



# PAIA Manual

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

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# 1. INTERPRETATION

In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

- 1.1. an expression which denotes –
  - 1.1.1. any gender includes the other genders.
  - 1.1.2. a natural person includes an artificial or juristic person and vice versa.
  - 1.1.3. the singular includes the plural and vice versa
- 1.2. the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings –
  - 1.2.1. “**this document**” – this document together with all of its annexures, as amended from time to time;
  - 1.2.2. “**the company**” – Quantum Cloud Technologies (PTY) LTD;
  - 1.2.3. “**the Act**” – Promotion of Access to Information Act, No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;
  - 1.2.4. “**request liaison officer**” – the person duly authorized by the head of the Company and appointed by the company to facilitate or assist the head of the company with any request in terms of the Act.
- 1.3. Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;
- 1.4. If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document;
- 1.5. Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document;
- 1.6. Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day;
- 1.7. Any reference to days (other than a reference to business days), months or years shall be referenced to calendar days, months or years, as the case may be;

- 1.8. The use of the word “including” followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s;
- 1.9. Insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail;
- 1.10. This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarize his/her/itself with the provisions of the Act before lodging any request with the company.

## 2. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) was enacted on the 3<sup>rd</sup> February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 (“the Constitution”) of access to any information held by the state and any information that is held by another person and that is required for the exercise of protection of any rights.

In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”).

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or Private Body.

## 3. DETAILS

Full Name	:	Quantum Cloud Technologies (PTY) LTD
Registration No.	:	2017 / 350508 / 07
Postal Address	:	4 Glacier Drive; Midstream Hill Estate; Midstream; 1692
Physical Address	:	4 Glacier Drive; Midstream Hill Estate; Midstream; 1692
Telephone	:	+27 87 550 1584
Website	:	<a href="http://www.quantumcloud.co.za">www.quantumcloud.co.za</a>
Email	:	<a href="mailto:info@quantumcloud.co.za">info@quantumcloud.co.za</a>

## 4. PURPOSE OF THE PAIA MANUAL

- 4.1. This PAIA manual is intended to ensure that Quantum Cloud Technologies (PTY) LTD complies with the Act and to foster a culture of transparency and accountability within Just Group of IT Companies by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 4.2. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.
- 4.3. Section 9 of the Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
  - 4.3.1. Limitations aimed at the reasonable protection of privacy;
  - 4.3.2. Commercial confidentiality; and
  - 4.3.3. 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.
- 4.4. This PAIA Manual has been drafted in accordance with the terms of Section 10 of the Promotion of Access to Information Act, No2. Of 2000 and contains information required by a person wishing to exercise any right, contemplated by PAIA.
- 4.5. In addition, this PAIA Manual complies with the requirements of Section 10 of the Act and recognizes that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

## 5. CONTACT DETAILS CHIEF EXECUTIVE OFFICER (SECTION 51(1)(A))

5.1. The head of the company is Mr. Val Sepp. His contact details are –

Telephone : +27 87 550 1584 (Switchboard)

Email : [val@quantumcloud.co.za](mailto:val@quantumcloud.co.za)

## 6. INFORMATION OFFICER (SECTION 54(1)(B))

6.1. The Act prescribes the appointment of an Information Officer for Public Bodies where such Information Officer is responsible to, *inter alia*, assess requests for access to information. The Head of a Private Body fulfils such a function in terms of Section 51. Quantum Cloud Technologies (PTY) LTD has opted to appoint an Information Officer an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.

6.2. The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act, No. 4 of 2013. The Information Officer overseas the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act, No. 4 of 2013 after registering with the Information Officer.

6.3. The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act, No. 4 of 2013. All requests for information in terms of this Act must be addressed to the Information Officer

### 6.4. Contact Details of the Information Officer

Information Officer : Mr. Craig Gifford

Telephone : +27 87 550 1584 (Switchboard)

Email : [craig@quantumcloud.co.za](mailto:craig@quantumcloud.co.za)

Alternate Email : [iofficer@quantumcloud.co.za](mailto:iofficer@quantumcloud.co.za)

## 7. PAIA GUIDE

### 7.1. Enquiry Details

7.2. The Guide has been compiled as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:

7.2.1. Contains information on understanding and how to use the Act;

7.2.2. Includes: The objectives of the Act; Particulars of every Public and Private Body; The manner and form for requests; Contents of the Regulations promulgated under the Act;

7.2.3. Will be updated and published every two years.

7.3. The Guide is available in all the official languages of the Republic of South Africa.

7.4. The Guide is available for inspection, *inter alia*, at the office of the:

#### **Information Regulator of South Africa**

JD House,  
27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

P O Box 31533  
Braamfontein  
Johannesburg  
2017

Email Address : [inforeg@justice.co.za](mailto:inforeg@justice.co.za)

### 7.5. Latest Notice in Terms of Section 52(2) (If Any)

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.



## **8. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))**

### **8.1. Records held by Quantum Cloud Technologies (PTY) LTD**

8.1.1. This clause serves as a reference to the categories of Information that Just Group of IT Companies holds. The information is classified and grouped according to records relating to the following subjects and categories.

#### **8.1.1.1. Personnel Records**

- 8.1.1.1.1. Personal records provided by personnel.
- 8.1.1.1.2. Records provided by third-party relating to personnel.
- 8.1.1.1.3. Conditions of employment and other personnel-related contractual and quasi-legal records.
- 8.1.1.1.4. Internal evaluation records and other internal records.
- 8.1.1.1.5. Correspondence relating to personnel.
- 8.1.1.1.6. Training schedules and material.

“Personnel” refers to any person who works for, or provides services to or on behalf of Quantum Cloud Technologies (PTY) LTD, and receives or is entitled to receive remuneration, and any other person who assists in carrying out or conducting the business of Quantum Cloud Technologies (PTY) LTD. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.

#### **8.1.1.2. Customer Related Record**

- 8.1.1.2.1. Records provided by a customer to a third-party acting for or on behalf of Quantum Cloud Technologies (PTY) LTD.
- 8.1.1.2.2. Records provided by a third-party.
- 8.1.1.2.3. Records generated by or within Quantum Cloud Technologies (PTY) LTD relating to its customers, including transactional records.

A “customer” refers to any natural or juristic entity that receives services from Quantum Cloud Technologies (PTY) LTD.

#### **8.1.1.3. Private Body Records**

- 8.1.1.3.1. Financial Records.
- 8.1.1.3.2. Operational Records.
- 8.1.1.3.3. Databases.
- 8.1.1.3.4. Information Technology.

8.1.1.3.5. Marketing Records.

8.1.1.4. Internal Correspondence

8.1.1.4.1. Product Records.

8.1.1.4.2. Statutory Records.

8.1.1.4.3. Internal Policies and Procedures.

8.1.1.4.4. Records held by officials of the institution.

These records include, but are not limited to, the records which pertain to Quantum Cloud Technologies (PTY) LTD's own affairs.

8.1.1.5. Other Party Records

8.1.1.5.1. Personnel, customer, or private body records which are held by another party, as opposed to the records held by Quantum Cloud Technologies (PTY) LTD itself.

8.1.1.5.2. Records held by Quantum Cloud Technologies (PTY) LTD pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

8.1.1.5.3. Quantum Cloud Technologies (PTY) LTD may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Quantum Cloud Technologies (PTY) LTD.

8.2. Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA manual. Amongst others, records deemed confidential on the part of a third-party, will necessitate permission from the third-party concerned, in addition to normal requirements, before Quantum Cloud Technologies (PTY) LTD will consider access.

## **9. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT**

- 9.1. Records of a public nature, typically those disclosed on the Quantum Cloud Technologies (PTY) LTD website and in its various reports, may be accessed without the need to submit a formal application.
- 9.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

## **10. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

- 10.1. Where applicable to its operations, Quantum Cloud Technologies (PTY) LTD also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions in the Act.
  - 10.1.1. Basic Conditions of Employment Act, No. 75 of 1997
  - 10.1.2. Broad-Based Black Economic Empowerment Act, 2003
  - 10.1.3. Business Act, No. 71 of 1991
  - 10.1.4. Companies Act, No. 71 of 2008
  - 10.1.5. Compensation of Occupational Injuries and Diseases Act, No. 130 of 1993
  - 10.1.6. Competition Act, No. 71 of 2008
  - 10.1.7. Constitution of the Republic of South Africa 2008
  - 10.1.8. Copyright Act, No. 98 of 1978
  - 10.1.9. Debt Collectors' Act, No. 114 of 1998
  - 10.1.10. Electronic Communications Act, No. 36 of 2005
  - 10.1.11. Electronic Communications and Transaction Act, No. 25 of 2002
  - 10.1.12. Employment Equity Act, No. 55 of 1998
  - 10.1.13. Financial Intelligence Centre Act, No. 38 of 2001
  - 10.1.14. Identification Act, No. 68 of 1997
  - 10.1.15. Income Tax Act, No. 135 of 1998
  - 10.1.16. Insolvency Act, No. 24 of 1936
  - 10.1.17. Intellectual Property Laws Amendment Act, No. 38 of 1997
  - 10.1.18. Labour Relations Act, No. 66 of 1995
  - 10.1.19. National Credit Act, No. 34 of 2005
  - 10.1.20. National Road Traffic Act, No. 93 of 1996

- 10.1.21. Occupational Health and Safety Act, No. 85 of 1993
- 10.1.22. Patents Act, No. 57 of 1978
- 10.1.23. Prescription Act, No. 68 of 1969
- 10.1.24. Prevention of Organized Crime Act, No. 121 of 1998
- 10.1.25. Promotion of Access to Information Act, No. 2 of 2000
- 10.1.26. Protection of Personal Information Act, No. 4 of 2013
- 10.1.27. Revenue Laws Second Amendment Act, No. 61 of 2008
- 10.1.28. Road Transportation Act, No. 74 of 1977
- 10.1.29. Skills Development Levies Act, No. 9 of 1999
- 10.1.30. Short-term Insurance Act, No. 53 of 1998
- 10.1.31. Taxation Laws Amendment Act, No. 7 of 2010
- 10.1.32. Trademarks Act, No. 194 of 1993
- 10.1.33. Transfer Duty Act, No. 40 of 1949
- 10.1.34. Uncertificated Securities Tax Act, No. 31 of 1998
- 10.1.35. Unemployment Contributions Act, No. 63 of 2001
- 10.1.36. Unemployment Insurance Act, No. 30 of 1966
- 10.1.37. Value Added Tax Act, No. 89 of 1991
- 10.2. It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

## 11. REQUEST PROCEDURE

### 11.1. Procedural Requirements

- 11.1.1. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 11.1.2. The requester must complete the prescribed form enclosed herewith and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as noted in clause 6 above.
- 11.1.3. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
  - 11.1.3.1. The record or records requested; and
  - 11.1.3.2. The identity of the requester.
- 11.1.4. The requester should indicate which form of access is required and specify a postal address or fax number of the requester in the Republic.
- 11.1.5. 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 (section 53(2)(d)).

- 11.1.6. Quantum Cloud Technologies (PTY) LTD will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 11.1.7. The requester shall be advised whether access is granted or denied in writing. If, addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 11.1.8. If a request is made on behalf of another person, 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)).
- 11.1.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 11.1.10. The requester must pay the prescribed fee before any further processing can take place.
- 11.1.11. All information as listed in clause 11 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

## 12. REFUSAL OF ACCESS TO RECORDS

### 12.1. Grounds to Refuse Access

A Private Body such as Quantum Cloud Technologies (PTY) LTD is entitled to refuse a request for information.

12.1.1. The main ground for Quantum Cloud Technologies (PTY) LTD to refuse a request for information relates to the:

- 12.1.1.1. Mandatory protection of the privacy of a third-party who is a natural person or a deceased person (section 63) or a juristic, as included in the Protection of Personal Information Act, No. 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person.
- 12.1.1.2. Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act, No. 4 of 2013.
- 12.1.1.3. Mandatory protection of the commercial information of a third-party (section 64), if the record contains:
  - 12.1.1.3.1. Trade secrets of the third party.
  - 12.1.1.3.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third-party.
  - 12.1.1.3.3. Information disclosed in confidence by a third-party to Quantum Cloud Technologies (PTY) LTD, if the disclosure could put that third-party at a disadvantage in negotiations or commercial competition.
- 12.1.1.4. Mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement.
- 12.1.1.5. Mandatory protection of the safety of individuals and the protection of property (section 66).
- 12.1.1.6. Mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).

- 12.1.2. The commercial activities (section 68) of a Private Body, such as Quantum Cloud Technologies (PTY) LTD, which may include:
- 12.1.2.1. Trade secrets of Quantum Cloud Technologies (PTY) LTD.
  - 12.1.2.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Quantum Cloud Technologies (PTY) LTD.
  - 12.1.2.3. Information which, if disclosed could put Quantum Cloud Technologies (PTY) LTD at a disadvantage in negotiations or commercial competition.
  - 12.1.2.4. A computer program which is owned by Quantum Cloud Technologies (PTY) LTD, and which is protected by copyright.
  - 12.1.2.5. The research information (section 69) of Quantum Cloud Technologies (PTY) LTD or a third-party, if its disclosure would disclose the identity of Quantum Cloud Technologies (PTY) LTD, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 12.1.3. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 12.1.4. All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 12.1.5. If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

## **13. REMEDIES AVAILABLE WHEN REQUEST IS REFUSED**

### **13.1. Internal Remedies**

Quantum Cloud Technologies (PTY) LTD does not have an internal appeal procedure. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

### **13.2. External Remedies**

13.2.1. A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

13.2.2. A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and Magistrates Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

## **14. ACCESS TO RECORDS HELD BY QUANTUM CLOUD TECHNOLOGIES (PTY) LTD**

### **14.1. Prerequisites for Access by Personal / Other Requester**

14.1.1. Records held by Quantum Cloud Technologies (PTY) LTD may be accessed by requests only once the prerequisite requirements for access have been met.

14.1.2. A requester is any person making a request for access to a record of Quantum Cloud Technologies (PTY) LTD. There are two types of requesters:

#### **14.1.3. Personal Requester**

14.1.3.1. A personal requester is a requester who is seeking access to a record containing personal information about the requester.

14.1.3.2. Quantum Cloud Technologies (PTY) LTD will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.



#### **14.1.4. Other Requester**

- 14.1.4.1. This requester (other than a personal requester) is entitled to request access to information on third parties.
- 14.1.4.2. In considering such a request, Quantum Cloud Technologies (PTY) LTD will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third-party to whom the requested record relates of the request, informing him / her that he / she may make a written or oral representation to the Information Officer why the request should be refused, or where required, give written consent for the disclosure of the Information. Quantum Cloud Technologies (PTY) LTD is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

## **15. FEES**

### **15.1. Fees Provided by the Act**

- 15.1.1. The Act provides for two types of fees, namely:
  - 15.1.1.1. A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered. The request fee is not refundable; and
  - 15.1.1.2. An access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the Private Body in obtaining and preparing a record for delivery to the requester.
- 15.1.2. Then the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).
- 15.1.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay, as a deposit, the prescribed portion of the access fee which would be payable if the request is granted.

15.1.4. The Information Officer shall withhold a record until the requester has paid the fees as indicated below.

15.1.5. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the requested form.

15.1.6. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

## 16. REPRODUCTION FEES

16.1. Where Quantum Cloud Technologies (PTY) LTD has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

<b>Reproduction of Information Fees</b>	<b>Fees to be Charged</b>
Information in an A4 size page photocopy or part thereof	R 1,10
A printed copy of an A4-size page or part thereof	R 0,75
A copy in computer-readable format, for example: Compact Disc	R 70,00
A transcription of visual images, in an A4-size page or part thereof	R 40,00
A copy of visual images	R 60,00
A transcription of an audio record for an A4-size page or part thereof	R 20,00
A copy of an audio record	R 30,00

### 16.2. Request Fees

Where a requester submits a request for access to information held by an institution on a person other than the requester himself / herself, a request fee in the amount of R 50,00 is payable up-front before the institution will further process the request received.

### 16.3. Access Fees

16.3.1. An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specifically excluded in terms of the Act, or an exclusion is determined by the Minister in terms of Section 54(8).

16.3.2. 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	R 1,10
A printed copy of an A4-size page or part thereof	R 0,75
A copy in computer readable format, for example: Compact Disc	R 70,00
A transcription of visual images, in an A4-size page or part thereof	R 40,00
A copy of visual images	R 60,00
A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such search	R 30,00*
Where a copy of a record needs to be posted the actual postal fee is payable.	

### 16.4. Deposits

16.4.1. Where the institution receives a request for access to information held on a person other than the requester himself / herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

16.4.2. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

## 16.5. Collection Fees

- 16.5.1. The initial “request fee” of R 50,00 should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence / documents, forwarded to the Information Officer via email.
- 16.5.2. Quantum Cloud Technologies (PTY) LTD will collect the initial “request fee” of application received directly by the Information Officer via email.
- 16.5.3. All fees must be deposited into the following bank account:
- |                     |   |                                      |
|---------------------|---|--------------------------------------|
| Banking Institution | : | First National Bank                  |
| Account Name        | : | Quantum Cloud Technologies (PTY) LTD |
| Account Number      | : | 62794349178                          |
| Branch Code         | : | 210529                               |
- 16.5.4. 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. Requesters shall be informed of any changes in the fees prior to making a payment.

## 17. DECISION

### 17.1. Time Allowed to Institution

- 17.1.1. Quantum Cloud Technologies (PTY) LTD will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 17.1.2. The 30 (thirty) day period within which Quantum Cloud Technologies (PTY) LTD has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large amount of information.
- 17.1.3. Quantum Cloud Technologies (PTY) LTD will notify the requester in writing should an extension be sought.

## **18. AVAILABILITY AND UPDATING OF THE PAIA MANUAL**

### **18.1. Regulation Number R.187 of 15 February 2002**

18.1.1. This PAIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. Quantum Cloud Technologies (PTY) LTD will update this PAIA Manual at such intervals as may be deemed necessary.

18.1.2. This PAIA Manual of Quantum Cloud Technologies (PTY) LTD is available to view at its premises: 4 Glacier Drive, Midstream Hill Estate, Midstream, 1692, as well as on its website: [www.quantumcloud.co.za](http://www.quantumcloud.co.za)

## 19. PRESCRIBED FORM C – REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, No. 2 of 2000 (Regulation 10)

### A. Particulars of private body

The Head (name of body): \_\_\_\_\_

### 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 email address 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: \_\_\_\_\_

Email 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. Proof is required for authority in the form of a letter of authorization from the person on whose behalf the request is made and a certified copy of the identification of the requester and the person on whose behalf the request is made is required.*

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 on 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: \_\_\_\_\_

#### 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.

Mark the appropriate choice with an **X**

#### 1. If the record is in written or printed form:

- ☐ Copy of record
- ☐ Inspection of record

#### 2. If record consist 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

#### 3. If record consists of recorded words or information which can be reproduced in sound:

- ☐ Listen to the soundtrack (audio file)
- ☐ transcription of soundtrack (written or printed document)

**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
- ☐ Portable media (Compact disc, USB Flash drive)

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

**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 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 or 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**

Initial



This PAIA Manual of Quantum Cloud Technologies (PTY) LTD is approved and signed by the Head of the Private Body, Quantum Cloud Technologies (PTY) LTD, on this 12 day of October 2021.

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Mr. Valerian D. Sepp, Chief Executive Officer  
Quantum Cloud Technologies (PTY) LTD