



Lots of possibilities  
**ONE SOLUTION**

Web solutions, high speed hosting, quality service & technical expertise

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Shelfcorp 54 cc T/A

Insite Solutions

(the "COMPANY")

MANUAL

in terms of

The Promotion of Access to Information Act

Act 2 of 2000

(the "ACT")

December 2011

## 1. INTRODUCTION

Insite Solutions South Africa are a web solutions, web development and hosting company that specialises in internet services, including web solutions, websites, web-based and standalone software, ecommerce solutions, content management systems, SilverStripe, SilverStripe solutions, Wordpress, and more. We are an ISP (internet service provider) based on the Garden Route, South Africa. Our home town is Plettenberg Bay, but we service Cape Town, Durban and Johannesburg on a regular basis. Our international clients range from Iraq to the Seychelles, to the UK, and our design affiliates from Barcelona to Austria. We aim to be one of the leading South African SilverStripe service providers and South African SilverStripe experts in the next 2 years.

## 2. COMPANY CONTACT DETAILS

### Persons designated/duly authorised persons:

Directors:	Martin Wolfaardt, Howard Selfe
Information Officer:	Howard Selfe
Office Manager:	Renee Bull
Postal Address:	Box 1010, Plettenberg Bay, 6600
Street Address:	2 Park Lane, Plettenberg Bay, 6600
Telephone Number:	044 533 3830
Fax Number:	086 520 8176

### 3. THE ACT

- 3.1** The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2** Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7.
- 3.3** Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:
- Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: +27-11-484 8300  
Fax Number: +27-11-484 0582

### 4. APPLICABLE LEGISLATION

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 69 of 1984	Close Corporations Act
9	No 25 of 2002	Electronic Communications and Transactions Act
10	No 2 of 2000	Promotion of Access of Information Act
11	No 30 of 1996	Unemployment Insurance Act

## 5. ACCESS TO RECORDS AND AVAILABILITY

<b>Records</b>	<b>Subject</b>	<b>Availability</b>
Public Affairs	<ul style="list-style-type: none"><li>• Public Product Information</li><li>• Public Corporate Records</li><li>• Media Releases</li></ul>	Freely available on web site <a href="http://www.insitesolutions.co.za">www.insitesolutions.co.za</a>
Financial	<ul style="list-style-type: none"><li>• Financial Statements</li><li>• Financial and Tax Records (Company &amp; Employees)</li><li>• Asset Register</li><li>• Management Accounts</li></ul>	
Marketing	<ul style="list-style-type: none"><li>• Market Information</li><li>• Public Customer Information:<ul style="list-style-type: none"><li>○ Product Brochures</li><li>○ Owner Manuals</li></ul></li><li>• Field Records</li><li>• Performance Records</li><li>• Product Sales Records</li><li>• Marketing Strategies</li><li>• Customer Database</li><li>• Dealer Franchise Documents</li></ul>	Limited Information available on web site. (see above)
	<ul style="list-style-type: none"><li>• Insite Solutions holds record of<ul style="list-style-type: none"><li>○ Accounting records</li><li>○ Information Technology</li><li>○ Intellectual Property</li><li>○ Personnel Records</li><li>○ Sales and Marketing</li><li>○ Statutory Company records</li><li>○ Client Databases</li><li>○ Internal Phone lists</li><li>○ Policies</li><li>○ Directives</li><li>○ Administrative information</li></ul></li></ul>	

## **6. FORM OF REQUEST**

To facilitate the processing of your request, kindly:

**6.1** Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at [www.doj.gov.za](http://www.doj.gov.za)

**6.2** Address your request to the Company Secretary.

**6.3** Provide sufficient details to enable the COMPANY to identify:

- (a) The record(s) requested;
- (b) The requester (and if an agent is lodging the request, proof of capacity);
- (c) The form of access required;
- (d) (i) The postal address or fax number of the requester in the Republic;  
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## **7. PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 7.1** A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2** If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3** A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4** Records may be withheld until the fees have been paid.
- 7.5** The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at <http://www.doj.gov.za/>

Any queries with regard to this manual should be directed to:

- The South African Human Rights Commission; PAIA Unit
- Research and Documentation Department
- Private Bag 2700
- Houghton
- 2041
- Phone: 011 484 8300
- Fax: 011 484 0582
- Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)
- Website: [www.sahrc.org.za](http://www.sahrc.org.za)