



**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000**

**1. SCOPE**

This manual has been prepared in respect of Blue Label Telecoms Limited (“Blue Label”), as well as its following subsidiaries:

Activi Deployment Services (Pty) Ltd  
Activi Technology Services (Pty) Ltd  
Africa Prepaid Services(Pty) Ltd  
The Prepaid Company (Pty) Ltd  
Blue Label Data Solutions (Pty) Ltd  
Blue Label Distribution (Pty) Ltd  
Blue Label One (Pty) Ltd  
CNS Call Centre (Pty) Ltd  
Cellfind (Pty) Ltd  
Cigicell (Pty) Ltd  
Datacel Direct (Pty) Ltd  
Little River Trading 181 (Pty) Ltd  
The Post Paid Company (Pty) Ltd  
Ventury Group (Pty) Ltd  
Matragon (Pty) Ltd  
Kwikpay SA (Pty) Ltd  
Sharedphone International (Pty) Ltd  
Transaction Junction (Pty) Ltd  
Gold Label Investments (Pty) Ltd  
Velociti (Pty) Ltd  
Virtual Voucher (Pty) Ltd

The above companies together with Blue Label shall collectively be referred to as the “Blue Label Group”.



## **2. INTRODUCTION**

The Promotion of Access to Information Act No. 2 of 2000 (“Act”) gives effect to the constitutional right of access to any information that is held by another person and that is required for the exercise or protection of any rights.

Any request for access to information may be refused on the grounds as set out in Chapter 4 of Part 3 of the Act.

## **3. SECTION 51(1)(a) OF THE ACT**

### **a. CONTACT DETAILS**

#### **i. Chief Executive Officer:**

Mark Steven Levy  
Postal address: P.O. Box 652261, Benmore 2010  
Street address: 75 Grayston Drive, Morningside Extension 5,  
Sandton, 2196  
Phone number: (011) 523 3030  
Fax number: (011) 523 3031  
Email address: [markl@blts.co.za](mailto:markl@blts.co.za)

#### **ii. Group Legal Counsel and Information Officer:**

Etienne de Villiers  
Postal address: P.O. Box 652261, Benmore 2010  
Street address: 75 Grayston Drive, Morningside Extension 5,  
Sandton, 2196  
Phone number: (011) 523 3030  
Fax number: 086 509 5752  
Email address: [etienned@blts.co.za](mailto:etienned@blts.co.za)



#### 4. SECTION 51(1)(b) OF THE ACT

##### a. **GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (“GUIDE”)**

- i. A Guide has been prepared by the South African Human Rights Commission in accordance with section 10 of the Act. The Guide contains such information as may be reasonably be required by a person who wishes to exercise any right contemplated in the Act.
- ii. This Guide is available from the South African Human Rights Commission as follows:  
Postal Address: Private Bag 2700, Houghton 2041  
Street Address: PAIA Unit, 29 Princess of Wales Terrace, Cnr York and St Andrews Streets, Parktown, Johannesburg Phone Number: (011) 484 8300  
Fax Number: (011) 484 0582  
Email Address: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

#### 5. SECTION 51(1)(c) OF THE ACT

##### a. **CATEGORIES OF INFORMATION AVAILABLE WITHOUT REQUEST**

- i. No notice in terms of section 52(2) of the Act, regarding the categories of records of the Blue Label Group which are available without request, has to date been published.
- ii. The information as regarding the Blue Label Group and accessible at [www.bluelabeltelecoms.co.za](http://www.bluelabeltelecoms.co.za) is available without request.



**6. SECTION 51(1)(d) OF THE ACT**

**a. *RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION***

Records are being held by the Blue Label Group in accordance with the following other legislation:

Basic Conditions of Employment Act, No. 75 of 1997  
Broad-Based Economic Empowerment Act 53 of 2008  
Consumer Protection Act 68 of 2008  
Companies Act No 73 of 1973 (as amended)  
Companies Act, No. 71 of 2008 (as amended)  
Compensation for Occupational Injuries and Diseases Act, 1993  
Consumer Protection Act 68 of 2008  
Electronics Communications Act 36 of 2005  
Employment Equity Act, No. 55 of 1998  
Income Tax Act, No. 95 of 1967  
Labour Relations Act, No. 66 of 1995  
Occupational Health & Safety Act, No. 85 of 1993  
Patents Act, No. 57 of 1987  
Promotion of Access to Information Act, No. 2 of 2000  
Regulation of Interception of Communications and Provision of Communication-Related Information Act, 2002  
Securities Transfer Tax Act 25 of 2007  
South African Reserve Bank Act, No. 90 of 1989  
Skills Development Act, No. 97 of 1998  
Skills Development Levies Act, No. 9 of 1999  
Trade Marks Act, No. 194 of 1993  
Unemployment Contributions Act, No. 4 of 2002  
Unemployment Insurance Act, No. 63 of 2001  
Value Added Tax Act, No. 89 of 1991



**7. SECTION 51(1)(e) OF THE ACT**

**a. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT**

Human Resources	Technology
Accounting and Payroll Records	Agreements
Employment Equity	Equipment Register
Statistics and Reports	Policies, Procedures, and Guidelines
Personnel Information	Marketing and Communication
General Terms of Employment	Brand Information Management
Letters of Employment	Marketing Strategies
Leave Records	Communications Strategies
PAYE Records and Returns	Operations
Performance Management Records	Access Control Records
Policies and Procedures	Agreements
UIF Returns	Archival Administration
Retirement Benefit and Medical Aid Records	Documentation
Finance and Administration	Correspondence
Accounting Records	Patent and Trade Mark Documentation
Annual Financial Statements	Insurance Documentation
Agreements	Vehicle Registration Documentation
Banking Records	Company Secretarial
Correspondence	Annual Reports
Invoices and Statements	Statutory Documentation
Management Reports	Memoranda and Articles of Association
Tax Records and Returns	Share Registers
South African Reserve Bank Returns	Share Certificates
Information Management	Statutory Returns to Relevant Authorities
	Agreements
	Minutes



**8. SECTION 51(1)(e) OF THE ACT**

**a. *DETAILS TO FACILITATE A REQUEST FOR ACCESS TO RECORDS***

Requesters of access to information must:

- A. complete the form attached hereto as Annexure "A" in BLOCK LETTERS;
- B. make a copy of his/her identity book (or a copy of the identity book of a director, member, trustee, etc., if the requester is a juristic person);
- C. submit the items as listed in A and B above, together with the applicable fee/s in terms of Annexure "B", to the CEO of The Blue Label Group (as set out in section "A" of Annexure "A" hereto).

**9. SECTION 51 (1)(f) OF THE ACT**

It has to date not been prescribed that any other information should be contained herein.



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**ANNEXURE A**

**SECTION 53(1) OF THE ACT**

***FORM FOR APPLICATION OF INFORMATION REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY***

**A. Particulars of Private Body**

**Chief Executive Officer:**

Mark Steven Levy

Postal address: P.O. Box 652261, Benmore 2010

Street address: 75 Grayston Drive, Morningside Extension 5, Sandton, 2196

Phone number: (011) 523 3030

Fax number: (011) 523 3031

Email address: markl@blts.co.za

**B. Particulars of Person Requesting Access to the Record**

*(a) The particulars of the person who requests access to the record must be given below.*  
*(b) The address and/or fax number in the Republic of South Africa to which the information is to be sent must be given.*  
*(c) Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Names and Surname (if natural person): \_\_\_\_\_

Full name of Entity (if juristic person): \_\_\_\_\_

Identity Number (if natural person): \_\_\_\_\_

Registration Number (if juristic person): \_\_\_\_\_

Postal Address: \_\_\_\_\_



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Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:

\_\_\_\_\_  
\_\_\_\_\_

### 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. If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.*

Full Names and Surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

### D. Particulars of Record

*(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.  
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

Description of record or relevant part of the record: \_\_\_\_\_

Reference number, if available: \_\_\_\_\_

Any further particulars of record:

\_\_\_\_\_



**E. Fees**

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

(b) You will be notified of the amount required to be paid as the request 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 for exemption.

Reason for exemption from payment of fees:

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**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.*

Disability:	Form in which record is required:
<p>Mark the appropriate box with an <b>X</b>.</p> <p><b>NOTES:</b></p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	
<b>1. If the record is in written or printed form:</b>	
<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record



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<b>2. If record consists of visual images</b> (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*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b>				YES	NO

**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:



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**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 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?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
Signature of Requester/Person  
on whose behalf Request is made



## **ANNEXURE B**

### **FEES**

All prices listed below are exclusive of value added tax as set out in the Value Added Tax Act, No. 89 of 1991.

#### **SECTION 54(7) OF THE ACT**

The request fee payable by a requester, other than a personal requester (i.e. a person seeking access to records that contain their personal information), is R50.00.

The fee for a copy of the manual is R1.10 for every photocopy of an A4-size page or part thereof.

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e) (i) For a transcription of an audio record, for an A6-size page or part thereof (ii) For a copy of an audio record	R20.00 R30.00
(f) To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R30.00
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on compact disc	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e) (i) For a transcription of an audio record, for an A6-size page or part thereof (ii) For a copy of an audio record	R20.00 R30.00



The actual postage is payable when a copy of a record must be posted to a requester.

**SECTION 54(2) OF THE ACT**

Six hours as the hours to be exceeded before a deposit is payable.

One third of the access fee is payable as a deposit by the requester.