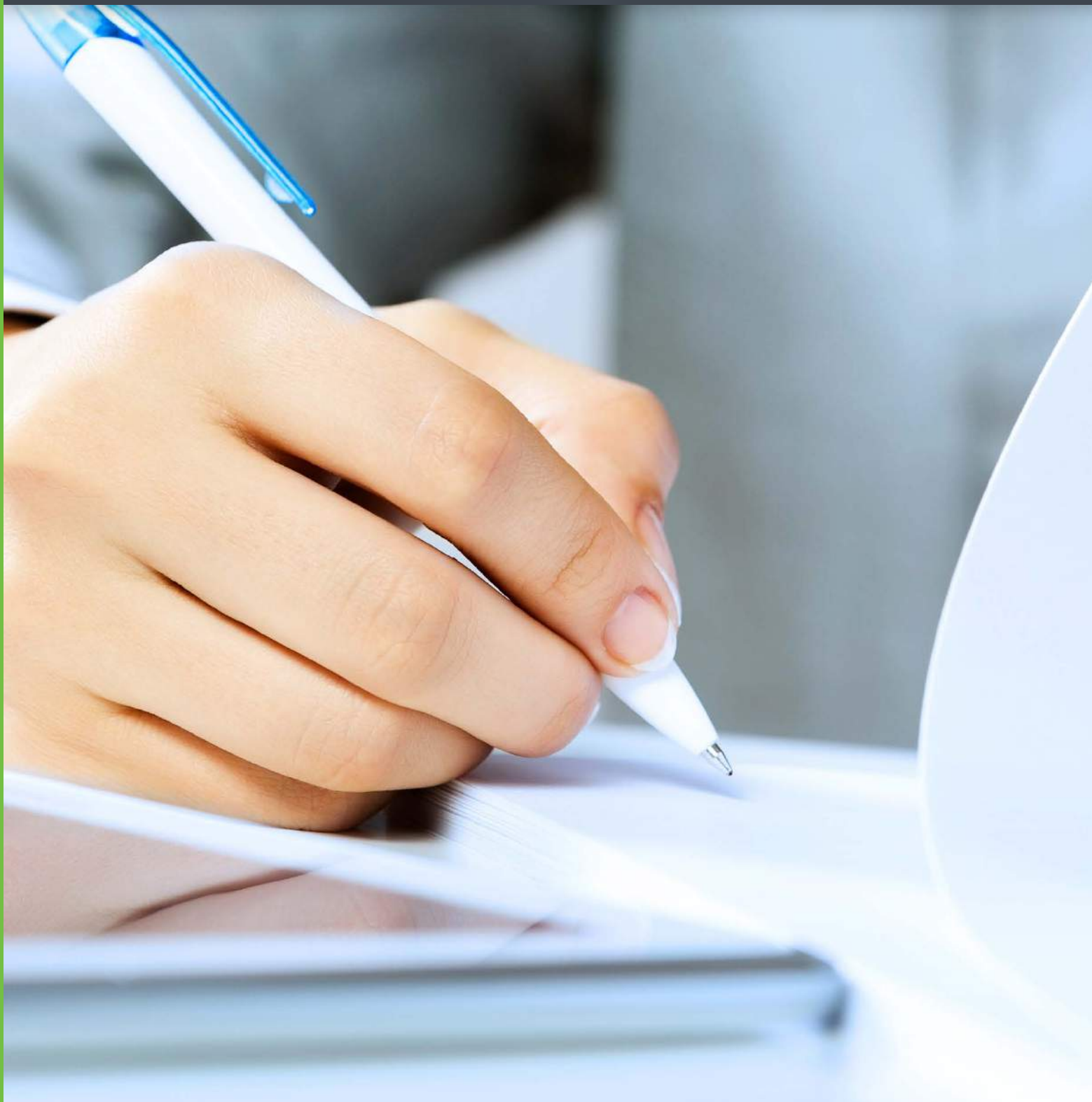


PAIA Manual

*In Terms Of Section 51 Of The
Promotion Of Access To Information Act 2 Of 2000*



1. INTRODUCTION

This manual gives effect to everyone's constitutional right to access to information held by the state and information that is held by another person or company and that is required for the exercise or protection of any rights. A guide to the Promotion of Access to Information Act is available from the South African Human Rights Commission (SAHRC) website: www.sahrc.org.za. Should you have any queries in this regard, please contact the SAHRC at:

The South Africa Human Rights Commission: PAIA Unit
Research & Documentation Department
Private Bag 2700
Houghton
2041

Telephone: +27 11484 8300
Fax: +27 11 484 0582
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

2. SMS PORTAL CONTACT DETAILS

Director: Mr Charles Stretch
Company Registration No: 2009/008598/07

Postal Address: PO Box 34662, Newton Park, 6055

Physical Address: 1st Floor, Building 3,
Ascot Office Park,
Conyngham Road,
Greenacres,
Port Elizabeth,6001

Telephone number: 0861112021
Fax number: 086 572 1958
Cell number: 083 229 7911
E-mail: info@smsportal.co.za
Website: <http://www.smsportal.co.za>
<http://www.bulksmsportal.co.za>

3. RECORDS HELD BY SMS PORTAL

SMS Portal maintains the types and categories of records as listed below. Every request for information will be dealt with on a case by case basis and the mere fact that a record is listed below does not mean that access to that record will be granted.

1. Internal Records

- Memorandum & Articles of Association
- Financial Records
- General Correspondence
- Internal Policies & Procedures
- Tax & Customer Invoices
- Employee Records
- Contracts & Agreements
- Customer Database
- Customer Complaints & Queries

2. Third Party Records

- Records relating to contractors, service providers and/or suppliers

4. FORM OF REQUEST

Kindly complete the prescribed form (Annexure A) and return the completed form via e-mail, facsimile or by post to SMS Portal. No requests will be considered unless the following information is provided:

- The record or records sought
- The identity of the person requesting the record
- The form of access required
- The postal address or fax number of the requestor
- The person requesting the record must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the person requesting the record must then submit proof of the capacity in which they are making the request to the satisfaction of SMS Portal.

5. PRESCRIBED FEES

Promotion of Access to Information Act prescribes a fee payable in respect of requests made in terms of the Act.

Should you be requesting a personal record, ie a record that contains personal information about yourself, there is NO prescribed fee. If you are not requesting a personal record, there is a prescribed fee of R50.00 (fifty Rand), which is payable before submitting your request. Proof of payment of this fee must accompany your request to SMS Portal.

Should your request be granted, you will be notified should there be any additional costs payable for accessing the records. Costs for accessing the record may include costs of reproduction of the record as well as time needed to locate and prepare the record.

6. CONSIDERATION OF YOUR REQUEST

SMS Portal undertakes to process a request for a record within thirty (30) days. You will be notified in writing whether your request has been granted or denied and the decision of SMS Portal is final.

ANNEXURE A/ PRESCRIBED FORM
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

A. PARTICULARS OF SMS PORTAL

Attention: Mr. C Stretch

1st Floor, Building 3,
Ascot Office Park,
Conyngham Road,
Greenacres,
Port Elizabeth,
6001

Telephone number: 086 111 2021
Fax number: 086 572 1958
E-mail: charles@smsportal.co.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

(A) The details of the person who requests access to the record must be recorded below

(B) An address and/or fax number in the Republic to which information must be sent MUST be provided.

(C) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: -----

Identity number: -----

Preferred Language: -----

Postal Address: -----

Fax number: -----

Telephone number: -----

E-mail address: -----

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: -----

Identity number: -----

Relationship to person on whose behalf the request is being made:

D. PARTICULARS OF RECORD

Provide full particulars of the record to which access is requested:

1. Description of record or relevant part of the record:

2. Any further particulars of record that could assist us in locating it:

E. FEES

(A) A request for access to a record, other than record containing personal information about yourself, will be processed only after the prescribed fee has been paid.

(B) Should your request be successful, you will be notified of the amount required to be paid as the access fee.

(C) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

(D) If you qualify for exemption of the payment of any fee, please state the reason below.

Reason for exemption of payment of fees:

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

SMS Portal will endeavor to provide the record to you in the requested form but this may not always be possible depending on the form which the record is in. Should this be the case, SMS Portal will inform you as to what form the record is available in. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:		
<input type="checkbox"/> Copy of record	<input type="checkbox"/> Inspection of record	
2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)		
<input type="checkbox"/> View the images	<input type="checkbox"/> Copy of the images	<input type="checkbox"/> Transcription of the images
3. If record consists of recorded words of information which can be reproduced in sound:		
<input type="checkbox"/> Listen to the soundtrack (audio cassette)	<input type="checkbox"/> Transcription of the soundtrack (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:		
<input type="checkbox"/> Print copy of record	<input type="checkbox"/> Print copy of information derived	<input type="checkbox"/> Copy in computer readable form
If you requested a copy or transaction of a record (above), do you wish the copy or transcription to be posted to you? <i>A postal fee will be payable.</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

1. Indicate which right is to be exercised or protected:

2. Explain why the requested record is required for the exercising or protection of the
aforementioned right:

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to record?

Signed at _____ this _____ day of _____ 20 ____

[Signature Of Requester / Person On Whose Behalf Request Is Made.]