



**MEDIA HEADS 360 PROPRIETARY LIMITED**

**INFORMATION MANUAL**

Prepared in terms of Section 51 of  
The Promotion of Access to Information Act 2 of 2000

## 1. PREFACE

MediaHeads360 ("MediaHeads") is committed to the observance of and compliance with the directives of the Promotion of Access to Information Act 2 Of 2000 ("PAIA") which gives effect to the right to access to information provided in section 32(1) Constitution. It echoes the key principles of good governance, transparency and accountability. In the pursuit of its objectives, MediaHeads encourages the sharing of information with requesters and members of the public as optimally as is possible. This information manual is drafted to give effect to this right and ensure accordance with Section 51 of the PAIA Act.

This Manual contains the processes and procedures required to be followed by a Requester or Data Subject to request access to information held by MediaHeads and it further advances how MediaHeads will assist in these access requests. This Manual also contains the forms that need to be completed and the fees levied to process an access to information request. PAIA does not function independently and should be read with the relevant provisions of the Protection of Personal Information Act, 4 of 2013 (POPIA) which commenced on 1 July 2021 and has empowered the Information Regulator to oversee Information Officers appointed in terms of PAIA. MediaHeads is committed to upholding the Personal Information protection mechanisms contained in POPIA and balancing that protection with the lawful disclosure.

## 2. DETAILS

**Full Name:** Media Heads 360 Proprietary Limited

**Postal Address:** PO Box 3014, Houghton, 204, Johannesburg

**Physical Address:** AME Office Park, No. 5, 8<sup>th</sup> Street, Houghton

**Website:** [www.mediaheads360.co.za](http://www.mediaheads360.co.za)

## 3. CONTACT DETAILS OF INFORMATION OFFICER

| Designation                                       | Contact Information   |
|---|---|
| <b>Managing Director:</b><br>Candida Anne Dempers | <b>Email:</b><br><a href="mailto:candy@mediaheads360.co.za">candy@mediaheads360.co.za</a> |

#### **4. GUIDE ON USING THE ACT**

Section 10 of PAIA mandates the SAHRC to compile a guide advising Requesters on how to use the Act for the purpose of exercising any right contained in the Act. The SAHRC has successfully published the guide in each of South Africa's eleven (11) official languages. These guides can be accessed on the SAHRC website. Further information on the PAIA guide can be accessed from:

The PAIA Unit at the South African Human Rights Commission

Private Bag X2700 Houghton 2014

Telephone: +27 (0)11 877 3600

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

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

#### **5. APPLICABLE LEGISLATION**

MediaHeads keeps records in accordance with the following legislation, amongst others:

- Companies Act 71 of 2008;
- Income Tax Act 58 of 1962;
- Value-Added Tax Act 89 of 1991;
- Labour Relations Act 66 of 1995;
- Basic Conditions of Employment Act 75 of 1997;
- Employment Equity Act 55 of 1998;
- Skills Development Levies Act 97 of 1998;
- Occupational Health and Safety Act 85 of 1993;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993; and
- Unemployment Insurance Act 30 of 1966.

#### **6. SCHEDULE OF RECORDS**

MediaHeads is in possession of records falling under various categories, in accordance with the following categories: Finance, Intellectual Property, Human Resources, Business Operations, Information Technology

#### **7. ACCESS REQUEST PROCEDURE**

To request a record held by MediaHeads, the Form C (Annexure A) should be completed and delivered to MediaHead's Deputy Information Officer by hand or email together with a copy of the access requestor's identity document. The form must:

- Provide information to enable the Information Officer to identify the requester and records requested;
- Provide an explanation why the requested record is required for the exercise or protection of that right;
- If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Deputy Information Officer; and
- If it is reasonably suspected that the requestor has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such a requestor.

MediaHeads has implemented the following process through which a Requestor may make an Access Request for a record held by MediaHeads.

- **Step 1: Application-** to request a record held by MediaHeads the Form C (Annexure A) should be completed and delivered to MediaHeads Deputy Information Officer by hand or email. The Fee is payable in cash when an access request form is delivered in hand or is subject to a bank deposit with proof of payment in any other instance. The Access Request Fee may be deposited into the following bank account:  
**Bank: ABSA Parktown**  
**Account Number: 4062266901**  
**Branch Code: 514205**  
**Name of Account: Media Heads 360 (Pty) Ltd**  
**Reference: PAIA - Surname & Initial** (Example: PAIA – Doe, J)
- **Step 2: Validation of Request-** any access requests are to be forwarded to Media Head's Deputy Information Officer who will make the decision on whether to accept or reject the Access Request. Should an access request be rejected, the Information Officer will inform the Requestor of the rejection. Where an Access Request is granted, Information Officer will inform the Requestor of the outcome of the Access Request.
- **Step 3: Processing of Records-**where the access request is accepted, MediaHeads will commence compiling the necessary records, a process which will take no longer than thirty (30) days.
- **Step 4: Granting of Access to Records-** records are provided in electronic format. Where a Record does not exist in electronic format, the requestor is liable to pay an Access Fee to enable the scanning or transcribing of the Record into electronic format. The requester may elect to inspect a physical Record that is not

in electronic format at MediaHead's premises. These inspections are subject to prior arrangement with MediaHeads.

## **8. FEES**

The PAIA Act provides for Fees which are calculated according to a schedule of the Regulations. Fees are leveraged against Requestors making an Access Requests other than an Access Request for Personal Information. The Fee leveraged for an Access Request is R50.00 excluding Value Added Tax.

Where a physical document is requested, fees are calculated, in addition to the R50.00 as follows:

- For every photocopy of an A4 size page or part thereof R1,10
- For every printed copy of an A4-size page or part thereof R0,75
- For a copy of a compact disc R70,00
- For a transcript of visual images of an A4 size page or part thereof R40,00
- For a copy of visual images R60,00
- For a transcript of an audio record, for an A4-size page or part thereof R20,00
- For a copy of an audio record R30, 00

## **9. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS**

Chapter 4 of the Act cites that the main grounds for refusal of access requests are as follows:

- Mandatory protection of the privacy of individuals who is a natural person if its disclosure would involve the unreasonable disclosure of personal information;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which could be regarded as privileged in legal proceedings;
- MediaHead's commercial information which may include trade secrets, financial, commercial, scientific, or technical information which disclosure could likely cause harm to MediaHead's financial or commercial interests; and
- Mandatory protection MediaHead's research information.

## **10. INTERNAL APPEAL PROCEDURE**

MediaHeads does not have an Internal Appeal Procedure for requests. The decision made by the Deputy Information Officer will be final; information requestors may apply for a court order if their request is rejected.

## **11. AVAILABILITY OF THE INFORMATION MANUAL**

A copy of this manual is available on request from MediaHead's Deputy Information Officer cited in paragraph 3 above. It is also available on MediaHead's website at [www.mediaheads360.co.za](http://www.mediaheads360.co.za) and/or from the South African Human Rights Commission on [www.sahrc.org.za](http://www.sahrc.org.za)

### **ANNEXURE A**

#### **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))

#### **A. PARTICULARS OF PRIVATE BODY**

The Information Officer:

#### **B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

*(a) The particulars of the person who requests access to the record must be recorded below.*

*(b) Furnish an address and/or fax number in the Republic to which information must be sent.*

*(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: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which 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 a request for information is made on behalf of another person.*

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

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

### 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) 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. Description of record or relevant part of the record: \_\_\_\_\_

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

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

### 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.*

*(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. If you qualify for exemption of the payment of any fee, please state the reason*

Reason for exemption from payment of fees:

### 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 in which form the record is required.*

Disability: \_\_\_\_\_ Form in which record is required \_\_\_\_\_

*Mark the appropriate box with an "X".*

**NOTES:**

*(a) Your indication as to the required form of access depends on the form in which the record is available.*

*(b) Access in the form requested may be refused in certain circumstances. In such a 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-**

|                 |                      |
|-----------------|----------------------|
| Copy of record* | Inspection of record |
|-----------------|----------------------|

**2. If record consists of visual images-**

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.).

|                 |                     |                              |
|-----------------|---------------------|------------------------------|
| view the images | copy of the images* | transcription of the images* |
|-----------------|---------------------|------------------------------|

**3. If 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 record is held on computer or in an electronic or machine – readable form-**

|                         |  |  |
|-------------------------|--|--|
| Printed copy of record* | Printed copy of derived from the record* | copy in computer readable form* (stiffy or compact disc) |
|                         |  | NO   |

\* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

**A postal fee is payable.**

*Note that if the record is not available in the language you prefer, access may be granted in*

*Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.*

**In which language would you prefer the record?** \_\_\_\_\_

**G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



#### **H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_  
20\_\_.

\_\_\_\_\_  
SIGNATURE OF REQUESTOR/  
PERSON ON WHOSE BEHALF REQUEST IS MADE