
2011/036635/23

**mySupport CC
MANUAL
in terms of
Section 51 of
The Promotion of Access to Information Act**

**2/2000
(the 'ACT')**

INDEX

1. Introduction to the company
2. Contact Details **(Section 51 (1) (a))**
3. The ACT and Section 10 Guide **(Section 51(1) (b))**
4. Applicable Legislation **(Section 51 (1) (c))**
5. Schedule of Records **(Section 51 (1) (d))**
6. Form of Request **(Section 51 (1) (e))**
7. Any other Information **(Section 51 (1) (f))**

1 Introduction

mySupport CC is engaged in provided IT-related support services

2 Contact details

Members: Norbert Mark Werner

Information officer: Norbert Mark Werner

Postal Address: 3 Seder Avenue, Doringkloof, Centurion, 0157

Street Address: 3 Seder Avenue, Doringkloof, Centurion, 0157

Telephone Number: (012) 667 1994

Fax Number: (086) 671 7769

3 The ACT

3.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

3.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

4 Applicable Legislation

| No | Ref | Act |
|----|---------------|--|
| 2 | No 98 of 1978 | Copyright Act |
| 3 | No 55 of 1998 | Employment Equity Act |
| 4 | No 95 of 1967 | Income Tax Act |
| 5 | No 66 of 1995 | Labour Relations Act |
| 7 | No 37 of 2002 | Financial Advisory and Intermediary Services Act |
| 8 | No 75 of 1997 | Basic Conditions of Employment Act |
| 9 | No 69 of 1984 | Close Corporations Act |
| 10 | No 25 of 2002 | Electronic Communications and Transactions Act |
| 11 | No 2 of 2000 | Promotion of Access of Information Act |
| 12 | No 30 of 1996 | Unemployment Insurance Act |

5 Schedule of Records

| <u>Records</u> | <u>Subject</u> | <u>Availability</u> |
|----------------|--|--|
| Public Affairs | Public Product Information Public Corporate Records Media Releases | Freely available on website www.mysupport.cc |
| Financial | Financial Statements Financial and Tax Records (Company & Employees) Asset Register Management Accounts | Request in terms of PAIA Request in terms of PAIA Not available. Not available. |
| Marketing | Market Information Public Customer Information: - Product Brochures - Owner Manuals Field Records Performance Records Product Sales Records Marketing Strategies Customer Database Dealer Franchise Documents | Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA |

6 Form of Request

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.
- 6.2 Address your request to the Head of the Company (CEO).
- 6.3 Provide sufficient details to enable the COMPANY to identify:
 - (a) The record(s) requested;
 - (b) The requester (and if an agent is lodging the request, proof of capacity);
 - (c) The form of access required;
 - (d)
 - (i) The postal address or fax number of the requester in the Republic;
 - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7 Prescribed Fees

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.