MANUAL
for

Good Fellas Personal Services Gauteng (Pty) Ltd

Reg. Nr 2004/035929/07

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (hereinafter referred to as “the Act”)

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

In this document, Good Fellas refers to Good Fellas Personal Services Gauteng (Pty) Ltd.

GOOD FELLAS is a brand and it has in itself no legal status.

September 2011 version

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1. INTRODUCTION

Good Fellas Personal Services Gauteng (Pty) Ltd is a private chauffeur service company.

2. CONTACT DETAILS

2.1 Information Officer:

Name:	THE COMPANY SECRETARY
Postal address:	PO Box 210990 Fig Tree Port Elizabeth 6033
Physical address:	48 Albert Road WALMER Port Elizabeth 6070
Telephone:	0861 433 552
Facsimile:	041 581 7209
E-mail:	support@gfellas.co.za

3. GENERAL INFORMATION:

3.1

3.1.1 Name of Private Body:	**Good Fellas Personal Services Gauteng (Pty) Ltd**
Postal address:	PO Box 210990 Fig Tree Port Elizabeth 6033
Physical address:	48 Albert Road WALMER Port Elizabeth 6070

3.1.2 **Telephone:** 0861 433 552

3.1.3 **Facsimile:** 041 581 7209

3.1.4 **Email:** support@gfellas.co.za

3.1.5 **Website:** www.gfellas.co.za

4 GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission has at the date of printing and publishing hereof not yet compiled the guide contemplated in Section 10 of the Promotion of Access to Information Act. The guide, once published, will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission,
PAIA Unit (The Research and Documentation Department),
Private Bag 2700, Houghton, 2041;
Telephone: 011-484 8300
Facsimile: 011-484 1360
Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za

5 Records of the organisation

This section serves as a reference to the records that Good Fellas hold in order to facilitate a request in terms of the Act.
This information is classified and grouped according to records relating to the following subjects and categories and held at the main office of Good Fellas:

5.1 Personnel records

- Personal records provided by personnel;
- Records provided by a third party relating to personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records and other internal records;
- Medical Aid and Provident Fund records
- Correspondence relating to personnel;
- Training schedules and material

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

5.2 Customer related records

5.2.1 Records provided by a member ;

5.2.2 Records generated by or within Good Fellas relating to its members, including contracts and transactional records.

A “member” refers to any natural or juristic entity that receives services from Good Fellas.

5.3 Private body records

5.3.1 Financial records;
5.3.2 Operational records
5.3.3 Databases;
5.3.4 Information technology;
5.3.5 Marketing records;
5.3.6 Internal correspondence;
5.3.7 Product records;
5.3.8 Statutory records;
5.3.9 Internal Policies and Procedures;
5.3.10 Securities and equities;

5.4 Other party records

5.4.1 Personnel, member or private body records which are held by another party, as opposed to the records held by Good Fellas itself;

5.4.2 Records held by Good Fellas 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.

Good Fellas may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Good Fellas.

It is recorded that the accessibility of the records and documents listed above may be subject to the grounds of refusal as set out in section 6 of this manual.

6 Grounds for refusal of access to records

The main grounds for Good Fellas to refuse a request for information relates to the:

6.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;

6.2 Mandatory protection of the commercial information of a third party, if the record contains:

6.2.1 trade secrets of that third party;

6.2.2 financial, commercial or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

6.2.3 information disclosed in confidence by a third party to Good Fellas, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

6.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

6.4 mandatory protection of the safety of individuals and the protection of property;

6.5 mandatory protection of records which would be regarded as privileged in legal proceedings;

6.6 the commercial activities of Good Fellas, which may include:

6.6.1 trade secrets of Good Fellas;

6.6.2 financial, commercial or technical information which disclosure could likely cause harm to the financial or commercial interests of Good Fellas;

6.6.3 information which, if disclosed could put Good Fellas at a disadvantage in negotiations or commercial competition;

6.6.4 a computer program which is owned by Good Fellas, and which is protected by copyright.

6.7 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, shall be refused.

7 Remedies available when a request is refused

7.1 Internal remedies

A decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for the information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

7.2 External remedies

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

Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For the purpose of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

8 Request procedure

8.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.

8.2 The requester must complete the prescribed form available on the website of the South African Human Rights Commission at www.sahrc.org.za or the website of The Department of Justice and Constitutional Development (under regulations) at www.doj.gov.za and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated in section 4 of this manual.

8.3 The prescribed form must be filled in with enough detail to at least enable the Information Officer to identify: -

8.3.1 The record or records requested;

8.3.2 The identity of the requester;

8.3.3 Which form of access is required, if the request is granted; and
8.3.4 The postal address or fax number of the requester

8.4 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. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

8.5 Good Fellas will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the aforementioned time period not be complied with.

8.6 The requester shall be informed whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.

8.7 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.

8.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

8.9 The requester must pay the prescribed fee, before any further processing can take place.

9 Access to records held by the organization

9.1 Records held by Good Fellas may be accessed by requests only once the prerequisite requirements for access have been met.

9.2 A requester is any person making a request for access to a record of Good Fellas. There are two types of requesters:

9.2.1 Personal Requester
A personal requester is a requester who is seeking access to a record containing personal information about the requester.
Good Fellas 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 will be charged.

9.2.2 Other Requester
This requester (other than a personal requester) is entitled to request access to information on third parties. However, Good Fellas is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

10 Fees

10.1 The Act provides for two types of fees, namely:

10.1.1 A request fee, which will be a standard fee; and

10.1.2 An access fee, which must be calculated by taking into account production costs, search and preparation time and cost, as well as postal costs.

10.2 When 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 (if any), before further processing of the request.

10.3 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.

10.4 The Information Officer shall withhold a record until the requester has paid the requisite fees. The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za or the website of The Department of Justice and Constitutional Development (under regulations) at www.doj.gov.za **.**

10.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the, including making arrangements to make it available in the requested format.

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

11. Decision

11.1 Good Fellas will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice in writing with reasons (if required) to that effect.

11.2 The 30 day period within which Good Fellas has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Good Fellas and the information cannot reasonably be obtained within the original 30 day period. Good Fellas will notify the requester in writing should an extension be sought.

12. List of applicable legislation

A table of legislation (**Appendix 1**) setting out a description of the records which are available in accordance with other legislation is available from the Information Officer upon request.

13. Availability of the manual

13.1 This manual is made available in terms of Regulation Number R.187 of 15 February 2002.

13.2 This manual will also be available on the Good Fellas website at www.gfellas.co.za

APPENDIX 1

LIST OF APPLICABLE LEGISLATION

(This is not an exhaustive list)

- Basic Conditions of Employment Act (Act 75 of 1997)
- Companies Act (Act 61 of 1973)
- Compensation for Occupational Injuries & Diseases Act (Act 130 of 1993)
- Employment Equity Act (Act 55 of 1998)
- Income Tax Act (Act 95 of 1967)
- Labour Relations Act (Act 66 of 1995)
- Skills Development Levies Act (Act 9 of 1999)
- Trade Marks Act (Act 194 of 1993)
- Unemployment Contributions Act (Act 4 of 2002)
- Value Added Tax Act (Act 89 of 1991)

FORM C

REQUEST FOR ACCESS TO RECORDS

(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 Managing Director : Mr J Bishop
Good Fellas Personal Services Gauteng (Pty) Ltd
PO Box 210990
Fig Tree
6033

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORDS OF PRIVATE BODY

(a) Particulars of the person who requests access to the records must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names & surname:	
Identity Number:	
Capacity in which request is made:	
Postal Address:	
Telephone Number:	
Fax Number:	
Email address:	

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request is made on behalf of another person

Full names & surname:	
Identity Number:	

Capacity in which request is made:	
Postal Address:	
Telephone Number:	
Fax Number:	
Email address:	

D. PARTICULARS OF RECORDS

(a) Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be located
(b) If the provided space is inadequate, please continue on a separate portfolio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of record	
2. Reference number, if available	
3. Any further particulars of record	

E. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate portfolio 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	

F. 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 therefore.

Reason for exemption of payment for the fee:

G. 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