



**Fine Line Agencies Group  
(FLAGSA)**

**MANUAL IN TERMS OF SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION  
ACT 2 OF 2000 (“THE ACT”)**

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## **1 INTRODUCTION**

1.1 The Act seeks, *inter alia*, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

1.2 The Act also requires public and private bodies to compile manuals that provide information on both the types and categories of records held by such public and private bodies. Fine Line Agencies Group (“FLAGSA”) is a public body under paragraph (b)(ii) of the definition of “public body” in section 1 of the Act. In terms of section 8 of the Act a public body referred to in paragraph (b)(ii) referred to above may either be a public body or a private body in relation to a record of that body. This document serves as FLAGSA’s manual with regard to information or records in relation to which FLAGSA is a private body.

### **Company Overview**

1.3 FLAGSA is a private enterprise formally known as DVG Remacle T/A Fine Line Agencies Group, AKA FLAGSA

1.4 Fine Line Agencies Group has the following subsidiaries –

- (a) FLAGSA (Website)
- (b) CuriosCape (Website)
- (c) Curiosity (Website)
- (d) Souvenircity (Website)
- (e) Amajolo (Website)

1.5 The main business of The Fine Line Agencies Group is to provide:

- (a) Representative agency services to curio, gift, souvenir manufactures and wholesalers;
- (b) Provide e-commerce transactional and information services to it's customer base – being retailers in the tourism sector.
- (c) information services to the public via web services.

## **2 PARTICULARS IN TERMS OF SECTION 51**

### **2.1 Contact Details - [Section 51(1)(a)]**

2.1.1 The Chief Information Officer of FLAGSA is:

Name: Mr Didier Victor Ghislain Remacle

Postal Address: PO Box 571

Yzerfontein

7351

Physical Address: 18 Park Road

Yzerfontein

Western Cape

7351

Phone Number: +27 22 451-2080

Fax Number: 0880224512080

E-mail: [finelineagencies@telkomsa.net](mailto:finelineagencies@telkomsa.net)

#### 2.2.2

The Chief Information Officer has duly authorised the person below as Deputy Information Officer to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner: -

## 2.2 **The Section 10 Guide [Section 51(1)(b)]**

The South African Human Rights Commission will, in terms of section 10 of the Act, compile a guide on the use of the Act. This guide will be available from the South African Human Rights Commission not later than August 2003 at the following address:

Private Bag X2700

Houghton

2041

Tel: (011) 484-8300

Fax: (011) 484-0582

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

## 2.3 **Records Automatically Available- [Section 51(1)(c)]**

Records that are automatically available to the public are all records of FLAGSA lodged in terms of government requirements with various statutory bodies, including the Registrar of Companies and the Registrar of Deeds, all records in the booklets and pamphlets published by Fine Line Agencies Group and all records available on FLAGSA website.

**2.4 Records available in accordance with any other legislation  
–[Section 51(1)(d)]**

FLAGSA has records available in accordance with the following legislation:

- 2.4.1 The Occupational Health and Safety Act 29 of 1996;
- 2.4.3 Income Tax Act 58 of 1962;
- 2.4.5 Telecommunications Act 103 of 1996;
- 2.4.6 Basic Conditions of Employment Act 75 of 1997;
- 2.4.7 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 2.4.8 Employment Equity Act 55 of 1998;
- 2.4.9 Labour Relations Act 66 of 1995;
- 2.4.10 National Environmental Management Act 107 of 1998;
- 2.4.11 Skills Development Levies Act 55 of 1998;
- 2.4.12 Trade Marks Act 194 of 1993;
- 2.4.13 Unemployment Insurance Act 30 of 1966;
- 2.4.14 Customs & Exercise Act 91 of 1964;

**2.5 The processes and procedures for requesting information or records - [Section 51(1)(e)]**

- 2.5.1 The requester must use the prescribed form to make the request for access to a record. The request must be

made to the Information Officers whose contact details are set out in paragraph 2.2.1 above. The request must be made to the address, fax number or electronic mail address of such contact persons set out in paragraph 2.2.2 above.

2.5.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requestor should also indicate which form of access is required. The requestor should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

2.5.3 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.

2.5.4 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requestor is making the request, to the satisfaction of the contact persons of FLAGSA

2.5.5 The Information Officer of FLAGSA shall notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

2.5.6 In the event that FLAGSA refuses to give the requester access to requested records, the requester may lodge an

application with a court of law for FLAGSA to be ordered to give the requester access to the requested records.

2.5.7 If the court orders FLAGSA to grant the requester access to the requested records, the requester must pay a further access fee for the reproduction, the search, preparation and time taken to provide the records, in excess of the prescribed hours to search and prepare the record for disclosure.

## 2.6 **Grounds For Refusal of Access to Records – [Part II Chapter 4]**

2.6.1 FLAGA may refuse a request for information or record if that information or record relates to:

- (a) mandatory protection of the privacy of a third party who is a natural person, which involves the unreasonable disclosure of personal information of that natural person;
- (b) mandatory protection of the commercial information of a third party, if the record contains –
  - (i) trade secrets of that third party;
  - (ii) financial, commercial, scientific or technical information which the disclosure could likely cause harm to the financial or commercial interests of that third party;

- (iii) information disclosed in confidence by a third party to FLAGSA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- (c) mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- (d) mandatory protection of the safety of individuals and the protection of property;
- (e) mandatory protection of records which would be regarded as privileged in legal proceedings;
- (f) the commercial activities of FLAGSA, which may include –
  - (i) trade secrets of FLAGSA;
  - (ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of FLAGSA;
  - (iii) information which, if disclosed could put FLAGSA at a disadvantage in negotiations or commercial competition;

- (iv) a computer program which is owned by FLAGSA and which is protected by copyright.
  
- (g) The research information of FLAGSA or third party, if its disclosure would disclose the identity of FLAGSA, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

2.6.2 FLAGSA shall refuse requests for information where such requests are frivolous or vexatious or involve an unreasonable diversion of FLAGSA resources.

## **2.7 A Description of the Subjects of the Records Held by FLAGSA and the Categories in which these Subjects are Classed - [Section 51(1)(e)]**

FLAGSA holds the following records and information which is categorised in the following categories-

### **2.7.1 Company Secretarial Records**

- (a) Memorandum and Articles of Association;
- (c) Minutes of Meetings;
- (d) Statutory Returns;
- (e) Powers of attorneys;
- (f) Delegation of authority; and

**2.7.2 Movable and Immovable Property**

- (b) Lease Agreements;
- (c) Hire Agreements;
- (d) Hire-purchase Agreements;
- (e) Credit Sale Agreements;
- (f) Ordinary and Conditional Sale Agreements.

**2.7.3 Intellectual Property**

- (a) Trademarks
- (c) Copyright;
- (d) Designs;
- (e) Know-how;
- (f) Licences.

**2.7.4 Insurance**

- (a) Policies;
- (b) Insurance claim files.

**2.7.5 Taxation**

- (a) Income tax returns

## 2.7.6 **Human Resources**

- (a) Policies and procedures;
- (b) Employee information;
- (c) Employment agreements;
- (d) Forms and applications;
- (e) Standard letters and notices;
- (i) Accident books and records;
- (l) Safety, Health and Environmental records.

## 2.7.7 **Finance**

- (a) Annual returns
- (b) Management accounts;
- (c) Banking details and bank accounts;
- (d) Debtors/Creditors statements and invoices;
- (e) General ledgers and subsidiary ledgers;
- (f) General ledger reconciliation; and
- (g) Policies and Procedures.

**2.7.8 Procurement**

- (a) Policies and Procedures;
- (b) Reports and Supporting documentation;
- (c) Standard Terms and Conditions for supply of Services, Products and Software;
- (d) Contractor, client and supplier agreements and information;
- (e) Security documents;

**2.7.9 Operations**

- (a) Billing;
- (b) Customers;
- (c) Telecommunications traffic;
- (d) Network;
- (e) Tariffs;
- (f) Products;
- (g) Interconnect;
- (h) Representative settlements;
- (i) Policies and Procedures; and
- (j) Any agreements related to the operations of FLAGSA.

2.7.10 **Legal**

- (a) Contracts;
- (b) Commercial disputes; and
- (c) Litigation.

2.7.11 **Regulatory**

- (a) Permits, licences, consents, approvals; authorisations, applications, registrations and exemptions;
- (b) Disputes.

2.7.12 **Information technology**

- (a) System documentation and manuals;
- (b) Project, disaster recovery and implementation plans;
- (c) Internet policy documentation;
- (d) Computer policy documentation.

2.7.13 **Administration**

- (a) Micronet  
;

- (b) Correspondence with internal and external parties.

**2.8 Other Information as may be prescribed - [Section 51(1)(f)]**

No information has been prescribed.

**2.9 Availability of the Manual - [Section 51(3)]**

This manual has been made available to the Human Rights Commission, in accordance with paragraph 9(1) of the Regulations promulgated in terms of the Act and is published on the website of FLAGSA ([www.fineagency.co.za](http://www.fineagency.co.za)). Or ([www.flagsa.co.za](http://www.flagsa.co.za)) or ([www.curioscape.co.za](http://www.curioscape.co.za))

**2.10 Prescribed Fees in respect of Private Bodies**

The following fees have been prescribed in the Regulations promulgated in terms of the Act and must be paid by a requester before FLAGSA contact persons can make any records requested available to the requester.

The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

The fees for reproduction referred to in regulation 11(1) are as follows:-

(a)	For every photocopy on an A4 size page or	R1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75
(c)	For copy in a computer-readable on: -  (i) stiffy disc no longer applicable (ii) compact disc	R7.50 R70.00
(d)	(i) For a transcription of visual images, For an A4-size page or part thereof.  (ii) For a copy of visual images.	R40.00 R60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof.  (ii) For a copy of an audio record	R20.00 R30.00

The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.

The access fees payable by a requester referred to in regulation 11(3) are as follows: -

1(a)	For every photocopy of an A4-size page or part thereof	R1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0.75
(c)	For copy in a computer-readable on: -	

	(iii) stiffy disc (No longer Applicable)	R7.50
	(iv) compact disc	R70.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof.	R40.00
	(ii) For a copy of visual images.	R60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R20.00
	(ii) For a copy of an audio record	R30.00
(f)	To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R30.00

For purposes of section 54(2) of the Act, the following applies: -

- (i) six hours as the hours to be exceed before a deposit is payable; and
- (ii) one third of the access fee is payable as a deposit by the requester.

The actual postage is payable when a copy of a record must be posted to a requester.

## 2.11 Prescribed Form

The following Form C has been prescribed in Regulation 10 passed in terms of the Act and should be completed by a requester who wants access to the records of a private body.

**FORM C**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

(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 Head: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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 fax number 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: \_\_\_\_\_

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Telephone number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Capacity in which the request is made, when made on behalf of another person: \_\_\_\_\_

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C. Particulars of person on whose behalf request is made

*This section must be completed ONLY if requests for information is made on behalf of another person.*

Full names and surname: \_\_\_\_\_

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Identity number: \_\_\_\_\_

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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) *In 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: \_\_\_\_\_

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2. Reference number, if available: \_\_\_\_\_

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3. Any further particulars of record: \_\_\_\_\_

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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: \_\_\_\_\_

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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 I which form the record is required.**

Disability: _____ _____	Form in which record is required: _____ _____
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Mark the appropriate box with an **X**.

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 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.

1.	If the record is in written or printed form:			
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center; padding: 5px;"><input type="checkbox"/> Copy of record*</td> <td style="width: 33%; text-align: center; padding: 5px;"><input type="checkbox"/> Inspection of record</td> </tr> </table>	<input type="checkbox"/> Copy of record*	<input type="checkbox"/> Inspection of record	
<input type="checkbox"/> Copy of record*	<input type="checkbox"/> Inspection of record			
2.	If the record consists of visual images (this includes photographs, slide, video recordings, computer – generated images, sketches etc.):			
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center; padding: 5px;"><input type="checkbox"/> view the images</td> <td style="width: 25%; text-align: center; padding: 5px;"><input type="checkbox"/> copy of the images*</td> <td style="width: 25%; text-align: center; padding: 5px;"><input type="checkbox"/> transcription of the images*</td> </tr> </table>	<input type="checkbox"/> view the images	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> transcription of the images*
<input type="checkbox"/> view the images	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> transcription of the images*		
3.	If the record consists of recorded words or information which can be reproduced in sound:			

	Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)
4. If the 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* (stiffy or compact disc)
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?			

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 the additional folios***

1. Indicate which right is to be exercised or protected:

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2. Explain why the record requested is required for the exercise or protection of the aforementioned right: \_\_\_\_\_

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H. 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 \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE OF REQUESTER / PERSON**