



INFORMATION MANUAL

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

("the Act")

1 INTRODUCTION AND PURPOSE OF THIS DOCUMENT

The purpose of the manual is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from the Company as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised, the latest version of the manual will be made public.

Any requestor is advised to contact the Information Officer should he / she require any assistance in respect of the utilization of this manual and / or the requesting of information / documents from the Company.

2 CONTACT DETAILS AND GENERAL INFORMATION

All requests for information from EBSdotCOZA, in terms of the Act must be in writing and addressed to the Information Officer appointed in terms of Section 51(1)(a) of the Act. The details of whom are set out as follows:

Name of Information Officer: Markos Kolatsis

Registered Address: Unit 7 Timbavati, 27 St Christopher Road, St Andrews Ext, Bedfordview, 2007

Postal Address: P O Box 79078, Senderwood, 2145

Telephone: 011 038 5300

Email: info@ebs.co.za

3 GUIDELINES IN TERMS OF SECTION 10 OF THE ACT

In terms of Section 10 of the Act, a guide will be compiled by the South African Human Rights Commission (SAHRC) such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide on how to use the Act to information is available in all official languages by the SAHRC as is available from their offices:

Address: 33 Hoof Street, Braamfontein

Telephone: 011 877 3600

Facsimile: 011 403 0625

Email: paia@sahrc.org.za

Website: www.sahrc.org.za

4 INFORMATION / DOCUMENTS AVAILABLE IN TERMS OF OTHER LEGISLATION

The Company shall keep information available in accordance with the following legislation (the list below is not exhaustive):

- 4.1 Labour Relations Act No 66 of 1995;
- 4.2 Basic Conditions of Employment Act, No. 75 of 1997 (Section 31);
- 4.3 Employment Equity Act, No. 55 of 1998 (Section 26);
- 4.4 Skills Development Act, No. 97 of 1998;
- 4.5 Skills Development Levies Act, No. 9 of 1999;
- 4.6 Unemployment Insurance Act, No. 63 of 2001;
- 4.7 Value Added Tax Act, No. 89 of 1991 (Section 65);
- 4.8 Compensation for Occupational injuries and Diseases Act, No. 130 of 1993 (Section 97);
- 4.9 Companies Act, No. 71 of 2008;
- 4.10 Income Tax Act, No. 58 of 1962 (Section 75) and
- 4.11 Protection of Personal Information Act 4 of 2013.

5 DOCUMENTS / INFORMATION HELD BY THE COMPANY IN TERMS OF SECTION 51(1)(E) OF THE ACT

- 5.1 Details relating to the operational, commercial and financial interests of the company;
- 5.2 Commercial contracts;
- 5.3 Standard employment contracts
- 5.4 Facilitators' memorandums of Understanding
- 5.3 Client data base

Personal information of clients:

Identity data, contact data, financial data, transaction data, service data, create user profiles to use EBS services, marketing and communications data.

Any and all documents / information requested pertaining to the abovementioned shall only be made available to a requestor subject to the provisions of the Act.

None of the information held by the Company is automatically available without a person having to request access in terms of and subject to the provisions of the Act.

The request for information must be made in writing in the prescribed form and addressed to the Information Officer and submitted against payment of the prescribed fee.

The Information Officer will decide whether to grant the request or to decline the request and must notify the requestor in the required form. If a request is granted, then an access fee must be paid for the search, reproduction and preparation, and for the time to prepare the record for disclosure.

6 AVAILABILITY OF THE MANUAL

This manual is available for inspection at the registered address of the Company and on the Company website free of charge.

It should be noted that the manual accessible on the website of the SAHRC and the Government Gazette, does not include the request forms or fee structure. The request forms and fee structure is obtainable on the SAHRC website (www.sahrc.org.za) or the website of the Department of Justice and Constitutional Development (under 'regulations').