

eGift Solutions (Pty) Ltd

Access to Information Manual

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA)

Introduction

The Promotion of Access to Information Act (PAIA) gives effect to the constitutional right of access to any information held by public or private bodies that is required for the exercise or protection of any rights.

Section 51(1) of PAIA requires that the 'head of a private body' compile a manual that contains various information regarding the records held by private bodies. According to Section 51(1), we are a private body and this is our 'Access to Information Manual'.

Its purpose is to help you access our information and any other information that we have. PAIA requires us to make it available to you so that you:

- know what types of information we have; and
- can request access to it.

Our details

Our details are as follows:

- **Company name:** eGift Solutions (Pty) Ltd.
- **Registration number:** 2016/150001/07
- **Postal address:** eGift Solutions, 184 Upper Buitenkant Street, Cape Town, 8001, South Africa
- **Physical address:** eGift Solutions, 184 Upper Buitenkant Street, Cape Town, 8001, South Africa
- **Phone number:** +27 (0) 21 204-2286
- **Information officer:** Steven De Klerk
- **Contact email:** help@egifts24.co.za
- **Website:** <https://www.egifts24.co.za>

Further guidance

If you would like further guidance you may contact the Information Regulator to find out more information about PAIA. The Information Regulator has compiled a guide in each official language of South Africa on how to exercise any right under PAIA. The guide is available [here](#). The Information Regulator's contact details are:

- **Postal address:** P.O Box 3153, Braamfontein, Johannesburg, 2017
- **Physical address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- **Phone number:** 010 023 5200
- **Website:** <https://www.justice.gov.za/infoereg/index.html>
- **General email:** enquiries@infoeregulator.org.za
- **Compliance email:** PAIACompliance@infoeregulator.org.za
- **Complaints email:** PAIAComplaints@infoeregulator.org.za

Records we hold

We hold subjects and categories of records of information that are:

- automatically available; or
- not automatically available.

Records that are automatically available

The following records are automatically available to you without needing to use the request procedure set out in PAIA and detailed in under the 'How to request access' section of the manual:

- Memorandum of incorporation – automatically available from CIPC;
- Directors' names – automatically available from CIPC;
- Documents of incorporation – automatically available from CIPC;
- Banking details – automatically available on request;
- Brochures – automatically available on request;
- External newsletters and circulars; and
- Information available on our website.

Records that are not automatically available

Please note that some records that are 'not automatically available,' and must be requested using the process outlined in the 'How to request access' section of this manual.

Company records

Company records are all our records related to the incorporation and administration of our company.

Minutes of board of directors meetings
Written resolutions
Records relating to appointment of directors, auditor, secretary, public officer, or other officers
Share register and other statutory registers
Other statutory records

Business records

Business records include any documents that have economic value to the business.

Operational records
Databases
Published works
Internal correspondence
Product records

Financial records

Financial records are all our records related to our finances.

Financial statements
Tax returns
Other documents relating to taxation of the company

Accounting records
Auditor reports
Banking records
Banking details
Bank statements
Electronic banking records
Paid cheques
Asset register
Invoices
Financial agreements

Insurance records

Insurance records are all our records related to our insurable assets.

Insurance policies held by the company
Records of insurance claims
Register of all immovable property owned by the company

Income tax records

Income tax records are all our records related to our income tax obligations.

PAYE Records
Corporate tax records
Customs tax
Documents issued to employees for income tax purposes
Records of payments made to SARS on behalf of employees
VAT records
Regional Services Levies
Skills Development Levies
UIF
Workmen's Compensation

Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

List of employees
Employee personal information
Employee employment contracts
Employment applications and appointment letters
Employment policies and procedures
Employment Equity Plan
Health and safety records

Medical aid records
Pension and provident fund records
Salaries or wages of employees
Leave records
Internal evaluations and performance records
Disciplinary records
Disciplinary codes
Training records
Operating manuals
Personal records provided by personnel
Other statutory records
Related correspondence

Policies and directives

Policies and directives include both internal and external documents.

Internal relating to employees and the company
External relating to clients and other third parties
Information technology systems and documents

Agreements or contracts

Agreements or contracts include the documents themselves and all related documents.

Standard Agreements
Contracts concluded with customers
NDAs
Letters of Intent, MOUs
Third party contracts (such as JV agreements, VAR Agreements, etc.)
Office management contracts
Bond agreements
Rental agreements
Supplier or service contracts

Regulatory documents

Regulatory documents include any documents required to comply with any laws.

Permits
Licences
Authorities

Published information

Published information includes any document that we prepare and produce.

Brochures

External newsletters and circulars
Information available on the website
Internal newsletters and circulars
Information on the company published by third parties

Customer information

Customer information includes any information about anyone that we provide goods or services to, including our customers, leads, or prospects.

Customer details
Contact details of individuals within customers
Communications with customers
Sales records
Transactional information
Marketing records

Reference materials

Reference materials include any sources of information that we contribute to.

Books
Newsletters and journals articles
Magazines
Newspaper articles

Information we hold to comply with the law

We hold records for the purposes of PAIA in accordance with the laws that apply to us, for example:

- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Income Tax Act 58 of 1962
- National Credit Act 34 of 2005
- Tax Administration Act 28 of 2011
- Value Added Tax Act 89 of 1991
- Prescription Act 18 of 1943
- Promotion of Access to Information Act, No 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Companies Act 61 of 1973
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Financial Intelligence Centre Act 38 of 2001

How to request access

Our information officer deals with all matters relating to PAIA to comply with our obligations in terms of PAIA. To request access to a record, please complete Form 2 which is available from:

- The Information Regulator website at <https://www.justice.gov.za/inforeg/docs/forms/InfoRegSA-PAIA-Form02-Req7.pdf>

Please submit the completed form to our information officer together with the relevant request fee (as described in the table below under the 'How much it will cost you' section) at our information officer's email address, or our physical address in terms of our details provided above. Please ensure that you complete the form with enough detail so we can see to your request effectively.

If you do not use the standard form or provide sufficient information we may:

- reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

Grounds for refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy;
- another company's commercial information;
- someone else's confidential information;
- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- research information.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

How we will give you access

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

How much it will cost you

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out below:

Item	Description	Amount
1.	Request fee payable by every requestor	R140,00
2.	Photocopy of A4-size page	R2,00 per page or part thereof
3.	Printed copy of A4-size page	R2,00 per page or part thereof
4.	Copy in a computer-readable form on: <ul style="list-style-type: none">• flash drive (to be provided by requestor)• compact disc	R40,00

	<ul style="list-style-type: none"> ○ if provided by requestor ○ If provided to the requestor 	R40,00 R60,00
5.	Transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24,00
8.	Copy of an audio record on: <ul style="list-style-type: none"> • flash drive (to be provided by requestor) • compact disc <ul style="list-style-type: none"> ○ if provided by requestor ○ If provided to the requestor 	R40,00 R40,00 R60,00
9.	To search and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145,00
	To not exceed a total cost of	R435,00
10.	Deposit – if the search exceeds 6 hours	One third of amount per request, calculated in terms of items 2 to 8 above.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure, as described in the table above.

How we process and protect personal information

We protect personal information and process it as set out in our Privacy Policy, which is available on our website or at our premises. .

Remedies

If your request for access is denied, you may:

- apply to a court with appropriate jurisdiction, or
- lodge a complaint with the Information Regulator for the necessary relief.

Availability of this Manual

This manual is available in English and will be available on our website, or at our company offices.

Updates to this Manual

This manual will be updated whenever we make material changes to the current information.