

INTRODUCTION AND PURPOSE

The Promotion of Access to Information Act 2 of 2000 (the “Act”) came into operation on 23 November 2001. Section 51 of the Act requires that private bodies compile a manual, giving information to the public regarding the procedure to be followed when requesting information for the purpose of exercising or protecting their constitutional right to access to information.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

The purpose of this manual is to provide guidelines to the public who wish to exercise their constitutional right to access to information. Below you will find information on how to lodge your request; a description of the types of information that will be made available, grounds for refusal, what procedure will be followed in considering your request, the applicable fee structure and information on the appeals procedure should you not be satisfied with the outcome of your request.

COMPANY DETAILS

Full Registered Name:	Light Fibre Infrastructure (Pty) Ltd
Registered Physical Address:	No 1 Howard Road, Winford A/H, Eikenhof, Johannesburg, 1872
Telephone Number:	011 948 7928
Managing Director (CEO):	Mr G. Naudé
Website:	www.lightfibre.co.za
Email:	infoofficer@lightfibre.co.za informationofficer@lightfibre.co.za

Light Fibre Infrastructure (Pty) Ltd (“LFI”) is a full turnkey fibre infrastructure network provider based in the South of Johannesburg. LFI has compiled this manual not only to comply with the provisions of the Act but also to foster a culture of transparency and accountability in its environment and to ensure that members of the public have effective access to any information in its possession which will assist them in the exercise and protection of their rights. A copy of this manual is also available on our website at www.lightfibre.co.za.

The Act grants a requester access to records of a private body such as LFI, if the record is required for the exercise or protection of any rights. If a public body such as a governmental entity lodges a request, the public body must be acting in the public interest. Requests in terms of the Act shall be

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made in accordance with the prescribed procedures and at the rates provided. The forms and tariff are dealt with herein.

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission (“SAHRC”), which contains information for the purposes of exercising constitutional rights.

The Guide is available from the SAHRC website. Enquiries regarding the Guide can be addressed to the SAHRC contact details below:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	011 877 3600
Telefax Number:	011 403 0625
Website:	www.sahrc.org.za
Email:	paia@sahrc.org.za

INFORMATION HELD BY LFI

All requests for access to information will be considered on a case by case basis in accordance with the provisions of the Act. LFI maintains various records covering, *inter alia*, the following categories and subject matters:-

INTERNAL RECORDS	PERSONNEL RECORDS	CUSTOMER / SUPPLIER RECORDS	OTHER RECORDS
Statutory records Financial records Operational records Intellectual property Marketing records Product records Internal policies and procedures Licences Internal correspondence	Any personal records provided to LFI Any records a third party has provided to LFI Conditions of employment and other personnel related contractual and quasi-legal records Internal evaluation records	Any records a customer / supplier has provided to LFI or a third party acting for or on behalf of LFI Personal records of customers / suppliers Credit information and other research conducted in respect of customers Any records a third party has provided to LFI	Information relating to LFI own commercial activities Information and records provided to LFI for subcontractor vetting and compliance purposes
Records held by officials of LFI	Other internal records and correspondence	Confidential, privileged, contractual and quasi legal records of customers / suppliers	

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		Records generated by or within LFI pertaining to customers or suppliers, including transactional records	
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If you wish to request access to any of the above categories of information, you are required to complete a request form (Form C - Request for Access to Record of Private Body). This form is available from LFI's Information Officer, our website www.lightfibre.co.za, the SAHRC website www.sahrc.org.za or the Department of Justice and Constitutional Development website www.doj.gov.za.

The form must then be sent to LFI's Information Officer at infoofficer@lightfibre.co.za or informationofficer@lightfibre.co.za. There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in Annexure A. You may also be called upon to pay the additional fees prescribed by regulations for searching for and compiling the information which you have requested, including copying charges.

Access to information is not given automatically but is considered and given on a case by case and need-to-know basis. Requests for access must be made for a legitimate purpose and in protection of an identifiable right. The aim of the Act is to try and balance the right of access to information with all the other rights in the constitution such as protecting privacy and confidential commercial information.

Considerations before submitting a request for access to information:

- Are you submitting the request to exercise or protect any of your legitimate rights?
- Is the information you require in record form and under the control of LFI?
- Do you have a legitimate right to access the records?

Take note that accessibility of documents may be subject to grounds of refusal as set out in the Act, including but not limited to:

- Protecting the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- Protecting the commercial information of a third party, if the record contains:
 - trade secrets of that third party;
 - financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; or
 - information disclosed in confidence by a third party to LFI if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Protecting confidential information of third parties if it is protected in terms of any agreement or legislation;
- Protecting the safety of individuals and the protection of their property;
- Protecting records which would be regarded as privileged in legal proceedings;
- Protecting the commercial activities of LFI, which may include:

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- trade secrets of LFI;
- financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of LFI; or
- information which, if disclosed, could put LFI at a disadvantage in negotiations or commercial competition;
- A computer program which is owned by LFI and which is protected by copyright;
- The research information of LFI or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage; and

Requests for information which are clearly frivolous or vexatious or which involve an unreasonable diversion of resources shall be refused.

Should you dispute a refusal for access to information, you may lodge an application with the Court, appealing LFI's decision regarding the access fee and/or the form of access granted and/or any requested time extensions within 180 days from receiving LFI's decision.

INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

Basic Conditions of Employment Act 75 of 1997	Occupational Health and Safety Act 85 of 1993
Competition Act 89 of 1998	Compensation for Occupational Injuries and Diseases Act of 1993
Companies Act 7 of 2008	Skills Development Act 97 of 1998
Income Tax Act 58 of 1962	Skills Development Levies Act 9 of 1999
Promotion of Access to Information Act 2 of 2000	Electronic Communications and Transactions Act 25 of 2002
Communications and Provision of Communication-related Information Act 70 of 2002.	Electronic Communications Act 36 of 2005
Independent Communications Authority of South Africa Act 13 of 2000	Value-added Tax Act No. 89 of 1991
Employment Equity Act 55 of 1998	Protection of Personal Information Act 4 of 2013
Labour Relations Act of 1995	Unemployment Insurance Act No. 63 of 2001
	Unemployment Insurance Contributions Act 4 of 2002

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INFORMATION AUTOMATICALLY AVAILABLE

Information relating to LFI's services are freely available on our website. Certain other information relating to LFI is also made available on the website from time to time.

Information in the form of marketing brochures, advertising material and other literature intended for public viewing is made available from time to time.

PERSONAL INFORMATION

For more information on the personal information LFI processes in terms of the Protection of Personal Information Act 4 of 2013, as amended, please refer to LFI's Privacy Policy updated from time to time on our website www.lightfibre.co.za.

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ANNEXURE A

ITEM	DESCRIPTION	RAND
1	The fee for a copy of the manual as contemplated in regulation 9(2)(c) – for every photocopy of an A4-size page or part thereof	1,10
2	The fees for reproduction referred to in regulation 11(1) are as follows:	
(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in computer-readable form on [USB drive]	60,00
(d) (i)	For a transcription of visual images, or an A4-size page or part thereof	40,00
(d) (ii)	For a copy of visual images	60,00
(e) (i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e) (ii)	For a copy of an audio record	30,00
3	The request fee payable by a requestor referred to in regulation 11(2)	50,00
4	The access fees payable by a requestor referred to in regulation 11(3) are as follows:	

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4.1 (a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in computer-readable form on [USB drive]	60,00
(d) (i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e) (i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e) (ii)	For a copy of an audio record	30,00
(f)	To search for and prepare the record for disclosure R30,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	
4.2	For purposes of section 54(2) of the Act the following applies:	
(a)	Six hours as the hours to be exceeded before a deposit is payable; and	
(b)	One-third of the access fee is payable as a deposit by the requestor.	
4.3	The actual postage is payable when a copy of a record must be posted to a requestor	

Note: People who request access to their own personal information are exempt from paying a fee. Furthermore, people who earn less than R14 712.00 per annum (if single) and (R27 192.00 per annum (if married or in a life partnership) are also exempt from fees.

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