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**M A N U A L**

*IN ACCORDANCE WITH*

**THE PROMOTION OF ACCESS TO  
INFORMATION ACT (NO. 2 OF 2000)**

**IMPORTANT NOTICE**

The Government Printing Works will not be held responsible for faxed documents not received due to errors on the fax machine or faxes received which are unclear or incomplete. Please be advised that an "OK" slip, received from a fax machine, will not be accepted as proof that documents were received by the GPW for printing. If documents are faxed to the GPW it will be the sender's responsibility to phone and confirm that the documents were received in good order.

Furthermore the Government Printing Works will also not be held responsible for cancellations and amendments which have not been done on original documents received from clients.

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**THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000, SECTION 51 MANUAL FOR SANCLARE FINANCIAL (PTY) LTD**

Sanclare Financial (Pty) Limited ("*Sanclare Financial*") offers and delivers the specialised services of a consumer debt collection agency.

**PARTICULARS IN TERMS OF SECTION 51**

1. **CONTACT DETAILS [Section 51(1)(a)]**

**Director/Head:** Christopher Fisher  
Cell: 079 871 6856  
Direct Line: 021 410 0247  
Email: [chris.fisher@sanclare.co.za](mailto:chris.fisher@sanclare.co.za)

**Physical Address:** 108 De Waal Road  
Diep River  
Cape Town  
7800

**Contact Details:** Tel: 021 410 0243  
Fax: 021 764 9929  
Email: [customerservices@sanclare.co.za](mailto:customerservices@sanclare.co.za)  
Website: [www.sanclare.co.za](http://www.sanclare.co.za)

**Postal Address:** P.O. Box 44319  
Claremont, 7735

Company Registration Number: 2008/006122/07  
VAT Registration Number: 4520255193

2. **THE SECTION 10 GUIDE ON HOW TO USE THE ACT [Section 51(1)(b)]**

The Guide is available from the South African Human Rights Commission.

Please direct any queries to:

The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department  
Private Bag 2700  
Houghton  
2041

Tel: (011) 484 8300  
Fax: (011) 484 7146  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

3. **RECORDS AUTOMATICALLY AVAILABLE AT SANCLARE FINANCIAL (PTY) LTD [Section 51(1)(c)]**

No notice has yet been issued regarding the categories of records automatically available without a person having to request access in terms of the Act.

4. **RECORDS AVAILABLE AT SANCLARE FINANCIAL (PTY) LTD IN TERMS OF ANY OTHER LEGISLATION [Section 51(1)(d)]**

All records of employee's particulars, time worked, remuneration and employment equity plan in terms of all relevant and applicable legislation of the Republic of South Africa.

5. **RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE, BUT MAY BE REQUESTED. ACCESS TO THESE RECORDS MAY BE PROTECTED BY REASONS OF PRIVACY OR THE GROUNDS OF REFUSAL DETAILED IN THE ACT [Section 51(1)(e)]**

<b><u>CATEGORY</u></b>	<b><u>DISCRIPTION/SUBJECT</u></b>
ACCOUNTING & FINANCE	banking details, bank account statements, trust account statements, financial statements general ledger, tax records, including tax and VAT returns, debtors and creditors' books, annual council for debt collectors return
ADMINISTRATION	customer personal data, written correspondence with customers and debtors, notes of telephonic conversations with customers, notes of other contact with customers, lease agreements, insurance policies, BBE documents and certificates, minutes of meetings
HUMAN RESOURCES	contracts of employment, payroll, attendance register, employment checks and references, documents relating to disciplinary procedures & grievances and records relating thereto
MARKETING	website, business cards
PROCUREMENT	contracts and tenders with private bodies

6. **SUCH OTHER INFORMATION AS MAY BE PRESCRIBED [Section 51(1)(f)]**

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

**7. AVAILABILITY OF THE MANUAL [Section 51(3)]**

This manual is available for inspection free of charge at the offices of Sanclare Financial. A copy is also available with the South African Human Rights Commission, *Government Gazette* and on Sanclare Financial's website.

**8. FORM OF REQUEST**

8.1 A requester who wishes to have access to Sanclare Financial's records in order to protect or exercise his/her constitutional right(s) must do the following:

8.1.1 complete in full the prescribed form C;

8.1.2 address the request to the Director of Sanclare Financial;

8.1.3 the request must be made out to Sanclare Financial's physical address, fax number or e-mail address [Section 53(1)].

8.2 The requester must provide the following:

8.2.1 sufficient particulars on the request form in order to enable the Director of Sanclare Financial to identify the record and the requester;

8.2.2 indicate which form of access is required;

8.2.3 specify a postal address or fax number of the requester, or any other manner in which the requester wishes to be informed of the decision of the request;

8.2.4 identify the right which he/she is seeking to exercise, and provide an explanation of why the requested record is required for the exercise or protection of that right;

8.2.5 if the request is made on behalf of a person, the requester must submit proof of the capacity in which he/she is making the request to the reasonable satisfaction of the Director of Sanclare Financial [Section 53(2)(a) – (f)].

**9. FEES**

9.1 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester who is not a personal requester must pay the prescribed request fee.

9.2 The Director of Sanclare Financial shall notify the requester other than a personal requester, by notice requiring the requester to pay the prescribed request fee before further processing the request [Section 54(1)].

9.3 The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [Section 54(3)(b)].

9.4 After the Director of Sanclare Financial has made a decision on the request, the requester shall be notified in the required form.

9.5 If the request is granted, then a further access fee must be paid for the search, reproduction, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [Section 54(6)].