

**ALTGEN EMPLOYMENT SERVICES PTY LTD (“ALTGEN”)**

**Registration No. 2015/439354/07**

**INFORMATION PAIA MANUAL**

Published in terms of Section 51 of the

**Promotion of Access to Information Act No 2 of 2002 (“the Act”)**

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## 1. INTRODUCTION

- 1.1 AltGen Employment Services (AltGen), with registration number 2015/439354/07, was incorporated in 2015. AltGen operates as a Private Employment Agent (PEA) as well as an Employment Services Provider (ESP) registered with the Department of Labour as per the statutory requirements of the Employment Services Act (ESA).
- 1.2 AltGen provides HR and Management Solutions to local companies and international clients within the engineering and energy sector.

## 2. PAIA ACT

### 2.1 PURPOSE OF THE PAIA ACT

- 2.1.1 The Promotion of Access to Information Act, No 2 of 2000 (“the Act”) was enacted on the 3<sup>rd</sup> of February 2000, with the purpose of promoting the right of access to information, to foster a culture of transparency and accountability in South Africa and to encourage an open democracy where individuals are empowered to engage with government and other institutions in order to participate in decisions that affect their lives.
- 2.1.2 Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
- 2.1.2.1 Limitations aimed at reasonable protection of privacy
  - 2.1.2.2 Commercial confidentiality
  - 2.1.2.3 Effective, efficient and good governance
- 2.1.3 In addition, this PAIA Manual complies with the requirements of Section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act No 4 of 2013 (“POPI Act”), that the Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies

### 2.2 PAIA MANUAL

- 2.2.1 In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”).
- 2.2.2 This PAIA Manual provides a clear outline of the type of records and personal information it holds and explains how to submit requests for access to these records in terms of the Act.
- 2.2.3 In addition, it explains how to access, or object to, personal information held by AltGen or request correction of the personal information, in terms of Clause 23 and 24 of the POPI Act.

### 2.3 AVAILABILITY OF THIS PAIA MANUAL

- 2.3.1 This manual is published on AltGen’s website at [www.altgen.com](http://www.altgen.com) or alternatively, a copy is available for viewing at its premises: AltGen, Office No 1., Oude Bank Building, 8 Bird Street, Stellenbosch, 7600.

## 2.4 AVAILABILITY OF PAIA ACT GUIDES

2.4.1 A guide has been compiled in terms of Section 10 of the Act by the South African Human Rights Commission (SAHRC). This guide contains information required by an individual who wishes to exercise any right, contemplated by the Act and is available in all official languages.

2.4.2 The guide is available from the SAHRC.

2.4.3 The contact details of the Commission are as follows:

PAIA ACT	
<b>Postal Address</b>	South Africa Human Rights Commission (SAHRC) Promotion of Access to Information Act Unit Research and Documentation Department Private Bag 2700 Houghton, Johannesburg 2041
<b>Physical Address</b>	29 Princess of Wales Terrace Corner York & St Andrews Street Parktown, Johannesburg 2193
<b>Contact Number(s)</b>	Telephone: +27 (0) 11 877 3600 Fax: +27 (0) 403 0625
<b>Email</b>	PAIA@sahrc.org.za
<b>Website</b>	www.sahrc.org.za

## 3. COMPANY CONTACT DETAILS & THE INFORMATION OFFICER

3.1 The Act prescribes the appointment of an Information Officer for Private Bodies, where such Information Officer is responsible to, inter alia, assess requests for access to information. AltGen has opted to appoint an Information Officer to access requests for access to information as well as to oversee its required functions in terms of the Act.

3.2 Contact Details of the Company:

<b>Director</b>	Priscilla Gibson
<b>Physical Address</b>	Office No, 1. Oude Bank Building 8 Bird Street, Stellenbosch 7600
<b>Contact number</b>	+27 (0) 21 880 2561
<b>Website</b>	www.altgen.com

3.3 Contact Details of the Information Officer:

<b>Information Officer</b>	Lisa De Sousa
<b>Physical Address</b>	Office No, 1. Oude Bank Building 8 Bird Street, Stellenbosch 7600
<b>Contact Number</b>	+27 (0) 21 880 2561
<b>Email</b>	data-access@altgen.com

## 4. APPLICABLE LEGISLATION

4.1 Records are held in accordance with the following legislation:

- New Companies Act No 71 of 2008
- Close Corporations Act No 69 of 1984
- Employment Equity Act No 55 of 1998
- Income Tax Act No 58 of 1962
- Labour Relations Act No 66 of 1995
- Electronic Communications & Transactions Act No 25 of 2002
- Copyright Act No 98 of 1978
- Value Added Tax Act No 89 of 1991
- Basic Conditions of Employment Act No 75 of 1997
- National Minimum Wage Act No 9 of 2018 – National Minimum Wage Act
- Long Term Insurance Act No 52 of 1998 – Long Term Insurance Act
- Short Term Insurance Act No 53 of 1998 – Short Term Insurance Act
- Compensation for Occupational Injuries & Diseases Act No 130 of 1993
- Consumer Protection Act No 6 of 2008
- Promotion of Access to Information Act No 2 of 2000
- Unemployment Insurance Act No 63 of 2001
- Skills Development Act No 9 of 1999
- Employment Services Act No 4 of 2014

## 5. COMPANY RECORDS

### 5.1 COMPANY RECORDS AVAILABILITY

RECORDS	SUJECT	AVAILABILITY
<b>Public Affairs</b>	Public Service Information	Freely available from <a href="http://www.altgen.com">www.altgen.com</a>
	Public Corporate Records	Request in terms of PAIA
	Media Releases	Freely available from <a href="http://www.altgen.com">www.altgen.com</a>
<b>Financial</b>	Financial Statements & Bank Account Details	Request in terms of PAIA
	Financial & Tax Records	Request in terms of PAIA
	Asset Register	Request in terms of PAIA
	Management Accounts	Request in terms of PAIA
	Incorporation Documents & Directors Details	Request in terms of PAIA
<b>Marketing</b>	Market Information	Limited information available from <a href="http://www.altgen.com">www.altgen.com</a>
	Service Brochures	Freely available from <a href="http://www.altgen.com">www.altgen.com</a>
	Performance Records	Request in terms of PAIA
	Marketing Strategies	Request in terms of PAIA
	Client Database	Request in terms of PAIA

<b>Human Resources</b>	Employee Records	Request in terms of PAIA
	Employment Contracts	Request in terms of PAIA
	Personnel Guidelines, Policies and Procedures	Request in terms of PAIA
	Payroll Records	Request in terms of PAIA
	Recruitment Records	Request in terms of PAIA

## 6. REQUEST PROCEDURE

### 6.1 PROCEDURAL REQUIREMENTS

- 6.1.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 6.1.2 The requester must complete the prescribed form (Form C) found herewith attached, request as well as submit the payment of a request fee and a deposit (if applicable) to the Information Officer at the physical address or electronic mail address as noted in Section 3 above.
- 6.1.3 The form must be filled in with sufficient information to enable the Information Officer to identify:
- 6.1.3.1 The records(s) requested
  - 6.1.3.2 The identity of the requester
  - 6.1.3.3 The South African postal address, email address or fax number of the requester
  - 6.1.3.4 The form of access required
  - 6.1.3.5 If the requester wishes to be informed of the decision in any manner
  - 6.1.3.6 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 (Section 53(2)(d))
- 6.2 AltGen will process the request within thirty (30) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods be waived.
- 6.3 The requester will be advised, in writing, whether access is granted or denied. If the requester requires, the reasons for the decision will be stated.
- 6.4 If a request is made on behalf of another individual, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (Section 53(2)(f)).
- 6.5 If an individual is unable to complete the prescribed form due to illiteracy or disability, that individual may make the request orally.
- 6.6 The requester must pay the prescribed fee, before any processing can take place. All information listed in Section 6.1.3 must be provided and failing which will result in the process being delayed until the required information is provided. The prescribed time periods will not commence until the requester has provided all necessary information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested which is not prohibited from being disclosed.

## 6.7 PRESCRIBED FEES

6.7.1 The Act provides for two types of fees, namely:

6.7.1.1 **A request fee**, which is a form of administration fee, is to be paid by all requesters before the request is considered. A request fee in the amount of R50.00 is payable up front and is non refundable. If you require access to records with your personal information, you do not have to pay a request fee.

6.7.1.2 **An access fee**, which is paid by all requesters in the event that a request for access is granted and calculated by taking into account the reproduction costs, search and preparation time and cost as well as postal costs. Reproduction fees may be applicable where physical copies are required. Instances where payment of an access fee is specially excluded in terms of the Act or exclusion is determined by the Minister in terms of Section 54(8).

6.7.1.2.1 Please note that AltGen has set out these fees in line with the Act. However, AltGen only sends records through our digital channels.

6.7.1.2.2 The applicable access fees which will be payable are:

ACCESS OF INFORMATION FEES	FEES TO BE CHARGED
Information in an A4 size page photocopy or part thereof	R1.50 per copy
A printed copy of an A4 size page or part thereof	R0.75 per copy
A copy in computer readable format, for example: Stiffy disc/flash drive Compact disc	R7.50 R70.00
A transcription of visual images in an A4 size page or part thereof	R40.00
A copy of visual images	R60.00
A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such a search	R30.00*
<i>Where a copy of a record needs to be posted, the actual postal fee is payable</i>	

6.7.2 When the Information Officer receives the request, they will inform the requester, other than a personal requester, to pay the prescribed request fee (if any), before processing the request further.

6.7.3 Records may be withheld until the fees have been paid.

6.7.4 Where the institution receives a request for access to information held regarding a person other than the requester himself / herself and the Information Officer, is of the opinion that the preparation of the required record of disclosure will take more than six (6) hours, a deposit is payable by the requester. The amount of the deposit is equal to one third (1/3) of the amount of the applicable access fee.

6.7.5 A requestor may lodge an application with a court against the tender/payment of the required fee and/or deposit.

6.7.6 If the requester pays a deposit for a request for access that AltGen refuses, then the Information Officer will refund the deposit to the requester.

6.7.7 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).

## 6.8 COLLECTION FEES

- 6.8.1 AltGen banking details must be requested from the Information Officer via email or at the physical address listed in Section 3.
- 6.8.2 The initial request fee of R50.00 should be deposited into the bank account and a copy of the deposit slip, application form and other corresponding documents, be forwarded to the Information Officer via the electronic mail address provided in Section 3.
- 6.8.3 All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Where possible requesters shall be informed of any changes in the fees prior to making a payment. Refer to Section 6.7.7.

## 7. DECISION

- 7.1 AltGen will, within thirty (30) days of receipt of the request, decide whether to grant or decline the request and give notice with reason (if required) to that effect.
- 7.2 The thirty (30) day period within which AltGen has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days if the request is for a large amount of information, or the request requires a search for information held outside the premises of AltGen and the information cannot reasonably be obtained within the original thirty (30) day period.
- 7.3 AltGen will notify the requester in writing should an extension be sought.

## 8. GROUNDS FOR REFUSAL OF ACCESS

- 8.1 All requests properly submitted as provided for in PAIA are considered, but may be refused, inter alia, on the following grounds:
  - 8.1.1.1 Privacy
  - 8.1.1.2 Privilege
  - 8.1.1.3 Breach of confidentiality
  - 8.1.1.4 Unreasonable nature of request
  - 8.1.1.5 Vexatious or frivolous request



## 9. REMEDIES

- 9.1 If a request for information in terms of PAIA has been refused by AltGen, the requester may, within 60 days, and in the prescribed form and against payment of the prescribed appeal fee, lodge an internal appeal against the decision of Information Officer in accordance with the provisions of Section 75 of PAIA.
- 9.2 If an internal appeal is lodged after the expiry of the prescribed period, AltGen may, on good cause shown, allow such late lodging.



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**Priscilla Gibson**  
Director



REPUBLIC OF SOUTH AFRICA

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 AltGen Employment Services Information:

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: .....

Telephone number: (.....) ..... Fax 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.

1. Description of record or relevant part of the record:

.....

.....

.....

.....

2. Reference number, if available:

.....

.....

.....

.....

3. 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:

.....

.....

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 <b>X</b> .	
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.	

<b>1. If the record is in written or printed form:</b>					
	copy of record*		inspection of record		
<b>2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>					
	view the images		copy of the images*		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	printed copy of record*		printed copy of information derived from the record*		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? Postage is payable.	YES	NO
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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. <b>The requester must sign all the additional folios.</b>
---

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

.....

.....  
.....  
.....

2. 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 .....year .....

.....

**Signature Of Requester /  
Person On Whose Behalf Request Is Made**