



Promotion of Access to Information Act: Section 51 Manual

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INTRODUCTION

This Manual has been prepared in accordance with section 51 of the Act and aims to facilitate a Request for access to a Record held by a private body that is required for the exercise or protection of any rights.

DEFINITIONS

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely –

- “Act” means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time;
- “Company” means **Qetello Holdings CC** as more fully described in the overview hereunder;
- “Information Officer” means the person acting on behalf of the Company and discharging the duties and responsibilities assigned to the head of the Company by the Act. The Information Officer is duly authorised to act as such and such authorisation has been confirmed by the “head” of the Company in writing;
- “Manual” means this manual published in compliance with Section 51 of the Act;
- “Record” means any recorded information, regardless of form or medium, which is in the Possession or under the control of the Company, irrespective of whether or not it was created by the Company;
- “Request” means a request for access to a Record of the Company;



- “Requestor” means any person, including a public body or an official thereof, making a Request for access to a Record of the Company and includes any person acting on behalf of that person; and “SAHRC” means the South African Human Rights Commission.

- Unless a contrary intention clearly appears, words signifying:-
 - the singular includes the plural and vice versa;
 - any one gender includes the other genders and vice versa; and
 - natural persons include juristic persons.

Unless otherwise stated, terms defined in the Act shall have the same meaning in this Manual.

This Manual applies to all South African entities, both jointly and severally, and such entities are referred to both individually and collectively as the Qetello Holdings CC.

OVERVIEW OF THE COMPANY

Qetello Holdings CC is a Company incorporated in accordance with the company laws of South Africa.

Qetello was established in 2013 by The Founder Werner Hendrik Bester and is considered one of the premier healthcare consultancy companies in South Africa that offer a wide range of solutions to the community and corporate entities.

We collect the personal data of the following types of people to allow us to undertake our business.

- Prospective and placed candidates for permanent or temporary roles.
- Prospective and current client contact details as well as Business information.
- Supplier contacts to support our services.



- Employees, consultants, temporary workers personal Information.

We collect information about you solely for the purposes of carrying out our core business and ancillary activities.

Our Services Include:

- Recruitment Services
- Temp staffing
- Advert Handling
- Shortlisting
- Response Handling
- Interviews
- Testing and Assessment
- ITC Check
- Reference Checks
- Flexible Staffing
- Permanent Placement
- Skills Assessment System
- Labour Law Assistance
- Time and Attendance
- Training

Qetello Holdings CC is a member of the following associations:

1. **APSO** - Association of Personnel Service Organizations - committed to the upliftment and professionalisation of the labour recruitment industry in South Africa
www.apso.co.za



CONTACT DETAILS OF INFORMATION OFFICER (SECTION 51(1)(a))

The Chief Executive of the Company, as head of the private body, is also the Information Officer, whose details appear hereunder for purposes of dealing with all matters in connection with Requests for information on the Company's behalf and to ensure compliance with the Act.

POPI Information Officer: Mr. W.H Bester

Postal address: Office 5, 1st Floor, Marumati Building
491 18th Avenue
Rietfontein
Pretoria
0084
South Africa

Email: werner@qetello.co.za

Website: www.qetello.co.za

GUIDE TO THE ACT (SECTION 51(1)(b) READ WITH SECTION 10)

The SAHRC has compiled a guide, as required by Section 10 of the Act, containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in this Act.

The guide is available on the SAHRC website, <https://www.sahrc.org.za/>.

The SAHRC can be contacted directly at: The South African Human Rights Commission: PAIA Unit



The SAHRC website at <https://www.sahrc.org.za/> at this link:

<http://www.sahrc.org.za/home/21/files/Form%20C.doc>

; or

The Department of Justice and Constitutional Development website at www.justice.gov.za at this

link: https://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf

AUTOMATIC DISCLOSURE - CATEGORIES OF RECORDS AVAILABLE WITHOUT HAVING TO REQUEST ACCESS [SECTION 51(1)(c)]

The following Records are automatically available without a person having to request access in terms of the Act:

- The web page www.qetello.co.za is accessible to anyone who has access to the Internet.

The Company website hosts the following categories of information:

- Brands
- Company info
- Corporate Info
- Corporate Profile
- BEE Industry Scorecard
- Career Opportunities
- Product and promotional brochures/pamphlets
- News and marketing information
- Corporate communications
- Other literature intended for public viewing.



RECORDS AVAILABLE IN TERMS OF LEGISLATION [SECTION 51(1)(d)]

Records are kept in accordance with the following legislation:

- Income Tax Act 1962
- Value Added Tax Act 1991
- Labour Relations Act 1995
- Basic Conditions of Employment Act 1997
- Compensation for Occupational Injuries and Diseases Act 1993
- Employment Equity Act 1998
- Skills Development Act 1998
- Skills Development Levies Act 1999
- Unemployment Insurance Act 1966
- Occupational Health and Safety Act 1993
- Consumer Protection Act, 2008

CATEGORIES OF RECORDS HELD AND SUBJECT TO REQUEST

5.1 Statutory and Legal:

- Statutory registers
- Annual reports
- Statutory Records & returns, including incorporation documents, memorandum of incorporation and share register.
- Minutes of meetings



- board and statutory committees
- management committees
- Contractual and legal agreements

5.2 Human Resources

- HR policies & procedures
- Employment equity plan and report
- Skills development plan and report
- Employee Records
- Benefits
- IR disciplinary and grievance procedures and hearings, including CCMA Records
- Union negotiation Records
- Incentive scheme rules

5.3 Administration, Finance & Accounting:

- Accounting Records
- Auditors' reports
- Tax returns
- VAT returns
- Policies & procedures

5.9 Operational information

This information can be defined as information needed in the day-to-day running of the organization.



- Company policies
- Company procedures
- Human resource manual

ACCESS: PROCEDURE AVAILABLE AND FEES

6.1 How to Request a Record (Section 53)

- Requests for access to Records must be made to the Information Officer in the prescribed form, Annexure 1 at the address, fax number or electronic mail address referred to in 1 above. Failure to make use of the prescribed form could result in your Request being refused or delayed.
- A Request for access to a Record must be accompanied by payment of an initial non-refundable Request fee of R57.00 (inclusive of VAT). This fee is not applicable to personal Requests, i.e. individual seeking access to Records pertaining him/herself.
- The Requestor must provide sufficient detail on the Request form to enable the Information Officer to clearly identify the Record as well as the Requestor's identify, which is to be accompanied by positive proof of identification.
- The Requestor must indicate which form of access is required and if he/she wishes to be informed on the decision on the Request in any other manner, to state the necessary particulars to be so informed.
- Access is not automatic. The Requestor must therefore identify the right he/she is seeking to exercise or protect and provide an



explanation as to 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 Requestor must then submit proof, to the satisfaction of the Information Officer, of his/her authority to make the Request. Failure to do so will result in the Request being rejected.

6.2 Decision on Request (Section 56)

- The Requestor will be notified, within 30 days, in the manner indicated by him/her of the outcome of his/her Request, alternatively whether an extension not exceeding 30 days is required to deal with the Request.
- If the Request for access is granted a further access fee must be paid for the reproduction as well as the search and preparation of the Records and for any time that has exceeded the prescribed hours to search and prepare the Record for disclosure. Access will be withheld until the Requestor has made payment of the applicable fee(s).
- In the event that the Request for access is refused, reasons for the refusal will be provided and the Requestor will be advised the he/she may lodge an application with a court against the refusal of the Request, as well as the procedure for lodging the application.
- The Requestor may lodge an internal appeal or an application to court against the tender or payment of the Request fee.



6.3 Availability

This Manual is available on the company website (www.qetello.co.za) alternatively at or by sending a request for a copy to the Request Liaison Officer by email. The Manual may also be obtained from our head office or the South African Human Rights Commission (“SAHRC”) at the addresses set out. This Manual will be updated from time to time, as and when required.

6.4 Fees

The fees payable in respect of access to Records are attached as Annexure 2.