

# MANUAL FOR TRAQ SOFTWARE (PTY) LTD t/a TRAQ SOFTWARE SOLUTIONS

**(Registration number 1997/006666/07)**

In accordance with Section 51 of the Promotion of Access to Information Act No 2 of 2000  
("the Act")

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## **A. Introduction to Traq Software (Pty) Ltd**

The manual is to assist potential requesters as to the procedure to be followed when requesting access to information / documents from Traq Software (Pty) Ltd 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 requester is advised to contact our Information Officer(s) should he / she require any assistance in respect of the utilisation of this manual and/or requesting of documents / information from Traq Software Solutions.

The following words will bear the following meaning in this manual:-

"the Act" shall mean the Promotion of Access to Information Act, No 2 of 2000, together with all relevant regulations published.

"the/this manual" shall mean this manual together with all annexures thereto as available at the offices of Traq Software (Pty) Ltd from time to time.

"Traq Software Solutions" shall mean Traq Software (Proprietary) Limited.

"SAHRC" shall mean the South African Human Rights Commission.

Traq Software (Pty) Ltd is a subsidiary of Blake and Associates Holdings (Pty) Ltd.

Traq Software (Pty) Ltd is a private body as defined in the Act.

## **B. Particulars in terms of the section 51 manual**

### **1. Contact details (in terms of Section 51(1)(a) of the Act)**

Traq Software (Proprietary) Limited	
Managing Director :	Dewaal Muller
Information Officer:	Dewaal Muller
Street Address:	32 Flanders Drive, Mount Edgecombe
Postal Address:	Private Bag X27, Umhlanga Rocks, 4320
Telephone:	+ 27 31-538-4000
Fax:	+ 27 86 673 9960
Website:	<a href="http://www.traqtion.co.za">www.traqtion.co.za</a>
E-mail:	<a href="mailto:paia@blake.co.za">paia@blake.co.za</a>

### **2. The section 10 Guide on how to use the Act (in terms of Section 51(1)(b))**

In terms of section 10 of the Act, the SAHRC is required to compile, in each official language, a guide to the Act to assist people in exercising their rights under the Act. The SAHRC may be contacted at:

#### **The South African Human Rights Commission (SAHRC):**

##### **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](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

### **3. Records available in terms of any other legislation (in terms of Section 51(1)(d))**

Traq Software Solutions keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list): -

1. Basic Conditions of Employment No.75 of 1997
2. Broad Based Black Economic Empowerment Act No.53 of 2003
3. Companies Act No.71 of 2008
4. Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
5. Consumer Protection Act No.68 of 2008
6. Debtor Collectors Act No. 114 of 1998
7. Electronic Communication and Transactions Act No. 25 of 2002
8. Employment Equity Act No. 55 of 1998
9. Financial Intelligence Centre Act No.38 of 2001
10. Income Tax Act No. 95 of 1967
11. King 4 Code of Corporate Governance
12. Labour Relations Act No. 66 of 1995
13. Magistrates Courts Act No. 32 of 1944
14. National Credit Act No. 34 of 2005
15. Occupational Health & Safety Act No. 85 of 1993
16. Pensions Funds Act No.24 of 1956
17. Prevention of Organised Crime Act No.121 of 1998
18. Promotion of Access to Information Act No.2 of 2000
19. Protected Disclosures Act No.26 of 2000

20. Protection of Constitutional Democracy against Terrorist and Related Activities Act No.33 of 2004
21. Protection of Personal Information Act No.4 of 2013
22. Skills Development Levies Act No. 9 of 1999
23. Skills Development Act No. 97 of 1998
24. South African Revenue Services Act No.34 of 1997
25. Trademarks Act No. 194 of 1993
26. Unemployment Contributions Act No. 4 of 2002
27. Unemployment Insurance Act No. 63 of 2001
28. Value Added Tax Act No. 89 of 1991.

**4. Gaining access to records held by Traq Software Solutions (in terms of Sections 51(1)(c) and 51(1)(e)).**

**4.1 What categories of records are, or will be, automatically available without you having to request access to these records in terms of the Act?**

The Act provides for the automatic disclosure of certain records. Should records be automatically disclosed, you will not have to formally request these records in terms of the Act.

In terms of the Act, this automatic disclosure by private companies is voluntary. This means that a private company is not obliged to make such disclosure. If a private company chooses to make such voluntary disclosure, it may do so by giving notice thereof in terms of Section 52(2) of the Act.

**4.2 What records can you request? (in terms of Section 51(1)e))**

Requests for records are to be forwarded to our Information Officer as follows:

Traq Software (Pty) Limited	
Street Address:	32 Flanders Drive, Mount Edgecombe
Postal Address:	Private Bag X27, Umhlanga Rocks, 4320
Telephone:	+2731-538-4000
Fax:	+27866739960
Website:	www.traqtion.co.za
Email:	paia@blake.co.za

Records that may be requested are set out in the following categories and types:

**CATEGORIES & TYPES OF RECORDS HELD BY TRAQ SOFTWARE SOLUTIONS**

Certain records held by Traq Software Solutions are not automatically available without a request in terms of the Act. A request in terms of this section 63(1) of the Act, which provides that the company may refuse a request for access to a record of the company if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party, including a deceased individual.

<b>STATUTORY:</b>
- memorandum of incorporation
- minutes of meetings
- records of all directors and officers
- registers
- statutory records & returns
<b>INTELLECTUAL PROPERTY:</b>
- trade marks

<b>LEGAL:</b>
- licence certificates
- contractual agreements
- retention of records policy
<b>INSURANCE RECORDS:</b>
- claims records
- details of insurance coverage, limits and insurers
- insurance policies
<b>OPERATIONS:</b>
- client contracts
- records provided by Clients on debtors
<b>HUMAN RESOURCES:</b>
- employment equity plan
- employment records
- IR disciplinary & grievance procedures & hearings
- leave records
- other internal records and reports
- policies & procedures
- salary records
- training schedules and material
<b>ADMIN, FINANCE &amp; ACCOUNTING:</b>
- accounting records
- asset registers
- audit reports
- bank account information
- invoices
- lease agreements
- PAYE records
- policies & procedures
- SARS inventory
- skills development levies records
- suppliers records
<b>MARKETING:</b>
- Brochures and other promotional records
- Marketing and advertising records
<b>WEBSITE SERVICES:</b>
- application forms
- terms and conditions

-	correspondence
<b>ASSETS &amp; SECURITY:</b>	
-	assets inventory
-	procedures & schedules

**4.3 How do you request records?**

When requesting a record, the following procedures must be followed.

- You must use the prescribed form to make the request for access to a record. (You can find the form at the end of this manual).
- Your request must be made to our Information Officer.
- Your request must be made to the address, or fax number or electronic mail address as set out under 1 above.
- You must provide sufficient detail on the request form to enable the Information Officer to clearly identify the record as well as your specific identity.
- You must also indicate which form of access you require.
- You must also indicate if you wish to be informed in any other manner and if so, you must state the necessary particulars required to be so informed.
- You must identify the right that you are seeking to protect or that you wish to exercise and you must provide an explanation as to why the requested record is required for the protection or exercise of that right.
- If you are making the request on behalf of another person, you must submit proof, to the satisfaction of the Information Officer, of the capacity in which you are making the request.
- The prescribed fee (if any) must be paid as set out in 7 below.

**5. Other information as may be prescribed (in terms of Section 51(1)(f))**

In terms of this Section, the Minister may publish a notice prescribing any other information that companies will have to disclose. The Minister has not yet published this Notice.

**6. Availability of the manual (in terms of Section 51(3))**

- 6.1 This manual is available for inspection during office hours, at no cost, at our offices.
- 6.2 Should you wish to obtain a copy of this manual, or part thereof, such copy can be obtained from either:
  - 6.2.1 Our head office, at the prescribed fee as set out in Item 1 of Part III of the Fee Schedule; or
  - 6.2.2 it can be downloaded from our website at

**7. Prescribed fees**

- Once your request is made, you will receive notice from us to pay the prescribed fee of R50.00.
- This prescribed fee must be paid before your request will be processed.
- Payment of this fee is to be made as directed by the Information Officer.
- If you are making a request in your personal capacity, payment of the prescribed fee of R50.00 may not be required.
- We will then make a decision in respect of your request and will notify you of our decision

- Should your request be refused, you may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice to you (in terms of (sec 54(3)(b) of the Act).
- If your request is granted then you will have to pay a further access fee for the search, reproduction and preparation of the record as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure to you (in terms of sec 54(6)) of the Act).
- The fees are set out in the schedule below, marked "Fees payable to Traq Software (Pty) Limited".

**VALUE ADDED TAX:** Please note that Traq Software (Pty) Limited is registered under the Value-Added Tax Act (Act No. 89 of 1991) as a vendor and may in terms thereof add value-added tax (VAT) to all fees prescribed below.

### **FEES PAYABLE TO TRAQ SOFTWARE (PTY) LIMITED**

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, for each hour or part of an hour reasonably required for such search and preparation. | 30,00 |
- (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.

<b>8. Prescribed forms</b>
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Your request must be set out in the prescribed form. A copy of this prescribed form is set out below.

**REQUEST FOR ACCESS TO RECORD OF TRAQ SOFTWARE (PTY) LTD**  
(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

**[Regulation 10]**

**A. Traq Software (Pty) Ltd**

For attention: Dewaal Muller

Traq Software Solutions  
Private Bag X27, Umhlanga Rocks, 4320  
Tel: +2731-538-4000  
E-mail: paia@blake.co.za

**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: \_\_\_\_\_

Physical 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: \_\_\_\_\_





Reason for exemption from payment of fees: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**F. Form of access to record**

*If you are prevented by a disability from reading, viewing or listening 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.

<b>1. If the record is in written or printed form:</b>					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*		
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*		
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*		
<input type="checkbox"/>		<input type="checkbox"/>	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? <b>Postage is payable.</b>			<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;">NO</td> </tr> </table>	YES	NO
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.*

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 \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

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

\_\_\_\_\_