

**MANUAL FOR ACCESS TO INFORMATION IN TERMS OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT No. 2 of 2000**

**of  
TRADEPAGE (Pty) Ltd**

**PART I**

[Information required under section 51 (1) (a) of the Act]

**BODY: TRADEPAGE (Pty) Ltd (Tradepage)**

**HEAD** K I Halliday  
**POSTAL ADDRESS:** P.O. Box 934, Kloof, KZN, 3640  
**STREET ADDRESS:** 6 Blair Rd, Pinetown, KZN, South Africa  
**TELEPHONE NUMBER:** + 27 31 714 6000  
**FAX NUMBER:** + 27 31 701 2374  
**ELECTRONIC MAIL ADDRESS** kevinh@tradepage.co.za

**DESIGNATED PERSON to handle requests for information**

**CONTACT PERSON** Mrs P R Laurent  
**TELEPHONE NUMBER:** 031 714 6000  
**ELECTRONIC MAIL ADDRESS** patlaurent@tradepage.co.za

**INTRODUCTION**

Tradepage is a (Pty) Ltd providing a range of Internet related services to businesses. There are offices in Pinetown and Randburg.

**PART II**

[Information required under section 51 (1) (b) of the Act]

**Guide in terms of Section 10 Act 2 of 2000**

This manual is intended to inform the public on how to exercise their rights under the Promotion of Access to Information Act.

A Guide to the Act 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

E-mail: PAIA@sahrc.org.za  
Website: www.sahrc.org.za

or visit <http://www.sahrc.org.za/guideline.doc>

### **PART III**

[Information required under section 51 (1) (d) of the Act]

#### **Records available in terms of any other legislation**

TradePage keeps records in terms of the following legislation. Unless the legislation states that the general public is allowed access to this information any access must be applied for in terms of the procedures under the Act. Please refer to PART IV below.

- Arbitration Act No. 42 of 1965
- Basic Conditions of Employment No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 95 of 1967
- Intellectual Property Laws Amendments Act No. 38 of 1997
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993
- Protection of Businesses Act No. 99 of 1978
- Regional Services Councils Act No. 109 of 1985
- SA Reserve Bank Act No. 90 of 1989
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

## **PART IV**

[Information required under section 51 (1) (c) and 51 (1) (e) of the Act]

### **Access to records held by Tradepage**

The following categories of records are freely available:

- Marketing and promotional material published by Tradepage
- All information published on the Tradepage Websites (www.tradepage.co.za and www.tradepage.net)

Requests for access to information under the Act may be addressed to Tradepage at the contact details given in **PART I** above on the forms that have been published in the Government Gazette.

### **Form of request:**

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of a another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

### **Fees:**

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].

- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

### **Grounds for Refusal of Access to Records**

It must be borne in mind that the Act sets out grounds on which access to information may be refused. These grounds are listed below.

- privacy of third party who is natural person
- commercial information of third party
- confidential information of third party
- safety of individuals, and protection of property
- records privileged from production in legal proceedings
- commercial information of Tradepage
- research information of third party,
- research information of Tradepage

There are exceptions to each ground listed here. The procedure in the Act to give access to information is designed to determine the circumstances in which exceptions apply.

### **Human Resources Records**

These records refer to any person who works for or provides services to or on behalf of Tradepage and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Tradepage. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers.

Human resources records include the following:

- Any personal records provided to Tradepage by their personnel;
- Any records that a third party has provided to Tradepage about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records;
- Internal policies, standards and procedures;

- Medical aid scheme rules;
- Remuneration records and
- Other internal records and correspondence.

### **Customer-related records**

A customer includes any natural or juristic entity who purchases products or receives services from Tradepage. Customer-related information includes the following:

- Any records a customer has provided to a third party acting for or on behalf of Tradepage ;
- Any records a third party has provided to Tradepage ; and
- Records generated by or within Tradepage pertaining to the customer, including transactional records.

### **Tradepage Records**

The following are considered to include but not be limited to records, which pertain to Tradepage's own affairs:

- Financial records;
- Internal audit records;
- Operational records;
- Technical records;
- Purchasing records;
- Contracts;
- Property information;
- Databases;
- Information technology;
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of Tradepage.

### **Other Parties**

Tradepage may possess records pertaining to other parties, including without limitation contractors, suppliers, associate companies, joint venture companies, and service providers. Alternatively, such other parties may possess records, which can be said to belong to Tradepage.

The following records fall under this category:

Personnel, customer or Tradepage 's records which are held by another party as opposed to being held by Tradepage; and

Records held by Tradepage 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.

## **PART VI**

[Information required under section 51 (3) of the Act]

This manual is available for inspection at the offices of Tradepage free of charge; and copies are available with the SAHRC, in the Government Gazette and on the Tradepage website

**Version 2.00**

**Date October 2008**