



# PAIA Manual

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



## 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](http://www.sahrc.org.za). Should you have any queries in this regard, please contact the SAHRC at:

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

Telephone	+27 11 484 8300
Fax	+27 11 484 0582
Website	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>
E-mail	<a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>



## SMSPortal Contact Details

Director	Mr Charles Stretch
Company Registration No	2009/008598/07
Postal Address	PO Box 34662, Newton Park, 6055
Physical Address	3rd Floor, West Office Tower Canal Walk Century Boulevard Cape Town, 8001
Telephone number	086 111 2021
Fax number	086 572 1958
Cell number	083 229 7911
E-mail	info@smsportal.com
Website	<a href="http://www.smsportal.com">http://www.smsportal.com</a>



## Records held by SMSPortal

SMSPortal 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



## Form of Request

Kindly complete the prescribed form (Annexure A) and return the completed form via e-mail, facsimile or by post to SMSPortal. 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 SMSPortal.



## 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 SMSPortal.

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.



## Consideration of Your Request

SMSPortal 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 SMSPortal is final.



## Annexure A / Prescribed Form

# Request For Access To Record Of Private Body

### A. Particulars of SMSPortal

Attention:	Mr C Stretch  3rd Floor, West Office Tower Canal Walk Century Boulevard Cape Town, 8001
Telephone number	086 111 2021
Fax number	086 572 1958
E-mail	charles.stretch@smsportal.com



## Annexure A / Prescribed Form

# Request For Access To Record Of Private Body

### 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.

First Name .....

Surname .....

Preferred Language .....

Postal Address .....

.....

.....

.....

Fax Number .....

Telephone Number .....

E-mail Address .....





## Annexure A / Prescribed Form

# Request For Access To Record Of Private Body

### 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.

First Name .....

Surname .....

ID Number .....

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

.....

.....

### D. Particulars of Record to be Accessed

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:

.....



**Annexure A / Prescribed Form**

**Request For Access To Record Of  
Private Body**

**E. Fees**

- (A) A request for access to a record, other than a 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:

.....  
.....



## Annexure A / Prescribed Form

# Request For Access To Record Of Private Body

### 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. SMSPortal 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, SMSPortal 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:

- Copy of record       Inspection of record
- .....

2. If the record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc):

- View the images       Transcription of the images
- .....

3. If the record consists of recorded words or information which can be reproduced in sound:

- Listen to the soundtrack (audio cassette)       Transcription of the soundtrack (written or printed document)
- .....

4. If the record is held on a computer or in an electronic or machine-readable form:

- Print copy of record       Print copy of information derived       Copy in computer readable form
- .....

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee will be payable.

- Yes       No



**Annexure A / Prescribed Form**

**Request For Access To Record Of  
Private Body**

**G. Particulars of Right to be Exercised or Protected**

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

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.....

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

.....  
.....



**Annexure A / Prescribed Form**

**Request For Access To Record Of  
Private Body**

**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 the record?

.....  
.....

Signed at ..... on this..... day of ..... 20.....

\_\_\_\_\_  
*Signature of Requester / Person on Whose Behalf Request is Made*