



MANUAL PREPARED IN TERMS OF SECTION 51

of

The Promotion of Access to Information Act 2 of 2000 (hereinafter referred to as the "Act") for assistance in requesting information from:

Dynamic Visual Technologies (Pty) Ltd
(Hereinafter referred to as "DVT")

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1. INTRODUCTION

On 9 March 2001, the Promotion of Access to Information Act, No. 2 of 2000 ("the Act") became operative, giving effect to the section 32(2) Constitutional right of access to information.

One of the main requirements specified in the Act, is the compilation of an information manual that provides information on both the types and categories of records held by a private body.

This document serves as the DVT information manual and provides reference to the records held by DVT and the process to request access to such records.

Every private body specified in the Act, including a private company as defined in the Companies Act 61 of 1973, must lodge a copy of this manual with the South African Human Rights Commission ("SAHRC")

1.1. Availability of the manual

DVT's manual is available for inspection free of charge at the registered address of the Company. The manual is also available on our website: www.dvt.co.za.

1.2. Contact details for Information requests

Name of private body	Dynamic Visual Technologies (PTY) LTD
Name of head of private body	Jaco van der Merwe (Default Information Officer)
Registered street address	2 Venus Street Melrose Estate Johannesburg 2196
Postal address	PO Box 408 Gallo Manor 2052
Telephone number	011 759 5930
E-mail addresses	info@dvt.co.za
Person duly authorized to assist the head of the private body with duties imposed by the Act	Chris Visser (Designated Information Officer)
Email address for requests	dataprivacy@dvt.co.za

2. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

The SAHRC is required to compile a guide to assist people in exercising their rights under the Act. For further assistance, contact the SAHRC on:

Physical Address: PAIA Unit, 29 Princess of Wales Terrace, cnr of York and St. Andrews Street, Parktown

Postal Address: The Research and Documentation Department, Private Bag 2700, Houghton, 2041

Telephone: (011) 484 8300

Fax: (011) 484 0582

Web site: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

3. SERVICES OFFERED

Team-based Software development solutions and services across a range of industry verticals as outlined below

- ◆ Mobile App Development
- ◆ Web & Custom Development
- ◆ Agile Consulting
- ◆ DevOps
- ◆ UX/UI Design
- ◆ Cloud Application Services
- ◆ Data Analytics & AI
- ◆ Delivery Management
- ◆ Business Analysis
- ◆ Robotic Process Automation Services
- ◆ Artificial Intelligence Services
- ◆ Chatbot
- ◆ Application Modernisation on Azure cloud
- ◆ Power BI
- ◆ Power BI for Pastel
- ◆ Event or Conference Mobile App
- ◆ Agile Technology Teams

4. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION (SECTION 51(1) (D))

DVT holds information in terms of the following legislation:

- ◆ Basic Conditions of Employment Act, No. 75 of 1977
- ◆ Broad Based Black Economic Empowerment Act, No. 53 of 2003
- ◆ Companies Act, No. 71 of 2008
- ◆ Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- ◆ Competition Act, No. 89 of 1998
- ◆ Electronic Communications and Transactions Act, No. 25 of 2002
- ◆ Employment Equity Act, No. 55 of 1998
- ◆ Income Tax Act, No. 68 of 1962
- ◆ Labour Relations Act, No. 66 of 1978
- ◆ Occupational Health and Safety Act, No. 85 of 1993
- ◆ Promotion of Access to Information Act, No. 2 of 2000
- ◆ Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000
- ◆ Protected Disclosures Act, No. 26 of 2000
- ◆ Regulation of Interception of Communications and Provisions of Communication Related Information Act, No. 70 of 2002
- ◆ Sales and Service Matters Act, No. 25 of 1964
- ◆ Skills Development Act, No. 97 of 1988
- ◆ Skills Development Levies Act, No. 9 of 1999
- ◆ South African Reserve Bank Act, No. 90 of 1989
- ◆ Unemployment Insurance Act, No. 30 of 1966
- ◆ Value Added Tax Act, No. 89 of 1991

5. INFORMATION FORMING PART OF THE RECORDS (SECTION 51(1) (E))

5.1. Finance

- ◆ Accounting Records
- ◆ Salaries Records
- ◆ Creditor's and Debtor's Records
- ◆ Tax Records and Returns
- ◆ Operational Expenditure Records
- ◆ Financial Statements
- ◆ Asset Inventories
- ◆ Supplier Banking Details
- ◆ Invoices and Statements
- ◆ Management Reports
- ◆ Shareholders & Directors Personal Records

5.2. Human Resources & Payroll

- ◆ Accounting & Payroll Records
- ◆ Salaries Records
- ◆ BEE Statistics
- ◆ Career Development Records
- ◆ Staff Personnel Information
- ◆ Employment Equity Records
- ◆ General Terms of Employment
- ◆ Letters of Employment
- ◆ Leave Records
- ◆ PAYE Records and Returns
- ◆ Performance Management Records
- ◆ Policies and Procedures
- ◆ Returns to UIF
- ◆ Group Life Benefit Records

5.3. Recruitment

- ◆ Applicant Contact Details
- ◆ Applicant CV
- ◆ Past Applicant Records
- ◆ Prospective Applicant Records

5.4. Information Technology

- ◆ Infrastructure and Systems
- ◆ Contracts and Agreements
- ◆ Asset Registry & User agreements
- ◆ Information Policies, Standards, Procedures and Guidelines
- ◆ Access Control Records
- ◆ Network & Security Architectures

5.5. Marketing and Communication

- ◆ Proposal Documents
- ◆ New Business Development
- ◆ Marketing Strategies
- ◆ Communication Strategies
- ◆ Marketing Brochures
- ◆ Client contact details
- ◆ Client Contracts
- ◆ Client Business Information
- ◆ Proposal and Tender Documents
- ◆ Commercial Contracts

5.6. Operations

- ◆ Supplier Service Level Agreements
- ◆ Vehicle Registration Documents
- ◆ Statutory records
- ◆ Risk, security and insurance records
- ◆ Commercial contracts
- ◆ Codes of Conduct
- ◆ Policies
- ◆ Compliance Records

5.7. Secretarial Services

- ◆ Applicable statutory documents such as but not limited to certificates of incorporation and certificates to commence business
- ◆ Annual Reports
- ◆ Corporate Structure Diagrams
- ◆ Memoranda and Articles of Association
- ◆ Share Registers
- ◆ Statutory Returns to Relevant Authorities
- ◆ Share Certificates
- ◆ Shareholder Agreements
- ◆ Board and Committee minutes

6. ACCESSING A RECORD HELD BY DVT

- ◆ The request must be made to the COO of DVT (with responsibilities as delegated by the Head of DVT) with the contact details listed under the section entitled “**CONTACT DETAILS FOR INFORMATION REQUESTS**”
- ◆ Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and regulations as shown in Appendix 1.
- ◆ The requester must provide sufficient detail on the request form to enable the COO of DVT to identify the record and the requester. The requester should also indicate what form of access is required.
- ◆ 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 request is being made.
- ◆ The COO of DVT must notify the requester by notice, requiring the requester to pay the prescribed fee (if any) before processing the request. The prescribed fee is in the Regulations of the Act.
- ◆ The head of DVT will then make a decision in accordance with the provisions of the Act, whether to grant the request or not and notify the requester of the decision.
- ◆ If the request is granted, a further fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- ◆ Legal remedies are available to a requester who believes that there has been a failure to comply with the Act. The requester may lodge an appeal or an application to court.
- ◆ Section 54 of the Act provides for a private body to require a request fee to be paid by a requester before processing a request. Information relating to the fees payable is set out in Annexure 2.

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for refusal of a request for information are:

- ◆ Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.
- ◆ Mandatory protection of the commercial information of a third party, if the record contains:
 - ◇ Trade secrets of that party.
 - ◇ Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party.
 - ◇ Information disclosed in confidence by a third party to DVT if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.
- ◆ Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- ◆ Mandatory protection of the safety of individuals and the protection of property.
- ◆ Mandatory protection of records which could be regarded as privileged in legal proceedings.
- ◆ The Commercial Activities of DVT which may include:
 - ◇ Trade secrets of DVT
 - ◇ Financial, commercial,
 - ◇ scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of DVT.

8. INFORMATION AVAILABLE WITHOUT HAVING TO REQUEST ACCESS SECTION 51(1)(C))

DVT web site: <https://www.dvt.co.za/> is available to anyone with access to the Internet.

9. ANNEXURE 1: TEMPLATES FOR REQUESTING ACCESS TO RECORDS

9.1. 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:

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 <i>(when made on behalf of another person)</i>									
Postal Address									
Street Address									
E-mail Address									
Contact Numbers	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 2px;">Tel. (B):</td> <td style="width: 30%; height: 20px;"></td> <td style="width: 25%; padding: 2px;">Facsimile:</td> <td style="width: 20%; height: 20px;"></td> </tr> <tr> <td style="padding: 2px;">Cellular:</td> <td colspan="3" style="height: 20px;"></td> </tr> </table>	Tel. (B):		Facsimile:		Cellular:			
	Tel. (B):		Facsimile:						
Cellular:									
Full names of person on whose behalf request is made <i>(if applicable):</i>									
Identity Number									
Postal Address									

Street Address	
E-mail Address	

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
PARTICULARS OF RECORD REQUESTED				
<p><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></p>				
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	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>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></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

10. ANNEXURE 2

**10.1. OUTCOME OF REQUEST AND FEES PAYABLE
[Regulation 8]**

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Officer

11. ANNEXURE 3

**11.1. INTERNAL APPEAL FORM
[Regulation 9]**

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?		Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
OUTCOME OF APPEAL					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

