



PROMOTION OF ACCESS TO INFORMATION MANUAL

Atlantic Internet Services is an Internet Service Provider, providing Internet access and hosting services to South African businesses and consumers.

Company Contact details

Any person who wishes to request any information from Atlantic Internet Services (Pty) Ltd with the object of protecting or exercising a right may contact the Information Officer whose contact details are as follows:

Postal Address

The Information Officer
Atlantic Internet Services (Pty) Ltd
P. O. Box 12974
Hatfield, 0028
Pretoria

Physical Address

Block 12
Boardwalk Office Park
Boardwalk Street
Faerie Glen
Pretoria

Other Contact Information

Tel: (012) 990 4600

Fax (012) 990 4601

e-mail informationofficer@lantic.net

Website www.lantic.net

The Act

In terms of section 53, a request for access to a record of Atlantic Internet Services (Pty) Ltd must be made in the prescribed form to Atlantic Internet Services (Pty) Ltd at the address, fax number or electronic mail address given above.

The form requires the requestor to provide the following:

- Sufficient information to enable the Information Officer to identify the requestor;
- Sufficient information to enable the Information Officer to identify the record(s) requested;
- The form of access required;
- The requestor's postal address or fax number;
- Identification of the right sought to be exercised or protected;
- An explanation on why the record is required to exercise or protect that right;



- The manner in which the requestor wishes to be informed of the decision on the request, if in a manner in addition to written notification; and
- If the request is made on behalf of a person, the submission of proof of the capacity in which the requestor makes the request, to the satisfaction of the Information Officer.

For a specimen of the request form see ANNEXURE A to the manual. Requestors must note that all of the information as listed above should be provided, failing which the process will be delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished on the private body by the requestor.

Prescribed Fees

Payment of fees is regulated in terms of section 54 of the Act. The Regulations to the Act provide for two types of fees:

Request fee: This is a non-refundable administration fee paid by all requestors with the exclusion of personal requestors. It is paid before the request is considered.

Access fee: This is paid by all requestors only when access is granted. This fee is intended to re-imburse the private body for the costs involved in searching for a record and preparing it for delivery to the requestor.

Atlantic Internet Services (Pty) Ltd may withhold a record until the request fee and the deposit (if applicable) have been paid. A schedule of the prescribed fees is attached as ANNEXURE 2 to the manual.

Requestor other than Personal Requestor

The Information Officer must give written notice to a requestor other than a personal requestor of the request fee and amount to be paid before the request may be further processed.

If in the Information Officer's opinion the search for a record, or preparation of the record for disclosure will require more than the prescribed hours, the Information Officer may require the requestor to pay a deposit, not being more than one third of the access fee that would be payable if the request is granted. If the request is declined, the deposit must be repaid to the requestor.

The notice given by the Information Officer must advise the requestor that s/he has a right to apply to court against the payment of the request fee or deposit, and also advise of the procedure of the application.

Personal Requestor

A personal requestor is described in terms of the Act as a requestor seeking access to a record containing information about the requestor.

A personal requestor is not liable to pay a request fee, is liable for payment of access fees in the event of a request being granted, but may not be required to pay a deposit before the granting of the record.

Human Rights Commission Guideline

In terms of section 10 of the Act, the Human Rights Commission must compile a guide by 14 August 2003. This guide is intended to assist users in the interpretation of the Act. The guide will contain a description of the objects of the Act, the contact details of the information officers of all the public bodies, particulars of the public bodies, the manner of access to the records of those public bodies and the remedies available in law regarding a breach of any of the provisions of the Act.



The South African Human Rights Commission's contact details are as follows;
 Private Bag 2700
 Houghton
 2041
 Tel: 011 484 8300
 Fax 011 484 1360

Classification of Company Information

Classification	Access	Description
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural personal [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breached a duty of confidence owned to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged documents [s67]
11	May not be Refused	Environmental testing/ investigation which reveal public safety / environmental risks [s64(2);s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]



Summary of Records Availability

Departmental Records	Subject	Classification Number
Communications/Public Affairs	Current Product Information	1, 4
	Public Corporate Records	1
	Media Releases	1
Environmental Records	Environmental Policy	1
	Environmental Records	11, 14
Human Resources Division	Employee Records	4, 5, 9
	Employment Contracts	4, 5
	Personnel Guidelines, Policies and Procedures	12
	Employee Medical Records	4, 5, 8
Financial Division	Audited Financial Statements	12
	Tax Records (Company & Employees)	12
	Asset Register	12
	Management Accounts	12
Corporate and Legal services Division	General Contract Documentation	6, 12
	Statutory Records	12
	Company Guidelines, Policies and Procedures	12
Sales and Marketing Division	Trade Marks	3
	Market Information	12, 13
	Product Brochures	1
	Customer Manuals	4
	Sales Records	1
	Marketing and Sales Strategies	12
Reseller strategies and documentation	12	