



Protection Of Private Information Act (POPIA)

Access to Information Act

Manual Prepared in accordance with section 51 of the promotion of access to the information act no.2 of 2000 ("the act") for CITIPROTECTION Gauteng (PTY) LTD ("CITIPROTECTION")

Company Overview:

CITI PROTECTION is a provider of security systems and services to the residential and commercial markets.

Part 1

Name of Body: Citi Protection SA (PTY)LTD

Reg. No. 2009/024088/07

Physical Address:

Citi House

269 Braam Pretorius Street

Sinoville

Pretoria

0158

Head of Body: W Hoaten Managing Director

Responsible person for information requests is:

W Hoaten

Telephone No: 086 010 0202

E-mail: info@citiprotection.co.za

Part 2

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003.

Any queries should be directed to:

The South African Human Rights Commission:

PAIA Unit, The Research and Documentation Department

Postal Address:

Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Part 3

Records are kept in accordance with such other legislation as is applicable to Citi Protection, which includes but is not limited to, the following legislation:

- Companies Act 61 of 1973
- Income Tax Act 58 of 1962
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Employment Equity Act 55 of 1998
- Manpower Training Act, 1981
- Wages Act, 1957
- Regional Services Councils Act, 1985
- Financial Intelligence Centre Act, 2001
- Unfair Business Practices Act, 1988
- Pension Funds Act, 1956
- Private Security Industry Regulation Act, 2001
- Firearms Control Act, 2000
- Trespass Act, 1959
- Criminal Procedures Act, 1977 (Section 49: Use of force when affecting arrest)
- National Road Traffic Regulations Act, 1989
- General Law Amendment Act, 1956
- Amendment Act on General Law, 1955

Part 4

A: Records and information.

i. Operational Information

Such information as is required for the day-to-day running of Citi Protection.

Citi Protection keeps records relating to the following:

- Finance
- Operational
- Issues
- Business Strategy
- Marketing
- Information Technology
- Human Resources
- Management
- Client Care
- Contractual Relationships
- Quality
- Company Organisational Structure

- Company Secretarial
- Products and Services provided by the company such as security systems installation and servicing, monitoring and response service and guarding.

Citi Protection keeps the above records in relation to:

- Clients
- Employees
- Suppliers
- Contractors

Citi Protection keeps the following types of information:

- Confidential
- Commercial
- Financial
- Operational
- Business
- Policy
- Procedural
- Legal
- Contractual

ii. Communications

Correspondence between persons within and without Citi Protection.

iii. Website

Citi Protection's Website address is www.citiprotection.co.za and is accessible to anyone who has access to the Internet. The Website contains various categories of information relating to the company.

iv. Other Sources of Information

Not applicable at this stage.

B: The Request Procedures

i. Form of request

The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)]. 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 or fax number in the Republic. 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 [s 53(2)(a) and (b) and (c) and (e)]. The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)]. If a request is made on behalf of another person, the

requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

ii. 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:

After the head of the private body has decided on the request, the requester will be notified in the required form. If the request is granted, then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

Part 5

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

Part 6

This manual is available for inspection by the public upon request, during office hours and free of charge, at the Head Office of CitiProtection, physical address as listed. Copies may also be requested from the South African Human Rights Commission and the Government Gazette. The manual is also published on CitiProtection website referred to above.

Part 7

The forms and fee structure prescribed under the Act are available at the website of the Department of Justice and Constitutional Development (www.doj.gov.za), under the "regulations" section.