

# PAIA Manual



*(Comprising of:  
Taquanta Investment Holdings (Pty) Ltd;  
Taquanta Asset Managers (Pty) Ltd;  
Taquanta Securities (Pty) Ltd*

**AND**

*Ngwedi Investment Managers (Pty) Ltd*

## **Act 2 of 2000, The Promotion of Access to Information**

Prepared in accordance with Section 51 of the Promotion of Access to Information Act  
No. 2 of 2000

### **1. Introduction**

The Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) gives effect to the constitutional right of access to any information in records held by public (government) or

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private (non-government) bodies that is required for the exercise of protection of any rights. Where a request is made in terms of the Act, Taquanta is obliged to release the information, **except where the Act expressly provides that the information may or must not be released.**

This manual informs requesters of procedural and other requirements which a request must meet as prescribed by the Act. It is important to note that the Act recognises certain limitations to the right of access to information, including but not limited to, limitations aimed at reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

### 2. **Part I: Particulars of the Private Body -**

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

- a. Name of the Body
  - Taquanta Investment Holdings (Pty) Ltd;
  - Taquanta Asset Managers (Pty) Ltd;
  - Taquanta Securities (Pty) Ltd
  - Ngwedi Investment Managers (Pty) Ltd
- b. Information Officer  
Justin Kretzschmar
- c. Deputy Information Officer  
Gregory Cronjé
- d. Postal Address  
PO Box 23540, Claremont, 7735
- e. Street Address  
7<sup>th</sup> Floor, Newlands Terraces, 8 Boundary Road,  
Newlands, 7700
- f. Telephone Number  
+27 21 681 5100
- g. Web address  
[www.taquanta.co.za](http://www.taquanta.co.za)
- h. Contact Details of Information Officer
  - e-mail: [info@taquanta.com](mailto:info@taquanta.com)
  - Phone: +27 21 681 5100

### 2. Part II – Guide of South African Human Rights Commission

The South African Human Rights Commission is required in terms of the Act to compile a guide in every official language, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

Any enquiries regarding this guide should be directed to:

**Postal Address:** The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department  
Private Bag X2700  
Houghton  
2041

**Telephone Number:** +27 (0) 11 484 8300

**Fax Number:** +27 (0) 11 484 0582

**E-mail Address:** [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

**Website:** <http://www.sahrc.org.za>

### 3. Part III - Voluntary Disclosure and Automatic Availability of Certain Records

The accessibility of the documents below may be subject to the grounds of refusal set out in this manual,

- Personnel Records
- Client Related records
- Private Body Records (Financial and company Secretarial)
- Supplier and Service Provider Records
- Third Party Information
- Marketing Records (brochures, leaflets)

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### 4. Part IV - Records available in accordance with any other legislation

Information is available in terms of the following legislation to the persons or entities specified in such legislation, as well as the specific protections offered by such laws. As legislation changes from time to time, and new laws may stipulate new manners and extend the scope of access by persons specified in such entities, this list should not be read as being a final and complete list.

Legislation	Tick
1. Administration of Estates Act, No. 66 of 1965	
2. Arbitration Act No. 42 of 1965	
3. Basic Conditions of Employment No. 75 of 1997	x
4. Broad Based Black Economic Empowerment Act No. 53 of 2003	x
5. Companies Act No. 71 of 2008	x
6. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993	x
7. Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988	
8. Consumer Protection Act No. 68 of 2005	x
9. Copyright Act No. 98 of 1978	
10. Credit Agreements Act No. 75 of 1980	
11. Currency and Exchanges Act No. 9 of 1933	
12. Debtor Collectors Act No. 114 of 1998	
13. Electronic Communications and Transactions Act No. 25 of 2002	x
14. Electronic Communications Act No. 36 of 2005	x
15. Employment Equity Act No. 55 of 1998	x
16. Finance Act No. 35 of 2000	
17. Financial Intelligence Centre Amendment Act No. 11 of 2008	x
18. Financial Markets Act No. 19 of 2012	x
19. Financial Sector Regulation Act No. 9 of 2017	x
20. Financial Services Board Act No. 97 of 1990	x
21. Financial Relations Act No. 65 of 1976	
22. Harmful Business Practices Act No. 23 of 1999	
23. Income Tax Act No. 58 of 1962	x
24. Insolvency Act No. 24 of 1936	
25. Insurance Act No. 27 of 1943	x
26. Intellectual Property Laws Amendments Act No. 38 of 1997	
27. Labour Relations Act No. 66 of 1995	x
28. Long Term Insurance Act No. 52 of 1998	
29. Medical Schemes Act No. 131 of 1998	
30. Occupational Health & Safety Act No. 85 of 1993	x
31. Pension Funds Act No. 24 of 1956	x
32. Post Office Act No. 44 of 1958	

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33. Protection of Businesses Act No. 99 of 1978	
34. Regional Services Councils Act No. 109 of 1985	
35. SA Reserve Bank Act No. 90 of 1989	x
36. Short Term Insurance Act No. 53 of 1998	
37. Skills Development Levies Act No. 9 of 1999	x
38. Skills Development Act No. 97 of 1998	x
39. Stamp Duties Act No. 77 of 1968	
40. Tax on Retirement Funds Act No. 38 of 1996	x
41. Telecommunications Act No. 103 of 1996	x
42. Trade Marks Act No. 194 of 1993	
43. Unemployment Contributions Act No. 4 of 2002	
44. Unemployment Insurance Act No. 63 of 2001	x
45. Usury Act No 73 of 1968	
46. Value Added Tax Act No. 89 of 1991	x

### 5. Part V - Access to Information

Taquanta may refuse a request for information in respect of information detailed below:

- i. Commercial and Legal
  1. Contracts and Agreements
  2. Company Confidential – Historical significance
  3. Meeting Minutes
  4. Shareholders
  5. Property Leases and Agreements
  6. Trademark
  7. Insurance
  8. Resolutions – Directors
  9. Correspondence
- ii. Financial
  1. Financial Year-end Results
  2. Financial Analysis and Reports
  3. Budgets
  4. Tax and Levies
- iii. Human Resources
  1. Employees Personnel Information
  2. Employees History (skills and experience)
  3. Educational Background
  4. Training and Development
  5. Health
  6. Salaries and Wages
  7. Contracts and Agreements

### 8. Employment Equity

#### iv. Marketing

1. Advertising
2. Contracts with Suppliers
3. Product Ranges and Pricing

#### v. Health & Safety

1. Policies
2. Accidents and Incidents Reports

## 6. Request Procedure

6.1 Requests for access to information to records held by Taquanta must be made on the prescribed Form C in the Act (See Annexure A), or from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)).

6.2 Submit the completed form to the Information Officer at the postal or physical address, fax number or e-mail address detailed above.

6.3 The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right.

6.4 Taquanta will process the request within 30 days.

6.5 The requester will be informed in writing whether or not access has been granted.

6.5 The requester must pay the prescribed fee (see Annexure B) if applicable, before any further processing takes place.

**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 Information Officer:

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

**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:.....

.....

.....

..... 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.**

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 hereunder, state your disability and indicate in which form the record is required.*

Disability: .....  
.....

Form in which record is required:.....  
.....

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Mark the appropriate box with an **X**.

**NOTES:**

- (a) Compliance with your request 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
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**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*
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**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)
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**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 disc)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?	YES	NO
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**Postage is payable.**

**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.***

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 ..... 20 .....

.....

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF  
REQUEST IS MADE

**FEEES IN RESPECT OF PRIVATE BODIES**

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof.....	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc .....	7,50
(ii) compact disc .....	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof.....	40,00
(ii) For a copy of visual images .....	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof.....	20,00
(ii) For a copy of an audio record .....	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof .....	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc.....	7,50
(ii) compact disc.....	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof .....	40,00
(ii) For a copy of visual images .....	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof .....	20,00
(ii) For a copy of an audio record .....	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

(2) For purposes of section 54 (2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

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