

# SYNTELL (PTY) LTD

## MANUAL PREPARED IN TERMS OF SECTIONS 10 AND 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 IN RESPECT OF SYNTELL AND ITS ASSOCIATED ENTITIES

### **1. INTRODUCTION**

This Manual has been prepared in accordance with the requirements of the Promotion of Access to Information Act No. 2 of 2000 and contains the information specified in section 51(1) thereof. It contains information required by a person wishing to exercise any right, contemplated by the Act.

The aim of the Manual is to assist potential Requesters in requesting access to information (documents or records) from Syntell as contemplated under the Act. The Manual may be amended from time to time and as soon as any amendments have been effected, the latest version of the Manual will be published and distributed in accordance with the Act.

The information as per this Manual, as applicable to a private body, is as follows:

- the contact details of the head of the private body;
- a description of the guide referred to in section 10 of the Act;
- the latest notice published by the Minister of Justice and Constitutional Development under section 52(2) of the Act;
- a description of the records of the private body which are available in terms of any legislation other than the Act;
- a description of the subjects on which the private body holds records and the categories of records held on each subject in sufficient detail to facilitate a request for access to a record; and
- other information as prescribed by regulation.

A Requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.

Syntell (Pty) Ltd is involved in the provision of road safety and traffic control management systems, revenue collection products, postal automation systems and outsourced call centre services.

This manual provides the relevant information for the above Syntell group as these companies have the same head office, the same physical and postal addresses, the same contact person, and the same contact details.

### **2. INTERPRETATION**

The following words or expressions will bear the following meanings in this Manual:

"**the Act**" means the Promotion of Access to Information Act No. 2 of 2000, together with any regulations published thereunder;

"**Customer**" means a natural or juristic person who or which receives services or products from Syntell;

"**Correspondence**" means written and electronic communication exchanged between two or more parties;

"**Employee**" means any person who works for, or provides services to, or on behalf of Syntell, and receives or is entitled to receive remuneration;

"**Information Officer**" means the designated Syntell information officer/s or the head of the body, as described in this Manual;

"**Manual**" means this manual, together with all annexures thereto as amended and made available at the offices of Syntell from time to time;

"**Requester**" means any person or entity requesting access to a record that is under the control of Syntell;

"**SAHRC**" means the South African Human Rights Commission; and

"**Syntell**" means Syntell (Pty) Ltd (registration number 2003/022275/07), a private company which technology company providing practical and innovative technology-based services and systems that enable effective administration at local, provincial and national government level, and includes the entities associated with it as listed in paragraph 3;

### **3. SCOPE OF THE MANUAL**

This Manual has been prepared in respect of the South African entities that are listed below:

- Syntell – Registration Number 2003/022275/07
- Syntell Systems (Pty) Ltd – Registration Number 2014/114415/07
- Syntell Smart Works (Pty) Ltd – Registration Number 2002/016725/07
- Mikros Traffic Monitoring (Pty) Ltd – Registration Number 1998/002159/07
- Mikros Systems (Pty) Ltd – Registration Number 1984/007805/07
- Mikros Traffic Monitoring (KZN) (Pty) Ltd – Registration Number 1999/009613/07

### **4. THE GUIDE ON HOW TO USE THE ACT TO ACCESS INFORMATION**

*(Information provided in terms of section 51(1)(b) of the Act)*

The Act grants a Requester access to records of a private body if the record is required for the exercise or protection of any rights. If a public body lodges a request in terms of the Act, the public body must be acting in the public interest.

Requests in terms of the Act shall be made in accordance with the prescribed procedures, and at the prescribed fees.

A guide on how to use the Act has been compiled by the SAHRC in terms of section 10 of the Act and is available and can be obtained on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)). Alternatively, any person wishing to obtain the guide can obtain same from the SAHRC, as well as direct any queries thereto, the contact details of which are as follows:

The South African Human Rights Commission  
PAIA Unit

Research and Documentation Department  
 Postal Address: Private Bag 2700 Houghton 2041 South Africa  
 T +27 (0)11 877 3600  
 F +27 (0)11 403 0625  
 E paia@sahrc.org.za  
 W www.sahrc.org.za

## **5. OVERVIEW OF SYNTELL**

Syntell is a company involved in the provision of practical and innovative technology-based services and systems that enable effective administration at local, provincial and national government level

## **6. COMPANY CONTACT DETAILS**

*(Information required under section 51(1)(a) of the Act)*

Name of body:	Syntell (Pty) Ltd
Registration Number:	2003/022275/07
Managing Director:	Mr Mark Chewins
Contact person (company secretary):	Karen Hamer Davies
Physical address:	2 <sup>nd</sup> Floor Great Westerford 240 Main Road Rondebosch CAPE TOWN 7700
Postal address:	PO Box 30298 Tokai 7966
Telephone:	+27 21 204-6205
Fax:	+27 21 204-6499
Email:	<a href="mailto:legal@syntell.co.za">legal@syntell.co.za</a>
Web site:	<a href="http://www.syntell.co.za">http://www.syntell.co.za</a>

## **7. SECTION 10 GUIDE ON HOW TO USE THE ACT**

The section 10 Guide on how to use the Act will be available from the South African Human Rights Commission no later than August 2004. Enquiries can be directed to:

### **The South African Human Rights Commission:**

**PAIA Unit**  
**Research and Documentation Department**  
 Postal Address: Private Bag 2700  
 Houghton  
 2041

Tel: +27-11-484-8300  
 Fax: +27-11-484-7146  
 Website: <http://www.sahrc.org.za>  
 Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## **8. Information freely available from Syntell**

No notice has been published in terms of section 52. However, certain information and records are freely available without needing to be requested in terms of the request procedures set out in the Act and provided for in this manual.

## **9. RECORDS AVAILABLE IN TERMS OF LEGISLATION OTHER THAN THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

Documents are held in accordance with statutory provisions that include those in the following Acts:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 30 of 1966; 4 of 2002
- Regional Services Council Act 109 of 1985
- Value-Added Tax Act 89 of 1991
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Protection of Personal Information Act 4 of 2013

## **10. CATEGORIES OF RECORDS HELD BY THE SYNTELL GROUP**

**[TAKE NOTE: This section of the Manual sets out the categories and descriptions of records held by Syntell. The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under the Act. In particular, certain grounds of refusal as set out in the Act may be applicable to a request for such records.]**

<b>CATEGORIES OF RECORD</b>	<b>DESCRIPTION OF RECORD</b>
<b>Administration and Management</b>	Shareholder records Share register Minutes of meetings of the directors Minutes of meetings of committees and sub committees. Minutes of meetings of Executive Committee Internal correspondence Resolutions of the directors
<b>Financial Records</b>	Annual financial statements of Syntell Tax returns of Syntell Accounting records of Syntell Bank Statements and Banking records of Syntell Audit reports conducted for Syntell Invoices in respect of creditors and debtors of Syntell Bank facilities and account details Records regarding financial commitments All the necessary records that a Financial Services Provider needs to hold in terms of the

<b>Company Records</b>	Financial Advisory and Intermediary Services Act as well as the records the an accountable institution needs to hold in terms of the Financial Intelligence Centre Act. Documents of incorporation Memorandum and Articles of Association Share register and other statutory registers List of employees
<b>Human Resources</b>	Employment contracts Personnel records of each employee of Syntell Disciplinary records Compensation or redundancy payments Records relating to conditions of employment Employee tax information Training schedules and manuals Agreements with Customers of Syntell Payroll records Internal policies and procedures Information relating to prospective employees including curricula vitae and application forms
<b>Syntell Customers</b>	Customer documentation in terms of Financial Intelligence Centre Act No. 38 of 2001 Correspondence with Customers and third parties
<b>Intellectual Property</b>	Trade-marks, copyrights and designs held by Syntell Software licences
<b>Immovable and Movable Property</b>	Records relating to domain names Agreements for the lease of immovable property by Syntell Agreements for the lease or sale of movable property by Syntell Records regarding insurance in respect of movable property Records regarding insurance in respect of immovable property Product lists
<b>Information Technology</b>	Records regarding computer systems and programmes held by Syntell
<b>Website</b>	Syntell's website address is <a href="https://www.syntell.co.za/">https://www.syntell.co.za/</a> and is accessible to anyone who has access to the Internet.
<b>Miscellaneous</b>	Security agreements, guarantees and indemnities Marketing agreements Internal correspondence Suretyship agreements Supplier lists and details of suppliers Agreements with suppliers of Syntell

## **11. FORM OF REQUEST FOR ACCESS TO INFORMATION**

- Records will only be made available subject to the provisions of the Act.
- The Requester must use the prescribed form to make the request for access to a record to Syntell's designated Information Officer at the address, fax number or electronic mail address of Syntell. A copy of the form is attached as Annexure A to this manual.

- The Requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the Requester. The Requester should also indicate which form of access is required and specify a postal address, fax number in the Republic or email address. The Requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the Requester and state the necessary particulars to be so informed.
- The Requester 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 Requester must then submit proof of the capacity in which the Requester is making the request to the satisfaction of the head of Syntell.
- After the Information Officer has made a decision on the request, the Requester will be notified using the required form. If the request is granted then a further access fee must be paid for reproduction, for search and preparation, and for any time that has exceeded the prescribed hours to search for and prepare the record for disclosure [See s 54(6) of the Act].
- In terms of Part 3, Chapter 4 of the Act Syntell may and in certain instances must refuse access to records on the grounds set out in the Act. The grounds include:
  - that granting access would result in the unreasonable disclosure of personal information about a third party;
  - that it is necessary to protect the commercial information or the confidential information of a third party;
  - that it is necessary to protect the commercial information of a third parties or of Syntell itself;
  - that it is necessary to protect the safety of individuals or property;
  - that it is necessary to protect the research information of a third party or of Syntell; and
  - that the record constitutes privileged information for the purposes of legal proceedings.

## **12. PRESCRIBED FEES**

A Requester who seeks access to a record containing personal information about that Requester is not required to pay the request fee. Every other Requester, who is not a personal Requester, must pay the required request fee of R50.00 to a private body such as Syntell.

The head of the private body must notify the Requester (other than a personal Requester) by notice, requiring the Requester to pay the prescribed fee (if any) before further processing the request.

The Requester may lodge an application to the court against the tender or payment of the request fee.

After the head of the private body has made a decision on the request, the Requester must be notified in the required form.

If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

Syntell is entitled to withhold a record until the required access fees have been paid, which are payable as follows:

Action Required	Fee Payable
Photocopy of an A4-size page or part thereof	R1.10 per page
Printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75 per page
For a copy in a computer-readable form on – Stiffy disc / Compact disc	R7.50 / R70.00
Transcription of visual images on an A4-size page or part thereof	R40.00 per page
Copy of visual images	R60.00
Transcription of an audio record on an A4-size page or part thereof	R20.00
Copy of an audio record	R30.00

In addition, if the search for and preparation of the record or records requested takes more than six hours, Syntell may charge R30.00 for each hour or part thereof which is required for the search for and preparation of the records. Moreover, if Syntell is of the opinion that the search and preparation of the records requested will require more than six hours, it is entitled to ask for a deposit of one third of the access fees which will be payable in respect of the records requested by the Requester. In such event, the Requester may make an application to Court to be exempted from the requirement to pay this deposit. If a deposit is made and access to the records requested is subsequently refused, the deposit will be repaid to the Requester.

**13. RECORDS OR INFORMATION NOT FOUND**

If, after all reasonable steps to locate a record have been taken, and no record is found, then the Information Officer will notify the Requester, by way of an affirmation or affidavit that access to the requested and titled document cannot be provided. The affirmation or affidavit will include detailed account of the steps taken to try locate the record.

Should a record be found at a later stage, the Information Officer shall provide the Requester access to such record, unless access to the record is refused on the grounds permitted by the Act (Part 3, Chapter 4).

**14. OTHER INFORMATION HELD BY SYNTELL AS MAY BE PRESCRIBED**

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

**15. AVAILABILITY OF THE MANUAL**

This manual is available in terms of section 51(3) of the Act for inspection at the offices of Syntell at no cost, during office hours. Copies of the manual may be obtained, subject to the prescribed fees, from these offices. The manual can be accessed on <http://www.syntell.co.za>.

**16. INFORMATION REQUESTED ABOUT A THIRD PARTY**

Where any information is requested from Syntell that relates to a third party, Syntell is required to notify the third party of the request. The third party has an opportunity to grant his, her or its consent to the disclosure of the record or to make representations as to why the requested record should not be disclosed to the Requester. If Syntell decides to grant access to the record, it will notify the affected third party again. The third party is entitled to apply to court in relation to that decision. The court will then determine whether the record should be disclosed by Syntell or not.

**17. PRESCRIBED FORMS AND FEE STRUCTURE**

The forms and fee structure prescribed under the Act in respect of private bodies in terms of sections 53 and 54 of the Act are available from the Government Gazette, or at the website of the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)), under the 'regulations' section.

Furthermore, at Annexure A attached hereto.

*Updated: 1 May 2022*



## ANNEXURE A

**FORM C**  
**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
 (Section 53(1) of the Promotion of Access to Information Act, 2000  
 (Act No. 2 of 2000))  
 [Regulation 10]

A. Particulars of private body:

The Head: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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 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: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Attention: \_\_\_\_\_

Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail 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.*

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
- (d) the reasonable time required to search for and prepare a record.
- (e) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from 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 below, state your disability and indicate in which form the record is required.*

Disability:	Form in which record is required:

Mark the appropriate box with an X.

NOTES:

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (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.
- (c) 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 record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	View the images		Copy of the images*		Transcription of the images
--	-----------------	--	---------------------	--	-----------------------------

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

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

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

	Printed copy of record*	Printed copy of information derived from the record*	Copy in computer readable form* (stiffy or compact disk)
--	-------------------------	--	--

*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:

\_\_\_\_\_

\_\_\_\_\_

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?

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF  
REQUEST IS MADE