

ACCESS TO INFORMATION MANUAL (PRIVATE BODY)

PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. Purpose of the Manual in terms of PAIA

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA from Boomerang Marketing Solutions Pty Ltd

2. Request for access to information

If a person or entity requires access to information as contemplated in the Act, the requester must contact Robert Joubert.

In terms of section 25(2) states that:

- If the request for access is granted, the notice in terms of subsection (1)(b) must state—
 - **the access** fee (if any) to be paid upon access;
 - the form in which access will be given; and
 - that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access 15 granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
- If the request for access is refused, the notice in terms of subsection (1)(b) must—
 - state adequate reasons for the refusal, including the provisions of this Act relied upon;
 - exclude, from such reasons, any reference to the content of the record; and
 - state that the requester may lodge an internal appeal or an application with a court against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application.

3. Background of

BOOMERANG

South African Business Process Outsourcing Provider

Boomerang Marketing Solutions Pty Ltd is an Outsourced BPO Contact Centre. We are an Authorised Financial Services Provider, and we take pride in providing only top-quality services to our customers. We were established in 2005. We have won several awards, and have the quality track record to hold our name and reputation high.

4. Organisation Details

a. Boomerang Marketing Solutions Pty Ltd

b. Shop 4, Maynard Mall Shopping Centre

Corner of Wetton and Main Road

Wynberg

c. Shop 4, Maynard Mall Shopping Centre

Corner of Wetton and Main Road

Wynberg

d. +27 (0)21 673 8100

e. www.boomerangsa.com

5. Details of the information officer

Robert Joubert – CEO

robert@boomerangsa.com

+27 (0)21 6738100

6. Section 51(1) (c)

In terms of Section 52, a private body may, on a voluntary and periodic basis, submit to the Minister a description of categories of records which are automatically available without a person having to request access in terms of this Act. This includes records which are available:

- for inspection
- for purchase or copying from the private body; and
- from the private body free of charge)

7. Section 51(1) (d)

Boomerang Marketing Solutions (Pty) Ltd.

Phone SA: +27 021 673 8100. Phone UK: +44 020 3588 3233. Fax: +27 086 212 6118. Maynard Mall, Corner Wetton & Main Road, Wynberg, Cape Town, 7708, South Africa. PO Box 23567, Claremont, 7735, South Africa. Director: Robert Joubert. Authorised Financial Service Provider 40864. Registration # 2017/437272/07. Vat Registration #: 4290227778.

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The manual must describe those records which a private body must make available in terms of any other legislation. It is recommended that on completing this portion of the manual, information officers should consult with their Secretarial and Legal Services for input and guidance. In the process, it is recommended that the following legislation be considered. This list is by no means exhaustive and is intended to serve as a guide only.

- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Copyright Act 61 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act no 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Insurance Act 27 of 1943
- Intellectual Property Laws Amendments Act 38 of 1997
- Interception and Monitoring Prohibition Act 127 of 1992
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organised Crime Act 121 of 1998
- Protection of Businesses Act 99 of 1978
- Short Term Insurance Act 53 of 1998
- Short-term Insurance Act no. 53 of 1998

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- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Stamp Duties Act 77 of 1968
- The Co-operatives Act 14 of 2005
- The National Credit Act 34 of 2005
- Trade Marks Act 194 of 1993
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

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8. Section 51(1) (e)

This section of the manual must set out a description of the subjects on which your organisation holds record, and categories of records held on each subject. These include operational records of your organisation utilised in the day to day running and administration of its administration, such as *(list all operational documents that are held by the organisation)*:

- Accounting records
- Information Technology
- Intellectual Property
- Personnel Records
- Sales and Marketing
- Statutory Company records
- Client Databases
- Internal Phone lists
- Policies
- Directives
- Minutes of Meetings
- Administrative information

9. Requesting Procedure

- A person who wants access to the records must complete the necessary request form, as set out in Annexure 1, and the completed form must be sent to the address or fax number provided in this manual and marked for the attention of the information officer.
- The requester must indicate which form of access is required and identify the right that is sought to be exercised or protected and provide an explanation of which the requested record is required for the exercise or protection of that right. Proof of the capacity in which the requester is requesting the information

10. Availability of the Manual

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10.1. This manual is available for inspection by the general public upon request during office hours and there is no charge for viewing the manual at our offices. Copies of the manual may be made available subject to the prescribed fees.

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10.1.2 Copies may also be requested from the South African Human Rights Commission at the address indicated below.

10.2 Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fees. Any other requester who is not a personal requester must pay the required fee:

10.2.1 A fee will be required by the head before further processing of the request in terms of S54 of the Act

10.2.2 A requester fee of R50 should be paid, this amount will be refunded should the request for access be refused

10.2.3 A portion of the access fee (not more than one third) may be required before the request is considered

10.2.4 The requester may lodge an application with a court against the payment of the request fee in terms of S54(3)(b) of the Act

10.2.5 The head may withhold a record until the requester has paid the applicable fees

10.3 Details of the South African Human Rights Commission

Any queries about 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

Website: www.sahrc.org.za