ACCESS TO INFORMATION MANUAL

As required by Section 51 of the Promotion to Access of Information Act 2 of 2000

1.	SCHEDULE	
1.1	The Company	Greenlight Business Solutions (Pty) Ltd
1.2	Registration number	2014/267787/07
1.4	Physical address	Ficus Block, Fairway Green Office Park, 3 Abrey Road, Kloof, 3610
1.5	Email address	support@greenlightsolutions.co.za
1.6	Telephone number	079 347 4457
1.7	Fax number	N/A
1.8	Information officer	Tineke Speirs
1.9	Information officer's email address	tineke@greenlightsolutions.co.za
1.10	Website	http://greenlightsolutions.co.za/
1.11	The SAHRC's contact details	
	Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
	Postal address	Private Bag 2700, Houghton, 2041
	Telephone	+27 (0) 11 877 3600
	Fax number	+27 (0) 11 403-0625
	Email address	paia@sahrc.org.za
	Website	www.sahrc.org.za
1.12	The Information regulator's contact details	
	Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
	Postal address	PO Box 3153, Braamfontein, Johannesburg, 2017
	Telephone	+27 (0) 10 023 5200
	Email address	inforeg@justice.gov.za
	Website	https://www.justice.gov.za/inforeg

1.13 The records we hold:

	Categories of records on each subject	form held	availability
1.13.1	Secretarial records of the Organisation		
	Company incorporation documents	electronic	automatically available
	Names of directors	electronic	automatically available
	Salaries of directors	electronic	not automatically available
1.13.2	Financial records of the Organisation		
	Financial statements	electronic	not automatically available
	Documents relating to taxation	electronic	not automatically available
	Financial agreements	electronic	not automatically available
	Banking details	electronic	not automatically available
1.13.3	Insurance of the Organisation		
	Insurance policies held by the Organisation	Not applicable	Not applicable
	Register of all immovable property owned by the Organisation	Not applicable	Not applicable
1.13.4	Employees		
	List of employees	electronic	not automatically available
	Personal information of employees	electronic	not automatically available
	Employee contracts of employment	electronic	not automatically available
	Pension funds and provident fund	Not applicable	Not applicable
	Salaries of employees	electronic	not automatically available
	Leave records	electronic	not automatically available
1.13.5	Policies and directives of the Organisation		
	Internal relating to employees and the company	electronic	not automatically available
	External relating to clients and other third parties	electronic	not automatically available
1.13.6	Agreements or contracts		
	Standard agreements	electronic	not automatically available

	Contracts concluded with customers	electronic	not automatically available
	NDAs	electronic	not automatically available
	Letters of intent, MOUs	electronic	not automatically available
	Third party contracts (such as JV agreements)	electronic	not automatically available
	Office management contracts	electronic	not automatically available
	Supplier contracts	electronic	not automatically available
1.13.7	Regulatory		
	Licenses or authorities	electronic	not automatically available
1.13.8	Published Information		
	External newsletters and circulars	electronic	automatically available
	Internal newsletters and circulars	electronic	not automatically available
	Information on the company published by third parties	electronic	not automatically available
1.13.9	Customer Information		
	Customer details	electronic	not automatically available
	Contact details of individuals within customers	electronic	not automatically available
	Communications with customers	electronic	not automatically available

2. ACCESS TO INFORMATION

2.1. This manual (**"Manual"**), which has been drafted in compliance with the Promotion of Access to Information Act 2 of 2000 (**"PAIA"**) will help you as a consumer to gain access to information held by the organisation set out in item 1.1 (**"Organisation"**).

2.2. The Organisation is required in terms of PAIA to make this Manual available to you so that you can see what type of information it holds, as well as how you can request to gain access to it.

3. FURTHER GUIDANCE ON HOW YOU CAN GET ACCESS TO INFORMATION

3.1. A guide to PAIA (**"Guide"**) is available from the South African Human Rights Commission (**"SAHRC"**) website, the details of which are set out in item 1.11. The Guide describes, in each of the official languages:

3.1.1. What the objectives of PAIA are;

3.1.2. The details of each public body (where possible);

3.1.3. The process that needs to be followed in order to make a request for information;

3.1.4. How to get copies of the Guide at no charge;

3.1.5. How to get access to the manual of a private body; and

3.1.6. All the remedies available to you in law.

3.2. Should you have any queries regarding the Guide, please contact the SAHRC directly using the information set out in item 1.11.

4. THE INFORMATION REGULATOR (SOUTH AFRICA)

4.1. The information regulator of South Africa (**"Information Regulator"**) established in terms of the Promotion of Access to Information Act 4 of 2013 (**"POPIA"**) is set to take over the function of the SAHRC in the near future. You can also contact the Information Regulator for further details. The Information Regulator also regulates the enforcement of POPIA.

4.2. The Information Regulator's contact details are set out in item 1.12.

5. THE RECORDS HELD BY THE ORGANISATION

5.1. A description of the records held by the Organisation, as required by section 51(1)(e) of PAIA, is set out in item 1.13.

6. HOW YOU CAN REQUEST ACCESS

6.1. In order to comply with the Organisation's obligations in terms of PAIA, it has authorised and designated the information officer of the Organisation set out in item 1.8 (**"Information Officer "**) to deal with all matters relating to PAIA.

6.2. In order to request access to a record held by the Organisation, please complete the "Request for Access Form" (**"Request"**) which is available at www.sahrc.org.za and submit it to the Organisation at its physical address, the general contact e-mail address or the Information Officer's email address set out in items 1.4, 1.5 and 1.9, respectively.

7. INFORMATION WE HOLD TO COMPLY WITH THE LAW

7.1. The Organisation holds information in accordance with the following legislation:

7.1.1. Basic Conditions of Employment Act 75 of 1997;

7.1.2. Companies Act 71 of 2008;

7.1.3. Consumer Protection Act 68 of 2008;

7.1.4. Electronic Communications and Transactions Act 25 of 2002;

7.1.5. Employment Equity Act 55 of 1998;

7.1.6. Income Tax Act 95 of 1967;

7.1.7. Labour Relations Act 66 of 1995;

7.1.8. POPIA;

7.1.9. Value Added Tax Act 89 of 1991;

8. OTHER INFORMATION AS MAY BE PRESCRIBED

8.1. The Minister of Justice and Constitutional Development has not made any regulations in terms of section 51(f) of PAIA.

9. REASONS FOR ACCESS REFUSAL

9.1. In terms of PAIA, the Organisation may refuse you access to certain documents on prescribed grounds. The grounds for refusal are to protect:

9.1.1. the privacy of another person;

9.1.2. commercial information of another company;

9.1.3. confidential information of another person;

9.1.4. the safety of individuals and property;

9.1.5. records privileged from production in legal proceedings; and

9.1.6. research information.

9.2. You will be notified in writing as to whether your request for information has been approved or denied within 30 (Thirty) calendar days after receipt of a completed Request. Should any record of the Organisation requested by you not be found or not exist, the Organisation will, by way of affidavit, notify you that it is not possible to give you access to that particular record.

10. IN WHAT FORM WILL ACCESS BE GIVEN

10.1. If your Request is approved, the Organisation will determine how it will provide such access to you, unless you have requested access in a specific form and the Organisation can accommodate this.

11. HOW MUCH WILL IT COST YOU

11.1. Section 52(3) of PAIA states that fees payable for access to records are to be prescribed.

11.2. The prescribed fees are as set out in the "Fee Schedule" which is also available at www.sahrc.org.za.

12. PROCESSING PERSONAL INFORMATION

12.1. For purposes of this clause 12, **"Processing"** and **"Personal Information"** have the meanings ascribed to them in POPIA.

12.2. The Organisation processes Personal Information about the following types of natural and juristic people:

12.2.1. Customers;

12.2.2. Employees and contractors;

12.2.3. Suppliers / vendors;

12.2.4. Debtors; and

12.2.5. Creditors.

12.3. The Organisation does not intend to transfer Personal Information outside of South Africa, but it may do so (i) to secure or backup such Personal Information, or (ii) for technical reasons. If Personal Information is transferred offshore, the Organisation will only transfer such Personal Information to other countries who have similar privacy and data protection laws as those in South Africa, as required by the provisions of POPIA.

13. HOW PERSONAL INFORMATION IS PROTECTED

13.1. The Organisation is committed to ensuring that Personal Information is secure.

13.2. In order to prevent unauthorised access or disclosure to any Personal Information, the Organisation has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information it collects.

13.3. The Organisation makes use of secure data transmission and storage technologies to reasonably protect Personal Information from unauthorised disclosure and to maintain the integrity of your Personal Information. The Organisation takes all reasonable technical and organisational measures to ensure the security of Personal Information.