Returns
 - VAT Returns
 - Workmen's Compensation Returns

11.3 Personnel Documents and Records:

- CV's, application details
- Disciplinary Code and Records
- Disciplinary Procedures and CCMA matters
- Education and Training Records
- Employee Benefit Records
- Employee Relations
- Employment Contracts
- Employment Equity Plan
- Employee Information
- Forms and Applications
- Grievance Procedure
- Group HR Policies and Procedures
- Incentives and Bonuses
- IRP5's
- Job Profiles
- Leave Records
- Letters of Appointment and Employment Contracts
- Medical Aid Records
- Organisational Structures
- PAYE Returns
- Payroll Reports
- Pension and Retirement Funding Records
- Performance Records
- Personal Records
- Remuneration Policy
- SETA Records
- Skills Development
- Social Responsibility
- Study Assistance Scheme/s
- Time Management
- Training and Development
- UIF Returns

11.4 Information Technology and Infrastructure:

- Call Desk Agent Schedule
- Device Management
- Disaster Recovery Policy and Plans
- E and Voice mail
- Equipment Specifications
- Facilities
- Faults, Troubleshooting and Reporting
- Hardware and Software Manuals
- ICT Policies, Standards, Procedures and Templates
- License Agreements
- Maintenance Plans
- Network Topologies/Diagrams
- Operating Systems
- Performance of Client Call Desk
- Performance of IT Infrastructure
- Root Cause Analyses
- Security Access
- Software Licences

- Information, Communication and Technology Policies
- Internal Systems Support and Programming
- ISAE3402 Audit Reports
- Supplier Agreements/ Vendor Agreements
- System/Application landscape Diagrams
- System documentation and manuals

11.5 Intellectual Property:

- Agreements relating to intellectual property
- Copyrights Agreements
- Licenses
- Designs
- Patents
- Trademark applications
- Know-how

11.6 Corporate Affairs and Investor Relations / Communications:

- Client Events
- Corporate Social Investment
- Media Releases
- Newsletters and Publications
- Public Corporate Records
- SENS releases (Prior to 24th August 2015)

11.7 Legal:

- Agreement and Contracts
- Competition Notifications
- Documents pertaining to commercial disputes, litigation, arbitration or regulatory investigations
- Health and Safety Records
- Police investigations and cases
- Records of Stolen Goods
- Subpoenas
- Title deeds and leases
- Trade Mark Registration Documentation

11.8 Sales, Marketing and Communication:

- Actual Sales
- Branding
- Commission
- Customer Orders and Delivery Notes
- External Publications
- Marketing Brochures
- Media and Advertising
- Point of Sale (POS)
- Press releases / Communique
- Products and Services Brochures
- Proposals and Tenders
- Media and Advertising

11.9 Business Interactions with other entities:

- Agreements with third parties (Clients, Vendors and Suppliers)
- Contractual disputes with third parties
- Customer Credit vetting
- Customer Satisfaction Surveys
- Licensing and Maintenance Agreements
- Payment History
- Service Level Agreements

11.10 Insurance:

- Insurance Policies
- Insurance Claim Files

11.11 Environmental:

- Impact Assessment
- Maintenance Records
- Records of disposal of equipment
- Standards

11.12 Regulatory:

- Applications
- Exemptions
- Licenses
- Permits
- Registrations
- Submissions

11.13 Logistics and Procurement:

- Dispatch
- Inspection
- Procurement Policy
- Purchase Orders
- Standard Terms and Conditions of Supply of Services, Products and Software to Business Connexion Group
- Statements of Work
- Stock Records
- Supplier and Contractor Agreements
- Suppliers and Manufacturers Details
- Tender Documentation

11.14 Administrative:

- Correspondence with internal and external parties
- Intranet

12. RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

Records of Business Connexion Group which are not automatically available must be requested in terms of the procedure set out in section 8 of this PAIA Manual and which may be subject to the restrictions and right of refusal to access as provided for in the Act.

13. REQUEST PROCEDURE

- 13.1. Any person making a request for access to records of Business Connexion Group is referred to as a "requester".
- 13.2. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to records.
- 13.3. The requester must complete the prescribed form application form attached hereto marked **Form C** and submit the form as well as payment of the request fee and a deposit, if applicable, to the Information Officer of Business Connexion Group at the postal or physical, fax or electronic mail address as stated above.

The prescribed form must be filled in with sufficient particulars to at least enable the Information Officer of Business Connexion Group to identify:

- (a) The record or records requested;
 - (b) The identity of the requester;
 - (c) Which form of access is required, if the request is granted; and
 - (d) The postal address, telephone number and fax number of the requester.
- 13.4. The requester must state that he/she requires the information to exercise or protect her/his right and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.
- 13.5. Such request must be processed within 30 (thirty) days after the request has been received.
- 13.6. The requester shall be informed whether the access has been granted or denied within 30 (thirty) days of receipt of the request and give notice with reasons to that effect.
- 13.7. The 30 (thirty) day period within which the company has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days if the request is for a vast amount of information, or the information cannot reasonably be obtained within the original 30 (thirty) day period. The Information Officer will notify the requester in writing should an extension be sought.
- 13.8. If the request for access is granted, the Information Officer of Business Connexion Group must advise the requestor:
- (a) the access fee (if any) to be paid upon access;
 - (b) the form in which access will be given; and
 - (c) that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging the application.
- 13.9. If the request for access is refused, the Information Officer of Business Connexion Group must:
- (a) state adequate reasons for the refusal, including the provisions of this Act relied on;
 - (b) exclude, from any such reasons, any reference to the content of the record; and
 - (c) state that the requester may lodge an application with a court against the refusal of the request, and the procedure (including the period) for lodging the application.
- 13.10. In terms of Section 54 of the Act, if all reasonable steps have been taken to find the record requested and there are reasonable grounds to believe that the record is in possession of Business Connexion Group but cannot be found, and if it does not exist, then the Information Officer of Business Connexion Group must notify by way of affidavit or affirmation, the requester that it is not possible to give access to that record.
- 13.11. If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists.
- 13.12. If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish appeal the decision.
- 13.13. Section 59 provides that the Information Officer of Business Connexion Group may serve a record and grant access only to that portion which the law does not prohibit access to.
- 13.14. The requester must pay the prescribed fee, before any further processing can take place.

14. FEES

- 14.1. The Act provides for two types of fees, namely:
- (a) A request fee, which will be a standard fee; and
 - (b) An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and costs, as well as postal costs.
- 14.2. When the request is received by the Information Officer of Business Connexion Group, such person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.
- 14.3. If a requester requires access to records of his/her personal information there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such personal information.
- 14.4. If the search for the record has been made and the preparation of the record for disclosure including arrangements to make it available in the request form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer of Business Connexion Group shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 14.5. The Information Officer of Business Connexion Group shall withhold the record until the requester has paid the fees as indicated in **Annexure "B"** hereto.
- 14.6. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the records for disclosure including making arrangements to make it available in the request form.
- 14.7. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer of Business Connexion Group must repay the deposit to the requester with interest at the prescribed rate.

15. THIRD PARTIES

- 15.1. If the request is for the record pertaining to the third party, the Information Officer of Business Connexion Group must take all reasonable steps to inform the third party of the request. This must be done within 21 (twenty one) days of receipt of the request. The manner in which this is done must be by the fastest means reasonably possible, but if orally, the Information Officer of Business Connexion Group must thereafter give the third party a written confirmation of the notification.
- 15.2. The third party may within 21 (twenty one) days thereafter either make representation to the company as to why the request should be refused; alternatively grant written consent to the disclosure of the record.
- 15.3. The third party must be advised of the decision taken by the Information Officer of Business Connexion Group whether to grant or to decline the request. A third party who is dissatisfied with the Information Officer of Business Connexion Group's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

16. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF SECTION 62-69 OF THE ACT

Business Connexion Group has the right to refuse access to information on one or more of the following grounds:

- 16.1. ***Mandatory protection of the privacy of a third party who is a natural person***, if such disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual, subject to the provisions of section 63 (2).

- 16.2. **Mandatory protection of the commercial information of a third party**, if the record contains:
- (a) Trade secrets of that party;
 - (b) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party;
 - (c) Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - (d) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 16.3. **Mandatory protection of certain confidential information of third party**, where the head of a private body must refuse a request for access to a record of the body if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- 16.4. **Mandatory protection of the safety of individuals and the protection of property**, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
- (a) a building, structure or any system
 - (b) a means of transport, or
 - (c) any other property.
- 16.5. **Mandatory protection of records, which would be regarded as privileged from production in legal proceedings.**
- 16.6. **Commercial information of private body**, in that a request for access to a record may be refused if the record contains:
- (a) trade secrets, financial, commercial, scientific or technical information of the institution, which disclosure, could likely cause harm to the financial or commercial interest of the institution;
 - (b) Information which, if disclosed could prejudice or put the institution at a disadvantage in negotiations or commercial competition; and
 - (c) A computer program which is owned by the institution and which is protected by copyright.
- 16.7. **Mandatory protection of research information of the institution.** A request will be refused if this disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.
- 16.8. **Mandatory disclosure in public interest.** Despite any of the protections mentioned above, the Director of the Company shall grant a request for access to a record if:
- (a) the disclosure of the record would reveal evidence of-
 - (i) a substantial contravention of, or failure to comply with, the law; or
 - (ii) imminent and serious public safety or environmental risk; and
 - (b) the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

17. APPEAL - REMEDIES [section 57(1)]

Business Connexion Group does not have an internal appeal procedure. As such, the decision made by the Information Officer of Business Connexion Group is final and requesters will have to exercise such external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the Information Officer of Business Connexion Group.

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

The court will review the request and decide whether in fact the Information Officer of Business Connexion Group should give the requester the information requested or not. A court hearing an application in terms of the Act may grant any order that is just and equitable including orders:

- (a) confirming, amending or setting aside the decision which is the subject of the application;
- (b) requiring the Information Officer of Business Connexion Group or relevant authority of a public body or the head of a private body to take such action or to refrain from taking such action, as the court considers necessary within the period mentioned in the court order;
- (c) granting an interdict, interim or specific relief, a declaratory order or compensation; or
- (d) granting an order as to costs.

C. PARTICULARS OF PERSON ON WHO'S BEHALF REQUEST IS MADE:

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full Name and Surname:

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Identity Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal Address: _____

Telephone Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Fax Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

E-mail

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Address:

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.
- (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.

Note: Refer Annexure A for Fees

Reason for exemption from payment of fees:

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability from reading, viewing or listening 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:

Mark the appropriate box with an "X"

NOTES:

- (a) Your indication as to the required form of access depends 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.

1. If the record is in written or printed form:						
	Copy of record*				Inspection of record	
2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)						
	View the images		Copy of the images*		Transcription of the images*	
3. If record consists of recorded words or information which can be reproduced in sound:						
	Listen to the soundtrack (audio cassette)				Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:						
	Printed copy of record		Printed copy of information derived from		Copy in computer readable form* (stiffy or compact disc)	
* If you requested a copy or transcription of a record (above), do you wish for a copy or transcription to be posted to you? <i>A postal fee is payable.</i>					Yes	No

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 requested record is required for the exercising 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 thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

1. 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

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 request fee payable by a requester referred to in regulation 11(2) is R50.00. People who are requesting access to their personal information are exempt from paying a request fee – all other fees are the same.
3. The fees for reproduction referred to in regulation 11(1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on	
(i) stiffy disc	R7.50
(ii) compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A6-size page or part thereof	R20.00
(ii) For a copy of an audio record	R30.00

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	R 7.50
(ii) compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
(ii) For a copy of visual images	R60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20.00
(ii) For a copy of an audio record	R30.00
(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.

(4) The banking details to be used are as follows:

Pay: Business Connexion Proprietary Limited

Bank: FirstRand Bank Limited

Name: Business Connexion African Regional Office a Division of Business Connexion Proprietary Limited

Current Account: 62098486428

Branch: Pretoria

Branch Code: 255005

Reference: PAIA + surname