

**LIQUID TELECOMMUNICATIONS SOUTH AFRICA (Pty) Ltd**

**REGISTRATION NUMBER 2004/004619/07**

**MANUAL IN TERMS OF SECTION 51  
OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO 2 OF 2000 (THE "ACT")**

<b>General Details:</b>	
<b>Name of Company:</b>	Liquid Telecommunications South Africa (Pty) Ltd
<b>Registration number:</b>	2004/004619/07
<b>Introduction:</b>	<p>Liquid Telecommunications South Africa (Pty) Ltd is a converged communications network operator. Liquid Telecommunications was licensed by the Independent Communications Authority of South Africa in 2005 and had its licence converted into an Individual Electronic Communications Network Service Licence and an Individual Electronic Communications Service Licence in January 2005.</p> <p>Liquid Telecommunications provides a range of communication services to the enterprise, wholesale and retail markets.</p>
<b>Contact details: Section 51(1)(a)</b>	
<b>Street Address:</b>	401 Old Pretoria Main Road, Halfway House, Midrand, 1685
<b>Postal Address:</b>	PostNet Suite 612, Private Bag X29, Gallo Manor, Johannesburg, 2052, South Africa
<b>Phone Number:</b>	+27 11-585-0000
<b>Fax Number:</b>	+27 11-585-0001
<b>Contact Person:</b>	Janine Rebelo
<b>E-Mail address:</b>	<a href="mailto:privacy@liquidtelecom.co.za">privacy@liquidtelecom.co.za</a>
<b>Internet site / website address:</b>	<a href="http://www.liquidtelecom.co.za">http://www.liquidtelecom.co.za</a>
<b>Section 10 provide guidelines on how to use the Act: Section 51(1)(b)</b>	
<p>The Guide referred to in Section 10 of the Act is available from the Human Rights Commission. Please direct your enquiries to:</p> <p>The South African Human Rights Commission          Postal address: Private Bag 2700, Houghton, 2041          Telephone: +27 11 484-8300          Fax: +27 11 484-0582          Website: <a href="http://www.sahrc.org.za">www.sahrc.org.za</a></p>	

**Latest notice in terms of section 52(2): Section 51(1)(c)**

Liquid Telecommunications South Africa has not published any notices in terms of section 52(2) of the Act. However, we set out the categories of records of Liquid Telecommunications South Africa that are already publicly available without you having to request access in terms of the Act and where they may be located.

1.	Memorandum of Association	CIPC
2.	Contents of Register of Directors	CIPC
3.	Retail and Consumer Products and Pricing	Company web site
4.	Interconnect Agreements, Tariffs and related Regulatory Filings	ICASA

**Records of the Company that are available in accordance with any other legislation: Section 51(1)(d)**

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Diseases Act No.130 of 1993
- Consumer Protection Act No. 68 of 2008
- Credit Agreements Act No. 75 of 1980
- Currency and Exchanges Act No. 9 of 1933
- Customs and Excise Act No. 91 of 1964
- Electronic Communications and Transactions Act No. 25 of 2002
- Electronic Communications Act No. 36 of 2005
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- Medical Schemes Act No. 131 of 1998
- National Credit Act No. 34 of 2005
- Occupational Health & Safety Act No. 85 of 1993
- Pension Funds Act No. 24 of 1956
- Regulation of Interception of Communications and Provision of Communication-related Information Act No. 70 of 2002
- SA Reserve Bank Act No. 90 of 1989
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 9 of 1999
- Stamp Duties Act No. 77 of 1968
- Tax on Retirement Funds Act No. 38 of 1996
- Telecommunications Act No. 103 of 1996 (repealed but regulations still in force)
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Value Added Tax Act No. 89 of 1991

*PLEASE NOTE: Availability in terms of other legislation does not mean that the records will be available in terms of that legislation or the Act.*

**Records Held by Liquid Telecommunications South Africa: Section 51(1)(e)**

We set out below a description of the subjects on which Liquid Telecommunications South Africa holds records and the categories of records held on each subject.

<b>Company Records</b>	<b>Customer-related records</b>	<b>Other records</b>
Accounting, Finance and Taxation	Customer	
Company Secretarial and Administration	Products and Services	
Human Resources	Billing	
Information Technology		
Internal policies and Procedures		
Legal and Compliance		
Operational		
Regulatory		
Shareholder		

**Processing of Personal Information: Section 51(1)(c)**

**Liquid Telecommunications South Africa may process the personal information of the following categories of data subjects:**

- Customers and employees, representatives, agents, contractors and service providers of such customers;
- Suppliers, service providers to and vendors of Liquid Telecommunications South Africa and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Directors and officers of Liquid Telecommunications South Africa;
- Shareholders;
- Job applicants;
- Existing and former employees (including contractors, agents, temporary and casual employees);
- Visitors to the premises of Liquid Telecommunications South Africa;
- Complainants, correspondents and enquirers.

All the above categories include current, past or prospective Data Subjects.

**The nature of personal information processed in respect of the above data subjects may include, as may be applicable:**

- name, identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information;
- information relating to the education or the medical, financial, criminal or employment history of the data subject;
- information relating to the race, gender, marital status, national origin, age, disability, language and birth of the data subject;
- the personal opinions, views or preferences of the data subject;
- confidential correspondence sent by the data subject;
- the views or opinions of another individual about the data subject.

**Liquid Telecommunications South Africa processes personal information of data subjects for the purposes of:**

- fulfilling its statutory obligations in terms of applicable legislation;
- verifying information provided to Liquid Telecommunications South Africa;
- obtaining information necessary to provide contractually agreed services to a customer;
- monitoring, maintaining and managing Liquid Telecommunications South Africa's contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- marketing and advertising;
- resolving and tracking complaints;
- monitoring and securing the assets, employees and visitors to the premises of Liquid Telecommunications South Africa;
- historical record keeping, research and recording statistics necessary for fulfilling Liquid Telecommunications South Africa's business objectives.

**Liquid Telecommunications South Africa may supply personal information to the following recipients:**

- regulatory, statutory and government bodies;
- suppliers, service providers, vendors, agents and representatives of Liquid Telecommunications South Africa;
- employees of Liquid Telecommunications South Africa;
- shareholders and other stakeholders;
- third party verification agencies and credit bureau;
- collection agencies;
- banks and other financial institutions.

**Planned or prospective trans-border flows of the personal information processed by Liquid Telecommunications South Africa in respect of the above categories of data subjects.**

Personal information of data subjects may be transferred across borders due to the hosting of some Liquid Telecom infrastructure and applications in foreign jurisdictions.

Current employee and consultant's information may also be transferred trans-border to neighbouring countries where Liquid Telecommunications South Africa has a physical presence or may be providing services or performing in terms of its contractual obligations.

**Security measures implemented or to be implemented by Liquid Telecommunications South Africa to ensure the confidentiality, integrity and availability of the personal information which may be or is being processed by Liquid Telecommunications.**

Liquid Telecommunications South Africa continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry rules and generally accepted information security practices and procedures which apply to Liquid Telecommunications South Africa.

Liquid Telecommunications South Africa seeks to carry out regular assessments to (i) identify all reasonably foreseeable internal and external risks to personal information in its possession and control and (ii) verify that safeguards are effectively implemented to secure personal information.

Where applicable, Liquid Telecommunications South Africa updates its existing safeguards to maintain the security of the personal information in its possession and control

### Request procedure and records that may be requested: Section 53

Every request must contain the information set out in paragraphs 1 to 6 below, and must substantially correspond with the prescribed form, "C" attached.

The Deputy Information Officer of Liquid Telecommunications South Africa has been delegated with the task of receiving and co-ordinating any requests for access to records in terms of the Act.

Each request should specify the description of the record concerned, and the location of the records, if known.

- 1 Provide sufficient particulars of the records required to enable Liquid Telecommunications South Africa to identify the record or records and the requester.
- 2 Indicate the form of access required.
- 3 Specify a postal address or fax number in South Africa, or an e-mail address.
- 4 Identify the right that you want to exercise or protect and give an explanation of why the requested record is needed for this purpose.
- 5 If you would prefer the reply in a form other than in writing, indicate the requested form of reply to your request, with the relevant particulars.
- 6 Give proof of the capacity in which you are acting, if requesting access on behalf of another.

#### Once complete, you can mail it to:

Deputy Information Officer  
Liquid Telecommunications South Africa  
PostNet Suite 612,  
Private Bag X29,  
Gallo Manor,  
Johannesburg,  
2052

Or, you can fax it to 011-585-0001, or e-mail it to [privacy@liquidtelecom.co.za](mailto:privacy@liquidtelecom.co.za)

The request for access to records will be deemed to have been made once the form, together with the prescribed fee has been received by our offices. If the amount of the prescribed fee is uncertain, we will advise you of any applicable fees in terms of Section 54 of the Act, which will need to be paid before your request will be processed.

Should you require greater clarity, we refer you to the Guide published by the Human Rights Commission. It describes, in each official language:

- the objects of the Act;
- the process that needs to be followed in order to make a request;
- how to get access to the manual of a private body; and
- the remedies available to you in law.
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#### Other information as may be prescribed: Section 51(1)(f)

Not applicable

#### Availability of the manual: Section 51(3)

Copies of this manual are available for inspection at the Deputy Information Officer offices of Liquid Telecommunications South Africa and copies can be made at a charge of R1, 10 (one rand ten cents) per A4 page. Copies are also available on the Liquid Telecommunications South Africa website at [www.liquidtelecom.co.za](http://www.liquidtelecom.co.za) and from the SAHRC.

Requests for information must be submitted in accordance with the prescribed format and must be accompanied by the prescribed fee.

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### Authorisation and Delegation of Authority

The Promotion of Access to Information Act, Act 2 of 2000 and the Protection of Personal Information Act, Act 4 of 2013 define "the head" and an "Information Officer" of a private body respectively.

The Promotion of Access to Information Act defines the head as follows:

"in the case of a juristic person-

- The Chief Executive Officer or equivalent officer of the juristic person **or any person duly authorised by that officer**".

The Protection of Personal Information Act defines an Information Officer as:

"the head of a private body as contemplated in section 1."

You are duly authorised and delegated as the Chief Product Officer as the "Deputy Information Officer" of Liquid Telecommunications South Africa responsible for compliance with the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPI).

Such authorisations and delegation may be further delegated to staff within Liquid Telecommunications South Africa to ensure compliance, subject to the authorisation and control of the Chief Executive Officer or his nominee.

Chief Product Officer

Signed \_\_\_\_\_

05/10/2017 \_\_\_\_\_

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: \_\_\_\_\_ 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 the additional folios.*

1. Description of record or relevant part of the record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Any further particulars of the 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 for exemption.*

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: \_\_\_\_\_



<p>Mark the appropriate box with an X.</p> <p>a. Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>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.</p> <p>c. The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>			
1. If the record is in written or printed form:			
	<b>Copy of record *</b>		<b>Inspection of record</b>
2. If the record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches etc.):			
	<b>View the images</b>		<b>Copy of the images*</b>
			<b>Transcription of the images*</b>
3. If the record consists of recorded words or information which can be reproduced in sound:			
	<b>Listen to the soundtrack (audio cassette)</b>		<b>Transcription of the soundtrack (written or printed document)*</b>
4. If the record is held on computer or in an electronic or machine readable form:			
	<b>Printed copy of record*</b>		<b>Printed copy of information derived from the record*</b>
			<b>Copy in computer readable form (stiffy or compact disk)*</b>
* If you requested a copy or transcription or a record (above) do you wish the copy of the transcription to be posted to you? Postage is payable			YES
			NO

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**

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?

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Signed at.....this.....day of.....20..

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