Personal Access To Information

MANUAL

Company Name : TWR Africa Region
Company Registration Number : 1999/002022/08

This manual has been prepared and provided in terms of Section 14 of the Promotion of Access to Information Act (Act number 2 of 2000) (“the Act”)
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1. **PURPOSE OF THE ACT**

“To give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.”

2. **PURPOSE OF THIS MANUAL**

2.1 The purpose of this manual is to provide a general overview of Trans World Radio – Africa (“TWR”) and a reference to the information and records that TWR has, as well as the procedure to be adopted by any person requesting access to this information and records.

2.2 This manual may be inspected, at no cost, at TWR’s offices between 08h00 and 17h00 Monday to Friday. Copies of the manual will be provided at the prescribed fee. Alternatively, this manual may be accessed on the South African Human Rights Commission’s (SAHRC) website. The SAHRC’s contact details are as follows:

<table>
<thead>
<tr>
<th>Postal Address</th>
<th>South Africa Human Rights Commission Private Bag 2700 Houghton 2041</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Number</td>
<td>+27 11 484-8300</td>
</tr>
<tr>
<td>Facsimile</td>
<td>+27 11 484-0582</td>
</tr>
<tr>
<td>email</td>
<td><a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.sahrc.org.za">www.sahrc.org.za</a></td>
</tr>
</tbody>
</table>

2.3 The SAHRC has made available on its website The Guide on how to use the Promotion of Access to Information Act (PAIA) - Act 2 of 2000. Clicking on the following link will take you to the SAHRC home page: www.sahrc.org.za

3. **ABOUT TWR AFRICA**

3.1 TWR AFRICA is a non-profit Christian broadcasting organisation that has in its employ both supported missionary staff and full time salaried staff. TWR is a regional entity of Trans World Radio located in Cary, North Carolina in the United States of America, and has under its management eight national offices situated in the following countries – Angola, Burundi, Ivory Coast, Kenya, Malawi, Mozambique, Swaziland and Zimbabwe. Each of these national offices operates as a semi-autonomous body under the control of a Board and a National Director.
3.2 TWR-Africa Region consists of the following operational and support departments – Administration, Audience Relations, Engineering, Finance, Human Resources, Programming, and Public Relations.

3.3 From its privately-owned transmitting facilities in Swaziland, through leased broadcast time with South African suppliers and with broadcast corporations in some African countries where TWR has a presence, TWR-Africa broadcasts Christian radio programmes in 61 different languages to audiences in sub-Saharan Africa and Madagascar. These programmes are produced and supplied by both international Christian organizations, and by TWR’s own producers and other similar organizations within Africa.

4. **CONTACT DETAILS**

4.1 **Organisation**

| Postal Address | PO Box 4232  
Kempton Park  
1620 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Number</td>
<td>+27 11 974-2885</td>
</tr>
<tr>
<td>Facsimile</td>
<td>+27 11 4974-9960</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.sahrc.org.za">www.sahrc.org.za</a></td>
</tr>
</tbody>
</table>

4.2 **Information Officer**

<table>
<thead>
<tr>
<th>Name / Surname</th>
<th>Stuart Gordon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation</td>
<td>Human Resource Director</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>+27 11 974-2885 Extension 4012</td>
</tr>
<tr>
<td>Facsimile</td>
<td>+27 11 974-9960</td>
</tr>
<tr>
<td>email</td>
<td><a href="mailto:shgordon@twr.org">shgordon@twr.org</a></td>
</tr>
</tbody>
</table>
5. CATEGORIES OF INFORMATION / RECORDS AVAILABLE

5.1 In Accordance with Legislation
As required by Section 51(1)(d) of the Act, the following records are available, only to the extent that the Act makes disclosure of records compulsory.

- The Income Tax Act No. 58 of 1962
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Unemployment Insurance Act No. 30 of 1966
- The Labour Relations Act No. 66 of 1985
- The Occupational Health and Safety Act No. 29 of 1996
- The Companies Act No. 61 of 1973

5.2 Information / Records Held By The Organisation

5.2.1 Administration
- Purchasing (Local & international)
- Air travel (Local & international)
- Vehicles
- Property (Deeds, leases, facilities)
- Contracts with suppliers
- Company registration

5.2.2 Audience Relations
- Listener database
- Book and programme distribution
- Third party copyrights
- Third party agreements

5.2.3 Engineering (including Information Technology)
- Infrastructure development projects
- Broadcast database
- Software licences
- Third party broadcast agreements

5.2.4 Finance
- Financial statements
- Financial and tax records (Company and employee)
- Asset register
• Management accounts

5.2.5 Human Resources
• Employment records
• Employment contracts
• Medical aid
• Policies

5.2.6 Ministry and Programming
• Broadcaster contracts and agreements
• Programme schedules
• Frequency schedules
• Programme content guidelines
• Programme standards and procedures
• Broadcast Operating System

5.2.7 Public Relations
• Corporate identity
• Donor relations and projects
• Publications
• Multimedia presentations and library

5.2.8 Staff Development
• Management and staff development courses
• Training course accreditation*

* TWR is an approved training provider for the International Communication Training Institute (ICTI).
6. **PROCEDURE TO REQUEST ACCESS TO INFORMATION / RECORDS**

*(As required by Section 51(1)(e) of the Act)*

Any request for access to information and records must be made on the prescribed form (in accordance with Section 18(1) of the Act, and included in this manual). The duly completed form should be sent to The Information Officer using any of the contact mediums given.

Any person or body (“requester”) making a request for information is required to pay a non-refundable request fee of R50.00, that is payable on submission of the request. Please note that this fee does not apply to personal requests – that is, any individual seeking access to records that are directly relevant to them.

If the application to access the information is approved, then an access fee will become due and payable and will be calculated in accordance with the fee prescribed by the Act. The access fee must be paid in advance of access being given to the requested information or records. The fee structure in respect of requests for information from private bodies is provided in this manual on page 8.

All requests for information will be assessed by the Information Officer and the requester will be notified, in writing, within 30 days after receipt of the request, of applicable requirements and/or considerations detailed hereunder:

6.1 **Extension period**

In accordance with the Act, the 30 day response period, mentioned above, may under circumstances be extended for no longer than a further 30 days. Reasons for any extension will be provided to the requester.

6.2 **Information Access Fee**

After approval has been given to access the required information, the requester will be informed of the fee calculated to be payable for having access to the information. The access fee must be paid in advance of the information being provided.

6.3 **Approved Access**

The requester will be informed if access to the information requested has been approved. At the same time the requester will be advised of the fee payable and of any relevant information relating to the provision of the information.

6.4 **Denied Access**

The requester will be informed if access to the information requested has been denied as well as reasons for the refusal. Reasons for refusal may be, but not limited to, those outlined below:-
• If disclosing the information or record would cause physical, psychological or spiritual harm or general well-being of an individual or members of their immediate family;
• If disclosing the information or record would cause harassment of any kind of an individual or members of their immediate family;
• If the information or record is the intellectual (including software) property developed by TWR;
• The information or record forms part of any legal proceedings, unless the legal privilege has been waived;
• Protecting personal information that TWR holds regarding its employees or former (whether deceased or not) employees from unreasonable disclosure.

**Note:**
In the event of access to the requested information being declined, the requester will be advised that, should they wish to do so, they may lodge an appeal with a Court. The requester will be advised of the procedure (including time period) involved in lodging such an appeal.

6.5 **Untraceable Information**
If, for any reason, TWR cannot locate the requested information, either because it cannot be found or does not exist, the requester will be notified of this by way of written notification or affidavit.

6.6 **Third Party Information**
Should the record or information requested contain any information of any kind about a third party, then TWR views it as an obligation to attempt to contact the relevant third party to notify them of the request, thereby giving the third party the opportunity of either agreeing to grant access or by providing reasons why access should be denied.

Should the third party deny access, then the TWR’s Information Officer will consider the validity of these reasons in determining whether access should be granted or not.
7. **FEE STRUCTURE**

The fees to be paid for access to records and information are prescribed by the Act, as may be amended and published in a Government Gazette from time to time. The fee structure in terms of access to records or information, as at date of publication of this manual, is set out below.

7.1 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.

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>For every photocopy of an A4-size page or part thereof</td>
<td>R1.10</td>
</tr>
<tr>
<td>For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form</td>
<td>R0.75</td>
</tr>
<tr>
<td>For a copy in a computer-readable form on –</td>
<td></td>
</tr>
<tr>
<td>• Stiffy disc</td>
<td>R 7.50</td>
</tr>
<tr>
<td>• Compact disc</td>
<td>R70.00</td>
</tr>
<tr>
<td>• For a transcription of visual images, for an A4-size page or part thereof</td>
<td>R40.00</td>
</tr>
<tr>
<td>• For a copy of visual images</td>
<td>R60.00</td>
</tr>
<tr>
<td>• For a transcription of an audio record, for an A4-size page or part thereof</td>
<td>R20.00</td>
</tr>
<tr>
<td>• For a copy of an audio record</td>
<td>R30.00</td>
</tr>
</tbody>
</table>

7.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.
FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 51 (1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))

[Regulation 10]

A. Particulars of Private Body

The Head: _____________________________________________

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 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: ( ) ______________________________

Telephone number: ( ) ______________________________

E-Mail address: _______________________________________________________

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

______________________________________________________________________
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 additional folios.

1. Description of record or relevant part of 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.
(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:
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

F. Form of access to the 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.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which record is required:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 cases 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>
<thead>
<tr>
<th>Copy of record*</th>
<th>Inspection of record</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. If record consist of visual images:
   (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

<table>
<thead>
<tr>
<th>View the images</th>
<th>Copy of the images</th>
<th>Transcription of the images*</th>
</tr>
</thead>
</table>

3. If the record consists of recorded words or information which can be reproduced in sound:

<table>
<thead>
<tr>
<th>Listen to the soundtrack (audio cassette)</th>
<th>Transcription of soundtrack* (written or printed document)</th>
</tr>
</thead>
</table>

4. If the record is held on a computer or in an electronic or machine-readable form:

<table>
<thead>
<tr>
<th>Printed copy of record*</th>
<th>Printed copy of information derived from the record*</th>
<th>Copy in computer readable form* (stiffy or compact disc)</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

   Postage is payable

G. Particulars of right to be exercised or protected:

If the space provided is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all additional folios.

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

   __________________________________________________________________________

   __________________________________________________________________________

   __________________________________________________________________________

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

   __________________________________________________________________________

   __________________________________________________________________________
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 ____________________ 20___

_______________________________________________________________________

Signature of requester/person on whose behalf request is made