

**Manual for: Khula Tech Solutions (Pty) Ltd
2014/138340/07**

Prepared in terms of the requirements of the
**PROMOTION OF ACCESS TO INFORMATION ACT No. 2 of
2000**
(Hereinafter referred to as the "Act")

This manual applies to Khula Tech Solutions Pty Ltd
Registration Number: CK 2014/138340/07

("Khula Tech Solutions")

Registered Office Address:
117B High Street, Grahamstown, South Africa

1. Introduction

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

1 KHULA TECH SOLUTIONS OVERVIEW

Khula Tech Solutions supports the constitutional right of access to information, and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

2 AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.khulatechsolutions.co.za) or by sending a request for a copy to the Information Officer by email. The Manual may also be obtained from our head office, the South African Human Rights Commission ("SAHRC") at the addresses set out below or from the Government Printers. This Manual will be updated from time to time, as and when required.

3 HOW TO REQUEST ACCESS TO RECORDS HELD BY KHULA TECH SOLUTIONS

Requests for access to records held by Khula Tech Solutions must be made on the request forms that are available from our website and office, from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za) (under "regulations").

2041

Telephone: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za

6 VOLUNTARY DISCLOSURE

Khula Tech Solutions has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to Khula Tech Solutions and its services is freely available on Khula Tech Solutions website. Certain other information relating to Khula Tech Solutions is also made available on such website from time to time.

Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

7 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

Companies Act 61 of 1973
Income Tax Act 58 of 1962
Value Added Tax Act 89 of 1991
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999
Unemployment Insurance Act 30 of 1966
Electronic Communications and Transactions Act 25 of 2002.
Telecommunications Act 103 of 1996
Electronic Communications Act 36 of 2005
ICASA Act 13 of 2000
Film and Publications Act 65 of 1996
Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002

8 RECORDS HELD BY KHULA TECH SOLUTIONS

Khula Tech Solutions maintains records on the following categories and subject matters. **However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured.** All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

8.1 Internal records

The following are records pertaining to Khula Tech Solutions 's own affairs and those of its divisions, subsidiary and associated companies:

- Memorandum and Articles of Association
- Financial records
- Operational records

- Licences
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of Khula Tech Solutions .

8.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of Khula Tech Solutions and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Khula Tech Solutions. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Khula Tech Solutions by their personnel;
- Any records a third party has provided to Khula Tech Solutions about any of their personnel.
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

8.3 Customer records

Please be aware that Khula Tech Solutions is very concerned about protecting the confidential information of its customers. Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to Khula Tech Solutions or a third party acting for or on behalf of Khula Tech Solutions ;
- Contractual information;
- Customer needs assessments;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to Khula Tech Solutions about customers;
- Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Customer profiling;
- Performance research conducted on behalf of customers or about customers;
- Any records a third party has provided to Khula Tech Solutions either directly or indirectly; and
- Records generated by or within Khula Tech Solutions pertaining to customers, including transactional records.

8.4 **Other Parties**

Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to Khula Tech Solutions. The following records fall under this category:

- Personnel, customer or **Khula Tech Solutions** records which are held by another party as opposed to being held by Khula Tech Solutions ; and
- Records held by Khula Tech Solutions pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

8.5 **Other Records**

Further records are held including:-

- Information relating to Khula Tech Solutions own commercial activities; and
- Research carried out on behalf of a client by Khula Tech Solutions or commissioned from a third party for a customer;
- Research information belonging to Khula Tech Solutions , whether carried out itself or commissioned from a third party.