

**RESOLUTIONSA NPC
MANUAL PREPARED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

Contents

1	INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT	1
2	DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10.....	1
3	RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION.....	2
4	RECORDS AUTOMATICALLY AVAILABLE	2
5	SUBJECTS AND CATEGORIES OF RECORDS HELD BY RESOLUTIONSA NPC..	2
6	PURPOSE OF PROCESSING OF PERSONAL INFORMATION	5
7	DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION	5
8	PLANNED RECIPIENTS OF PERSONAL INFORMATION	5
9	PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION.....	5
10	SECURITY MEASURES TO PROTECT PERSONAL INFORMATION.....	5
11	DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS	5
12	AVAILABILITY OF THE MANUAL.....	6
13	FEES IN RESPECT OF PRIVATE BODIES	7

1 INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Designated Head of ResolutionSA NPC: David McAlister

Postal Address of ResolutionSA NPC: Post Net Suite 305, PVT Bag X153, Bryanston 2021

Street Address of ResolutionSA NPC: No 6 Owl Street Cedar Lakes Maroeladal

Tel. No of ResolutionSA NPC: 0766149889

Fax. No of ResolutionSA NPC: N/A

E- Mail address of ResolutionSA NPC: David@resolutionSA.org

Person delegated to deal with requests (for “the designated head”): David McAlister

E-mail address of the delegated designated head: David@resolutionSA.org

2 DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

A Guide has been compiled in terms of Section 10 of PAIA by the South African Human Rights Commission (SAHRC). It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages.

The Guide is available for inspection, *inter alia*, at the office of the offices of the Information Regulator South Africa, *inter alia*, at JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001:

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017
Tel Number: 010 023 5200
Email: PAIACompliance@inforegulator.org.za

3 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

Basic Conditions of Employment Act No. 75 of 1997
Companies Act No 71 of 2008 and Applicable Regulations
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Income Tax Act No 58 of 1962
Labour Relations Act No 66 of 1995
Non-profit Organisations Act No. 71 of 1997
Occupational Health and Safety Act No. 85 of 1993
Promotion of Access to Information Act No.2 of 2000
Protection of Personal Information Act 4 of 2013
South African Revenue Services Act 34 of 1997
Skills Development Act of 1998
Skills Development Levies Act No 9 of 1999
Unemployment Insurance Act No. 63 of 2001
Unemployment Insurance Contributions Act No 4 of 2002

4 RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

5 SUBJECTS AND CATEGORIES OF RECORDS HELD BY RESOLUTIONSA NPC

General information about RESOLUTIONSA NPC can be accessed via the internet on www.resolutionsa.org, which is available to all persons who have access to the internet.

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

1. COMPANIES ACT RECORDS

- All trust deeds;
- Documents of Incorporation;
- Index of names of members of Close Corporation;
- Memorandum of Incorporation;
- Minutes of meeting of the Board of Directors;
- Minutes of meetings of Shareholders;

- Proxy forms
- Register of debenture-holders;
- Register of directors' shareholdings;
- Research and development;
- Share certificates; and
- Share Register and other statutory registers and/or records and/or documents;
- Special resolutions/Resolutions passed at General and Class meetings.

2. FINANCIAL RECORDS

- Accounting Records
- Annual Financial Reports;
- Annual Financial Statements
- Asset Registers;
- Bank Statements
- Banking details and bank accounts;
- Banking Records
- Debtors / Creditors statements and invoices;
- General ledgers and subsidiary ledgers;
- General reconciliation;
- Invoices;
- Paid Cheques
- Policies and procedures;
- Rental Agreements; and
- Tax Returns.

3. 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
 - Workmen's Compensation

4. PERSONNEL DOCUMENTS AND RECORDS

- Accident books and records;
- Address Lists;
- Disciplinary Code and Records;
- Employee benefits arrangements rules and records;
- Employment Contracts;
- Employment Equity Plan
- Forms and Applications;
- Grievance Procedures;
- Leave Records;
- Medical Aid Records;

- Payroll reports/ Wage register;
- Pension Fund Records;
- Safety, Health and Environmental records;
- Salary Records;
- SETA records
- Standard letters and notices
- Training Manuals;
- Training Records;
- Workplace and Union agreements and records.

5. PROCUREMENT DEPARTMENT

- Standard Terms and Conditions for supply of services and products;
- Contractor, client and supplier agreements;
- Lists of suppliers, products, services and distribution; and
- Policies and Procedures.

6. SALES DEPARTMENT

- Customer details
- Credit application information
- Information and records provided by a third party

7. MARKETING DEPARTMENT

- Advertising and promotional material

8. Risk Management and Audit

- Audit reports;
- Risk management frameworks; and
- Risk management plans.

9. SAFETY, HEALTH AND ENVIRONMENT

- Complete Safety, Health and Environment Risk Assessment
- Environmental Managements Plans
- Inquiries, inspections, examinations by environmental authorities

10. IT DEPARTMENT

- Computer / mobile device usage policy documentation;
- Disaster recovery plans;
- Hardware asset registers;
- Information security policies/standards/procedures;
- Information technology systems and user manuals
- Information usage policy documentation;
- Project implementation plans;
- Software licensing; and
- System documentation and manuals.

6 PURPOSE OF PROCESSING OF PERSONAL INFORMATION

- To support the administration and communication of reported incidents relating to services relating to residents in communities
- To support the administration of staff
- To support engagement with suppliers
- To support engagement with the general public

7 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

Communities: record of incidents relating to residents in member communities

Residents: record of incidents relating to residents in member communities

Service Providers: record of service providers' activities relating to incidents

Employees: record of employee life cycle

8 PLANNED RECIPIENTS OF PERSONAL INFORMATION

Statutory authorities

Law enforcement

Tax authorities

Financial institutions

9 PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

At present there are no plans to send personal information to recipients outside the borders of South Africa.

10 SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

Physical security measures

Cyber security measures

Training in information security

Policies in information security

11 DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

11.1 PAIA FORM 02: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation (7), Form 02 should be used to request access to a record held by a Public or Private body in terms of PAIA. Form 02 can be downloaded from the Information Regulator website under Documents/Forms. It can also be downloaded using the link below.

Form 02: Request for Access to Record:

<https://inforegulator.org.za/paia-forms/>

Please note: Do not use Form 02 for personal information requests (Data Subject Requests). The appropriate form for these requests is described in point 14.2 below.

11.2 POPIA FORM 2: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24 (1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

In terms of the Protection of Personal Information Act of 2013, Section 24 and the Regulations relating to the Protection of Personal information, 2017, [Regulation 3(2)] Form 2 should be used to raise requests for the correction or deletion of personal information, or destroying or deletion of record of personal information. Form 2 is available on the Information Regulator website under Documents/Forms. It can be downloaded using the link below:

Form 2: Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

<https://info regulator.org.za/popia-forms/>

ResolutionSA NPC has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

ResolutionSA NPC has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

12 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the office of ResolutionSA free of charge.

Signature of Designated Head of the Private Body

Name of Designated Head of the Private Body

(Note: each page should be initialled to complete the signing process).

Date of signature _____

Publication date of this manual: 19/09/2022

Next revision date of this document: 18/09/2023

13 FEES IN RESPECT OF PRIVATE BODIES

The following is a breakdown of the fees structure for the purposes of determining the manner in which fees relating to a request for access to a record of a private body are to be calculated:

Part III of Regulation 187 published in the Government Gazette on the 15 February 2002:

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 fees for reproduction referred to in regulation 11(1) are as follows:
 - a. (a) For every photocopy of an A4-size page or part thereof R1,10
 - b. (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. (c) For a copy in a computer-readable form on - (i) stiffy disc R 7, 50; (ii) compact disc R 70,00
 - d. (d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00, (ii) For a copy of visual images R 60,00
 - e. (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00; (ii) For a copy of an audio record R 30,00
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) are as follows:
 1.
 - a) For every photocopy of an A4-size page or part thereof R 1,10;
 - b) For every printed copy of an A4-size page or part; thereof held on a computer or in electronic or machine-readable form R 0,75;
 - c) For a copy in a computer-readable form on - (i) stiffy disc R 7,50; (ii) compact disc R 70,00
 - d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00; (ii) For a copy of visual images R 60,00
 - e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00; (ii) For a copy of an audio record R 30,00
 - 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.