

# **PAIA MANUAL**

**As required in terms of Section 51 of the Promotion of Access to Information  
Act No. 2 of 2000**

This manual contains information required to request access to the  
records of:

**Blue Oak Systems (Pty) Ltd  
(Registration nr: 2007/025145/07)**

## **Contact Details**

Postal Address:	PO Box 5072 Tyger Valley 7536
Physical Address:	1 <sup>st</sup> Floor, Pointbreak House Vineyards Office Estate 99 Jip de Jager Road Tyger Valley 7530
CIO:	L. Blom
Fax:	0866516505
Email:	<a href="mailto:cio@blueoak.co.za">cio@blueoak.co.za</a>

**NOTE: All requests for access to records must be addressed to the Information and Compliance Officer (see section E below)**

## **A. INTRODUCTION TO THIS MANUAL**

The Promotion of Access to Information Act No. 2 of 2000 (“the Act”) came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

You will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

## **B. CATEGORIES OF RECORDS AND SUBJECTS IN RESPECT OF WHICH RECORDS ARE HELD:**

### **Company Act Records**

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors / auditor / secretary / public officer and other officers
- Share Register and other statutory registers

### **Financial Records**

- Annual financial statements
- Tax returns
- Accounting records
- Banking records
- Asset register

- Rental agreements
- Invoices

### **Income Tax Records**

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
  - o VAT
  - o Regional Services Levies
  - o Skills Development Levies
  - o UIF
  - o Workmen's Compensation

### **Employees**

- Employment contracts
- Employment equity plan
- Medical aid records
- Pension fund records
- Remuneration/salary records
- SETA records
- Performance appraisals
- Disciplinary records
- Disciplinary code
- Leave records
- Training records
- Training manuals

- Policy and Procedures Manual
- Safety and Security Document

### **Customers and prospective customers**

- Marketing records and databases including customer contact details
- Product applications
- Loan quotations and agreements
- Insurance quotations and policies
- Account and transactional records
- Voice-recorded telephone calls
- Credit bureau reports (if applicable)
- Records required to be kept in terms of the National Credit Act including credit and affordability assessments
- Records required to be kept in terms of other legislation

### **C. APPLICABLE LEGISLATION**

All records kept in terms of legislation as below

- Basic Conditions of Employment Act, No. 75 of 1997
- Basic Conditions of Employment Amendment Act, No. 11 of 2002
- Companies Act No. 61 of 1973
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No.130 of 1993
- Competitions Act, No 98 of 1998
- Consumer Affairs (Unfair Business Practices) Act, No 71 of 1988
- Consumer Affairs (Unfair Business Practices) Amendment Act, No 21 of 2001
- Consumer Protection Act, No 68 of 2008
- Debt Collectors Act, No 114 of 1998
- Electronic Communications and Transactions Act, No 25 of 2002

- Employment Equity Act No. 55 of 1998
- Financial Advisory and Intermediary Services Act, No. 37 of 2002
- Financial Intelligence Centre Act, No. 38 of 2002
- Income Tax Act, No 58 of 1962
- Labour Relations Act No. 66 of 1995
- Long Term Insurance Act No. 52 of 1998
- National Credit Act, No 34 of 2005
- Occupational Health & Safety Act No. 85 of 1993
- Pension Funds Act, No 24 of 1956
- Policy Holder Protection Rules
- Prevention and Combatting of Corrupt Activities Act, No 12 of 2004
- Prevention of Organised Crime Act, No 121 of 1998
- Promotion of Access to Information Act, No 2 Of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- Protected Disclosures Act, No 26 of 2000
- Regulation of Interception of Communications and Provision of Communications-related Information Act, No 70 of 2002
- Short Term Insurance Act No. 53 of 1998
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Trade Marks Act, No 194 of 1993
- Unemployment Insurance Act, No. 63 of 2001
- Unemployment Insurance Amendment Act, No. 32 of 2003
- Unemployment Insurance Contributions Act, No. 4 of 2002
- Usury Act Exemption Notices 713 of 1999 and 1406 and 1407 of 2005
- Usury Act No 73 of 1968
- Value Added Tax Act, No. 89 of 1991

**D. NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS**

No Notice in terms of Section 52 (2) of the Act has been published.

**E. PROCEDURES TO BE FOLLOWED TO REQUEST ACCESS TO RECORDS**

**HELD PER SECTION 51(1)(e):**

- Requestors are to complete the prescribed **FORM C** - see **Appendix 1** attached.
- The completed FORM C may be posted to the Information and Compliance

Officer, Blue Oak System, at the following address:

The Information and Compliance Officer

Blue Oak Systems (Pty) Ltd

P O Box 5072

Tyger Valley

7536

- The Information and Compliance Officer will process the request and inform you of the fees (if any) that you have to pay and of the further steps that will follow in the processing of the request. Alternatively, you may access the fees as listed in **Appendix 2** attached.

- Note: Access to certain records may be denied on the grounds set out in the Promotion of Access to Information Act, No 2 of 2000.

**F. AVAILABILITY OF THIS MANUAL**

This manual is available for inspection, free of any charge, at the offices of Blue Oak Systems, 1<sup>st</sup> Floor, Pointbreak House, Vineyards Office Estate, Tyger Valley, 7530. Copies are also available from our website [www.blueoak.co.za](http://www.blueoak.co.za)