

# **WORKONLINE COMMUNICATIONS PROMOTION OF ACCESS TO INFORMATION ACT SECTION 51 MANUAL**

## **Introduction**

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right. The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

### **1. WORKONLINE COMMUNICATIONS OVERVIEW**

Workonline Communications (Pty) Ltd provides Internet Services to its customers in the corporate market.

**Workonline Communications (Pty) Ltd** supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

### **2. AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available on our website ([www.workonline.co.za](http://www.workonline.co.za)) or by sending a request for a copy to the Information Officer by email. The Manual may also be obtained from the South African Human Rights Commission (“SAHRC”) at the addresses set out below or from the Government Printers. This Manual will be updated from time to time, as and when required.

### **3. HOW TO REQUEST ACCESS TO RECORDS HELD BY WORKONLINE COMMUNICATIONS**

Requests for access to records held by Workonline Communications must be made on the request forms that are available from our website and office, from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)) (under “regulations”).

A request fee may be payable (the schedule of fees can requested by contacting Workonline Communications (Pty) Ltd.). You can submit a request without paying the request fee but please note that payment of the prescribed fees must be made before the request will be processed. Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below. The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right. If a request is made on behalf of a person, the requester must then submit proof of the capacity in which

the requester is making the request to the satisfaction of the Information Officer of Workonline Communications.

The standard form that must be used for the making of requests can be accessed here. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Kindly note that all requests to Workonline Communications (Pty) Ltd will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Workonline Communications (Pty) Ltd does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

#### 4. CONTACT DETAILS

Designated Information Officer	Edward Lawrence
Email address of Information Officer	<a href="mailto:communications@workonline.africa">communications@workonline.africa</a>
Postal address	7th Floor, Katherine & West, 114 West Street, Sandton Johannesburg, 2196
Street address	7th Floor, Katherine & West, 114 West Street, Sandton Johannesburg, 2196
Fax number	086 611 5501

#### 5. HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

The Guide described in Section 10 of the Act is due in August 2003. From that date it will be available from the South African Human Rights Commission. Please direct any queries to: The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700 Houghton 2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

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

E-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

#### 6. VOLUNTARY DISCLOSURE

Workonline Communications (Pty) Ltd has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to Workonline Communications (Pty) Ltd and its services is freely available on Workonline Communications website. Certain other information relating to Workonline Communications is also made available on such website from time to time. Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

#### 7. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

- Companies Act 61 of 1973
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991

- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 30 of 1966
- Electronic Communications and Transactions Act 25 of 2002
- Telecommunications Act 103 of 1996
- Electronic Communications Act 36 of 2005 o ICASA Act 13 of 2000
- Film and Publications Act 65 of 1996
- Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002