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United Kingdom  
Europe  
Africa  
Indian Ocean

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000 (The Act)  
FOR**

**INVESTMENT DATA SERVICES (PTY) LTD  
REG. NO.: 2002/030790/07**

**INTRODUCTION**

The Promotion of Access to Information Act (“the Act”) seeks to promote a culture of transparency, accountability and good governance, by giving effect to a person’s constitutional right of access to information.

In furthering this objective, Section 51 of the Act requires private bodies to compile a manual, which will assist either private or juristic persons in obtaining information from such private body.

Any information, which is to be made public in terms of any Act or Regulations, will be made available immediately as requested.

**PARTICULARS IN TERMS OF SECTION 51**

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

All requests for information are to be made in the **prescribed format** as set out in Section 51(1) (a) of the Promotion of Access to Information Act, 2 of 2000 and are to be addressed to:

**Name of Body:** INVESTMENT DATA SERVICES (PTY) LTD  
**Head of Body:** Ian Douglas Hamilton - Chief Executive Officer  
**Postal address:** P O Box 24, Cape Town, 8000  
**Street address:** 5th Floor, IDS House, 8 St. Georges Mall, Cape Town 8001  
**Telephone:** +27 21 420 1600  
**Facsimile:** +27 86 574 8893  
**E-Mail:** info@idsfundservices.com  
**Company Secretary:** Karen Hiss, P O Box 24, Cape Town 8000  
**Phone:** +27 21 402 1642  
**Fax:** +27 86 574 8893  
**E-Mail:** karen.hiss@idsfundservices.com

INVESTMENT DATA SERVICES (PTY) LTD IS A LICENSED FINANCIAL SERVICES PROVIDER

Investment Data Services (Pty) Ltd Registration No – 2002/030790/07  
Directors: I D Hamilton (Chairman), A J Christien, B A Doyle, P A Hartmann, A C Mclver

**2. THE GUIDE AS PRESCRIBED IN SECTION 10,  
(Section 51(1)(b))**

In terms of Section 10 of the Act, The South African Human Rights Commission (SARHC) must compile a guide containing information that may be required by a person who wishes to exercise a right in terms of the Act. The guide will be available from the Human Rights Commission by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit, The Research and Development Department

Postal Address: Private Bag 2700  
HOUGHTON  
2041

Telephone: +27 11 484 8300

Facsimile: +27 11 484 0582

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

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

**3. CATEGORIES OF RECORD OF INVESTMENT DATA SERVICES (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT IN TERMS OF SECTION 52(2). (Section 51(1)(c))**

- Financial Advisory and Intermediary Services Act No. 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Companies Act No.
- Basic Conditions of Employment No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Financial Institutions (Protection of Funds) Act 28 of 2001
- Income Tax Act No. 95 of 1967
- Occupational Health & Safety Act No. 85 of 1993
- Skills Development Levies Act No. 9 of 1999
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001

**4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION. (Section 51(1)(d))**

- Code of Conduct and Ethics.

**5. HOW TO REQUEST FOR A RECORD. A DESCRIPTION OF THE SUBJECTS OF THE RECORDS HELD BY INVESTMENT DATA SERVICES (PTY) LTD AND CATEGORIES INTO WHICH THESE SUBJECT ARE CLASSIFIED. (Section 51(1)(e))**

- Section 53 prescribes that the requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body, or his duly authorized deputy. This request must be made to the address, fax number or electronic mail of the body concerned.

- The requester must provide sufficient detail on the form to enable the head of the private body to identify the record and the requester. The requester should also indicate if she or he wishes to be informed in any manner and state the necessary particulars to be so informed.
- 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.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The head of the private body must 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.
- The fee for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The head of the private body will then make a decision on the request and notify the requester in the required form.

## **6. Categories of records held by INVESTMENT DATA SERVICES (PTY) LTD**

### **1. Personnel Records**

- Employee personal details or Curriculum Vitae,
- Training and development plans,
- Personnel files,
- Leave, sick, maternity, and special leave records, and
- PAYE records

### **2. Customer – related records**

Customer - related information includes the following:

- Any records a customer has provided to a third party acting for or on behalf of the private body;
- Any record a third party has provided to the private body; and
- Records generated by or within the private body pertaining to the customer, including transactional records.

### **3. Private body records**

- Financial records,
- Operational records,
- Database and IT,
- Statutory, Internal Policies and procedures,
- Securities and equities,
- Records held by officials of the private body.

#### **4. Records in the possession of or pertaining to other parties**

- Contractors, suppliers, subsidiaries/holding/sister companies, joint venture companies service providers.

#### **7. AVAILABILITY OF THE MANUAL**

Full copies of this manual is available for inspection, free of charge, at the offices of Investment Data Services (Pty) Ltd, on our website at [www.idsfundservices.com](http://www.idsfundservices.com) and copies are available from SAHRC, from the Government printers.

The request form and fee structure can be obtained on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the website of the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za))

8 February 2012