

**PROMOTION OF ACCESS TO INFORMATION ACT**  
**SECTION 51 MANUAL**  
**FOR**  
**SAM DALE TRADING (PTY) LTD**  
**(REG NO: 2004/025181/07)**



## 1. INTRODUCTION

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

This manual applies in respect of **SAM DALE TRADING (PTY) LTD trading as CONSUMER FRIEND**, as set out in this manual. The Information Officer named below is appointed in respect of **SAM DALE TRADING (PTY) LTD**.

## 2. DEFINITIONS

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely –

- “**Act**” means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time;
- “**Information Officer**” means the person acting on behalf of **SAM DALE TRADING (PTY) LTD** and discharging the duties and responsibilities assigned to the “head” of **SAM DALE TRADING (PTY) LTD** by the Act. The Information Officer is duly authorised to act as such and such authorisation has been confirmed by the “head” of **SAM DALE TRADING (PTY) LTD** in writing;
- “**Manual**” means this manual published in compliance with Section 51 of the Act;
- “**Personnel**” means any person who works for or provides services to or on behalf of **SAM DALE TRADING (PTY) LTD** and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of **SAM DALE TRADING (PTY) LTD**. This includes without limitation, members, all permanent, temporary and part-time staff as well as consultants and contract workers;
- “**Record**” means any recorded information, regardless of form of medium, which is in the possession or under the control of **SAM DALE TRADING (PTY) LTD**, irrespective of whether it was created by **SAM DALE TRADING (PTY) LTD**;
- “**Request**” means a request for access to a record of **SAM DALE TRADING (PTY) LTD**;
- “**Requestor**” means any person, including a public body or an official thereof, making a request for access to a record of **SAM DALE TRADING (PTY) LTD** and includes any person acting on behalf of that person; and
- “**SAHRC**” means the South African Human Rights Commission. Unless a contrary intention clearly appears, words signifying:
  - the singular includes the plural and vice versa;
  - any one gender includes the other genders and vice versa; and
  - Natural persons include juristic persons.

Terms as defined in the Act shall have the same meaning in this Manual.



### 3. SAM DALE TRADING (PTY) LTD

The principal business of **SAM DALE TRADING (PTY) LTD** is Debt Review Administration.

### 4. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available by sending a request for a copy to the Information Officer by email. The Manual may also be inspected at the address set out below. In addition, this manual can be accessed through the SAHRC at its address set out below. This Manual will be updated from time to time, as and when required.

### 5. HOW TO REQUEST ACCESS TO RECORDS HELD BY SAM DALE TRADING (PTY) LTD

Requests for access to records held by **SAM DALE TRADING (PTY) LTD** must be made on the request forms that are available from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)) (under "regulations").

For the convenience of requestors, copies of such forms are included in the version of this Manual available at our address set out below. Please note that requestors are also required to make payment of the prescribed fees. This issue is dealt with more fully below.

- Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below.
- The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester.
- The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- **The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.**
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the **SAM DALE TRADING (PTY) LTD** Information Officer.
- **The standard form that must be used for the making of requests can be obtained from the SAHRC, Department of Justice and Constitutional Development or our Information Officer. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.**
- The list detailing the prescribed fees in respect of requests and the fees in respect of access to records (if the request is granted) can be obtained from the SAHRC.
- Kindly note that all requests to **SAM DALE TRADING (PTY) LTD**, will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by **SAM DALE TRADING (PTY) LTD** does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.



## 6. CONTACT DETAILS

<b>Name of Private Body</b>	<b>SAM DALE TRADING (PTY) LTD trading as CONSUMER FRIEND</b>
<b>Designated Information Officer</b>	<b>Ronel Sultan</b>
<b>Email address of Information Officer</b>	<b>ronel@consumerfriend.co.za</b>
<b>Postal address</b>	P. O. Box 1026, Durban, 4000
<b>Street address</b>	3 The Crescent East Westway Office Park Westville 3629
<b>Phone number</b>	<b>031 251 4151</b>
<b>Fax number</b>	<b>031 251 4253</b>

## 7. HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

Please contact the SAHRC to obtain the guide. Their details are reflected below:

The South African Human Rights Commission: - PAIA Unit  
The Research and Documentation Department

Postal address : Private Bag X2700  
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)

## 8. VOLUNTARY DISCLOSURE

Certain information is also made available to employees of **SAM DALE TRADING (PTY) LTD**, which is not generally made available to the public. To avoid confusion, these items are not listed here but may be obtained by **SAM DALE TRADING (PTY) LTD** employees from the Information Officer, **Ronel Sultan**.

## 9. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

### General

- Basic Conditions of Employment Act 75 of 1997;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Companies Act 71 of 2008;
- Consumer Protection Act 68 of 2008;
- National Credit Act 34 of 2005;
- Income Tax Act 58 of 1962;
- Unemployment Insurance Act 63 of 2001;
- Unemployment Insurance Contributions Act 4 of 2002;
- Value Added Tax Act 89 of 1991.



## 10. RECORDS HELD BY SAM DALE TRADING (PTY) LTD

We maintain records on the following categories and subject matters. **However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured.** All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

Please note further that many of the records held by us are those of third parties, such as customers and employees and we take the protection of third party confidential information very seriously. Please **ensure that requests for such records are carefully motivated to avoid rejection.**

### 10.1 Administration / Companies Act Records

The following are records pertaining to **SAM DALE TRADING (PTY) LTD** own affairs:

- Documents of Incorporation / Registration documents of Entity;
- Memorandum and Articles of Association;
- Minutes of Board of Directors meetings;
- Records relating to the appointment of directors / members / auditors/ accountants and other officers;
- Share register and other statutory registers;
- Statutory records;
- Minutes of meetings;

### 10.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of **SAM DALE TRADING (PTY) LTD** and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of **SAM DALE TRADING (PTY) LTD**. This includes, without limitation, members, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to us by our personnel;
- Any records a third party has provided to us about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Employment Contracts;
- Employment Equity Plan;
- Disciplinary records;
- Salary Record;
- SETA Records;
- Disciplinary codes;
- Leave records;
- Training records;
- Employment policies and procedures;
- Internal evaluation records; and
- Other internal records and correspondence.
- Charters, codes of conduct and policies (both internal and external)
- Internal policies and procedures;

### 10.3 Financial Records

- Financial Statements;



- Tax returns;
- Accounting records;
- Banking records / Bank Statements, Paid cheques, Electronic banking records, Deposit slips;
- Asset Register;
- Rental Agreements;
- Invoices;

#### 10.4 Income Tax Records

- PAYE Records
- Documents issued to employees for income tax purposes
- Vat records;
- Skills Development Levies;
- UIF;
- Workmen's Compensation;

#### 10.5 Customer-related records

Customer-related information includes the following:

- Contracts with the customer and between the customer and other persons;
- Any records a customer has provided to **SAM DALE TRADING (PTY) LTD** or a third party acting for or on behalf of **SAM DALE TRADING (PTY) LTD**;
- Any credit records or other research conducted by **SAM DALE TRADING (PTY) LTD** in respect of its customers or research derived by **SAM DALE TRADING (PTY) LTD** from its customers and their activities;
- Records, reports, designs and the like generated by **SAM DALE TRADING (PTY) LTD** for its customers;
- Any records a third party has provided to **SAM DALE TRADING (PTY) LTD** either directly or indirectly; and
- Records generated by or within **SAM DALE TRADING (PTY) LTD** pertaining to the customer, including transactional records.

#### 10.6 Other Parties

Records are kept in respect of other parties, including without limitation joint ventures and consortia to which **SAM DALE TRADING (PTY) LTD** is a party, contractors and sub- contractors, suppliers, service providers, and general market conditions.

#### 10.7 Other Records

Further records are held including:

- Information relating to **SAM DALE TRADING (PTY) LTD** own commercial activities.

