

Promotion of access to information Act Manual

For

GET FULL CIRCLE (PTY) LTD

WITH REGISTRATION NUMBER: 2020/153228/07

SITUATED AT: 9 LONG STREET, CAPE TOWN

WESTERN CAPE, SOUTH AFRICA

*(Prepared In terms of Section 51 of the Promotion of Access to Information
Act 2 of 2000 as amended)*

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1. INTRODUCTION

At Get Full Circle (Pty) Ltd ("Get Full Circle") we take your privacy seriously and it is of utmost importance that your right to have access to any information we may have on you is protected.

This Access to Information Manual sets out the procedure one must follow should you wish to exercise your rights in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and the Protection of Personal Information Act 4 of 2013 ("POPIA"). This manual further complies with the aforementioned legislation.

This manual applies to Get Full Circle (Pty) Ltd

2. PURPOSE OF PAIA MANUAL

This manual is useful for the public to:

- Check the categories of records held by a body that is available without a person having to submit a formal PAIA request;
- Explain the process to make a request;
- Describing the subjects on which the body holds records and the categories of records held on each subject;
- Set out the fees payable if applicable.

3. GUIDE ON HOW TO USE THE MANUAL

The South African Human Rights Commission drafted an official guide that contains information to assist an individual who wishes to

exercise their right as contemplated in the PAIA Act. The Information Regulator has taken over the regulatory mandate functions in respect of the Promotion of Access to Information Act 2 of 2000

The contact details of the Information Regulator are:

Postal Address: The Information Regulator

PO Box 31533

Braamfontein

2017

Telephone: 010 023 5207

Email: infoereg@justice.gov.za

4. CONTACT DETAILS FOR THE INFORMATION OFFICER FOR GET FULL CIRCLE (PTY) LTD

All information requests should be addressed to our appointed information officer below:

Information Officer: Ian Kensey

Physical Address: 9 Long Street

Cape Town

Western Cape

8000

Postal Address: 9 Long Street

Cape Town

Western Cape

8000

Email Address ian@getfullcircle.co.za

Website: www.getfullcircle.co.za

5. OPEN RECORDS HELD BY GET FULL CIRCLE (PTY) LTD THE FOLLOWING RECORDS ARE AUTOMATICALLY AVAILABLE TO THE PUBLIC:

- Brochures
- Information on Get Full Circle's website
- Pamphlets

6. RECORDS HELD IN ACCORDANCE WITH THE OTHER LEGISLATION

Get Full Circle (Pty) Ltd retains several records in terms of other legislation which applies to it but no limit to:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Employment Equity Act 55 of 1998
- Employment Equity Act 55 of 1998

- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Financial Sector Regulation 9 of 2017
- Income Tax Act 58 of 1962
- Insurance Act 18 of 2017
- The Labour Relations Act 66 of 1995
- Long-term Insurance Act 52 of 1998
- Medical Schemes Act 131 of 1998 (where it applies to the Administrator of Medical Schemes)
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Short-term Insurance Act 53 of 1998
- Unemployment Insurance Act 63 of 2001
- Value-added Tax Act 89 of 1991

7. SUBJECT CATEGORIES OF RECORDS

Company Records:

- Financial
- Distribution
- Human Resources
- Client Care
- Information Technology
- Marketing
- Actuarial
- Service Management
- All records kept in terms of the Company laws of South Africa

Subjects on whom Records are held:

- Shareholders
- Directors
- Employees
- Prospective employees
- Applicants
- Officials
- Consultants
- Investors
- Clients
- Subsidiary Companies
- Banking institutions
- External Companies/contractors
- Third-Party Service Providers
- Associated Companies and Joint Ventures
- Auditors

Type of records in respect of the aforesaid subjects:

- Confidential
- Commercial
- Personal
- Financial
- Company Incorporations
- Company Financials
- Company Departments
- Strategies
- Contractors

- Medicals
- Information Technology
- Clients
- Contracts
- Client
- Research
- Operational
- Trade and Business
- Company Divisions
- Shareholders
- Policy Holders
- Brokers
- Directors
- Employees
- Banking Institutions
- Official and Legal documents

8. PROCESS TO ACCESS INFORMATION

A requester requiring access to information held by Get Full Circle must complete the Access Request Form. The form must be submitted to the Information Officer at the postal address, physical address or email address provided. The requester must pay an access request fee (and a deposit, if applicable).

The Access Request Form must contain enough details to enable the Information Officer to identify:

- The records requested
- The proof of identity of the requester
- The form of access required if the request is granted
- The email address, postal address or fax number of the requester.

A copy of the Access Request Form is attached hereto marked as **Annexure "A"**.

If the request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request. This information must be to the reasonable satisfaction of the Information Officer and the requester must clearly disclose the right they wish to protect.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The requester will be informed whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, the requester must state the manner and the particulars so required.

9. NOTIFICATION OF DECISION

The Information Officer will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The 30-day period, within which Get Full Circle has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the information cannot reasonably be obtained within the

original 30-day period. The period may be extended if the request is for a large amount of information, or the request requires Get Full Circle to search for information held at another office of Get Full Circle.

10. FEES

A fee sheet will be made available upon request from the requester.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer