



SECTION TION 51 PAIA MANUAL
FOR STRATCOL GROUP
("STRATCOL")

StratCol Ltd (1983/001494/06)
StratCol Premium Collections (Pty)
Ltd (2015/071843/07)
MiVoice Mobile Apps (Pty) Ltd
(2016/065497/07)

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INFORMATION REQUIRED UNDER SECTION 51(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT (2) of 2000

Postal Address of the information officer are:

Hennie Heymans

**PO Box 31129
Totiusdal
Pretoria
0134**

Physical Address:

**1211 Cobham Road
Queenswood
Pretoria
0186**

Tel: **0861 787 282**

Fax: **0861 135 792**

Email address of head of StratCol Ltd:

hennie@stratcol.co.za

DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10: SECTION 51(1)(b)

This guide has been compiled in terms of Section 10 of PAIA.

It contains information required by a person wishing to exercise any right, contemplated by PAIA. Private bodies (such as individuals) that request access to records will have to demonstrate that the record is required for the exercise or protection of a right. Public bodies (such as government departments) that request access to records must be able to demonstrate that the request is in the interest of the public. Requests in terms of the Act must be made in accordance with the prescribed procedures and accompanied by payment of the prescribed fees. This manual may be updated and changed at our election at any time and the latest dated version is reflected at the bottom of each page of the manual.

StratCol uses personal information in different ways in its day-to-day normal business operations. The data collected by StratCol has been classified into different data segments. The purpose is to categorise the personal and other data into easily identifiable categories of data.

THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):

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

ACTS AND OTHER LEGISLATION TO WHICH STRATCOL MUST ADHERE TO:

- Basic Conditions of Employment 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Employment Equity Act 55 of 1998
- Electronic Communications Act 36 of 2005
- Electronic Communications and Transactions Act 25 of 2002
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001 (FICA)
- Income Tax Act 95 of 1967
- Labour Relations Act 66 of 1995
- Long-term Insurance Act 52 of 1998
- National Payment System Act 78 of 1998 (NPS)
- Occupational Health and Safety Act 85 of 1993
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
- Promotion of Access to Information Act 2 of 2000
- Short-term Insurance Act 53 of 1998
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

LIST OF RECORDS AND INFORMATION

The information held by StratCol has been divided into different categories grouped into various subjects, each of which describes a sub set of data information collected and held. The categories of information are not exhaustive but are merely meant to give a broad indication of the information subject and categories held by StratCol, without specification. A category may therefore contain sub-categories and sub-sets of information, which may not be specifically listed. A request made for access to these records will not be automatically granted but will be evaluated in accordance with the provisions of the Act, any other legal requirements and StratCol policies.

PERSONNEL DOCUMENTS AND RECORDS

- Employment contracts
- Employment Equity Plan
- Disciplinary records
- Salary records
- Leave records
- Training records
- Training Manuals

- Employee Identity Numbers
- Employee addresses
- Employee names
- Staff administration (employee records and information)
- Staff includes potential and existing staff
- General Correspondence
- Information relating to Health and Safety Regulations
- Personnel Guidelines, Policies and Procedures
- Remuneration Records and Policies

FINANCIAL AND COMPANY ACT RECORDS

- Documents of incorporation (Founding Documents)
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- Share Register and other statutory registers
- Statutory Returns and Statutory Records
- Licences (categories)
- Annual Financial Statements
- Tax Returns
- Accounting Records and financial dealings
- Banking Records
- Bank Statements
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices
- Customer Details-Vat Numbers-delivery addresses-email addresses-client company details
- Management Accounts
- Tax Records (company and employee)
- Internal Audit Reports

USER AND 3RD PARTY DATA

Note: Clients include potential and existing clients.

- Copies of compliance certification
- Client company/trading details-vat numbers, company registration details etc.
- Supplier contracts and supplier contact details
- User facility applications and contracts containing User details, including documentation for purposes of compliance with FICA, registration with Sponsoring Bank, Registration on NPS, Registration with Payment System Stakeholders Forum (PSSF), User product information, professional associations and affiliations
- Details regarding the rendering of services according to instructions given by Users
- User instructions and communication records thereof

- Transactional details of User collections
- User mandates
- IP addresses of system operators

DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS - SECTION 51(e)

The requester must complete Form B and submit this form together with a request fee, to; the Information Officer (StratCol) at his/her physical address, P.O. Box number or email address

The form must:

- provide sufficient particulars to enable the information officer to identify the record/s requested and to identify the requester
- indicate which form of access is required
- specify a postal address or fax number or email address of the request in the Republic
- identify the right that the requester is seeking to exercise or protect
- provide an explanation of why the requested record is required for the exercise or protection of that right

In addition to a written reply, if the requester wishes to be informed of the decision on the request in any other manner, the requester is to state that manner or format and the necessary particulars to be informed of in any other manner. If the request is made on behalf of another person, the requester is to submit proof of capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer, as described above.

All records to be made available by law are available on request. Requests will be processed within 30 days unless the request contains information of such nature that would require additional time to extract. If additional time is required the requester will be informed of the extension required.

StratCol may refuse access to records if the required information does not comply with the provisions of the Act.

StratCol does not have any internal appeal procedures that may be followed once a request to access information has been refused. The decision of the information officer or deputy information officer is final. If you are not satisfied with the outcome of your request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

CEO/INFORMATION OFFICER

FORM 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 StratCol:

The Information Officer: StratCol Ltd
 Hennie Heymans
 Postal address
 PO Box 31129
 Totiusdal
 0134

hennie@stratcol.co.za
 Tel. 0861 787 282
 Physical address
 1211 Cobham Road
 Queenswood
 Pretoria
 0186

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, email 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 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 exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

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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:
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Mark the appropriate box with an X	
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 for 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:				
	<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	
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)	
*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	NO
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available				
In which language would you prefer the record? -----				

G. Notice of decision regarding request for access

Requesters 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.

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?

H. 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.

Explain why the record requested is required for the exercise or protection of the aforementioned right:



Signed at..... This..... day of20.....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE
