



**INFORMATION MANUAL FOR FIVAZ INC.
IN TERMS OF
THE PROMOTION OF ACCESS TO INFORMATION ACT**



Contents

Headings	Pages
1. Procedure for obtaining access to information	3
2. The section 10 guide on how to use the Act	4
3. Types of records held by FIVAZ INC.	4
4. The request procedure	7
5. Availability of the manual	7



1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

Contact details

Any person who wishes to request any information from FIVAZ INC. in order to protect or exercise a right may contact the Information Officer at the following contact details:

Postal address

Director of the company:

Name of Company:

Physical address

ANITA FIVAZ

FIVAZ INC.

Tel.: (012) 663 6227

Fax: (012) 663 6205

E-mail: anita@fivaz.co.za

Website: www.fivaz.co.za

Prescribed Access Form

A request for access to a record of FIVAZ INC. must be made in the prescribed form to A FIRM REPRESENTATIVE at the address, fax, or e-mail address provided above. See **Annexure A** for the prescribed form.

Requesters must

- a) provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is;
- b) indicate which form of access is required ;
- c) specify a postal address or fax number of the requester in RSA;
- d) identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- e) where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and



- f) if the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officer's satisfaction.

2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide.

Please direct queries to:

The South African Human Rights Commission

PAIA Unit

2nd Floor Braampark Forum 3
33 Hoofd Street, Braampark Office Park
Braamfontein
Telephone: +27 11 877 3627
Fax: +27 11 403 0668
Website: www.sahrc.org.za
Contact: Chantelle Kisoona
E-mail: ckisoona@sahrc.org.za

3. TYPES OF RECORDS HELD BY FIVAZ INCORPORATED

Requests for access to documents held by **Fivaz Inc.** will be in accordance with the Act. The following records are available to the requester from the **Fivaz Inc. Centurion** office:

3.1 Companies Act records.

- Documents of Incorporation
- Memorandum and Articles of Association



- Records relating to the appointment of directors/auditor/secretary/public officer and other officers.
- Share Register and other statutory registers.

3.2 Human Resources Records

These include but are not limited to the following: Any personal records provided to Fivaz Incorporated, by their personnel;

- Employment contracts,
- Disciplinary records,
- Salary records,
- Disciplinary code,
- Leave records,
- Training records;

any records a third party has provided to **Fivaz Inc.** about any of their personnel; conditions of employment and other personnel-related contractual and quasi-legal records; internal evaluation records; and other internal records and correspondence.

3.3 Financial records,

- Annual Financial Statements,
- Tax Returns,
- Accounting Records,
- Banking Records, Bank Statements, Paid Cheques, Electronic banking records,
- Asset Register,



- Rental Agreements,
- Invoices.

3.4 Customer-related records

A customer includes any natural or juristic entity who receives services from **Fivaz Inc.**

Customer-related information includes but is not limited to the following:

Any records a customer has provided to a third party acting for or on behalf of **Fivaz Inc.**; any records a third party has provided to **Fivaz Inc.**; and records generated by or within **Fivaz Inc.** pertaining to the customer, including transactional records.

3.5 IT and Operational records

This includes but is not limited to the following: Operational records; databases; information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury-related records; securities and equities; and records held by officials of **Fivaz Inc.**

3.6 Income Tax Records.

- PAYE Records,
- Documents issued to employees for income tax purposes,
- Records of payments made to SARS on behalf of employees,
- All other statutory compliances:
 - VAT
 - Regional Services Levies
 - Skills Development Levies
 - UIF



3.7 Other Parties

Fivaz Inc. may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers.

Alternatively, such other parties may possess records which can be said to belong to **Fivaz Inc.** The following records fall under this category: Personnel, customer or **relevant** records which are held by another party as opposed to being held by **Fivaz Inc.**; and records held by **Fivaz Inc.** pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

Records available in terms of other legislation

The requester may also request information which is available in terms of legislation, such as the following:

Basic Conditions of Employment Act,

Companies Act,

Compensation for Occupational Injuries & Diseases Act,

Employment Equity Act, National Credit Act,

Financial Services Board Act,

Income Tax Act,

Labour Relations Act,

Dept Collectors Act,

Employment Equity Act,

Unemployment Insurance Act,



Occupational Health and Safety Act,

Promotion of Equality and Prevention of Unfair Discrimination Act,

Electronic Communications and Transactions Act,

Skills Development Act,

Skills Development Levies Act,

South African Qualifications Authority Act,

VAT Act,

Financial Intelligence Centre Act,

Financial Advisory and Intermediary Services Act,

Harmful Business Practice Act,

Insolvency Act,

Insurance Act,

Intellectual Property Laws Amendment Act,

Post Office Act,

Promotion to Access To Information Act,

Short Term Insurance Act,

Trade mark Act,

Value Added Tax Act,

Usury Act,

Value Added Tax Act,

Sectional Titles Act,

Deed Registries Act.



4. THE REQUEST PROCEDURE

- The requester must use the prescribed form (Form C - J752 PAIA - Request for Access to record of Private Body) to make the request for access to a record to the above **Fivaz Inc.** address, fax number or email address for the attention of the head of the private body.
- The Information officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- A requester seeking access to a record containing their own personal information will not be charged a request fee.
- The requester must identify the right he/she is seeking to exercise or protect, and provide an explanation of why the requester record is required for the exercise or protection of that right,
- The fee that the requester must pay to **Fivaz Inc.** is R120. The requester may lodge an application to court against the tender or payment of the fee.
- If the request is granted the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.
- If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner,
- If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

5. AVAILABILITY OF THE MANUAL

The manual is also available for inspection at **Fivaz Inc.'s** office, free of charge, on the www.fivaz.co.za website and copies are available at the South African Human Rights Commission.

ANITA FIVAZ
MANAGING DIRECTOR