

## **PAIA (Section 51) Manual for Synapsys Systems (Pty) Ltd**

Produced and published in terms of The Promotion of Access to Information Act (Act 2 of 2000) and incorporating additions as outlined in the Protection of Personal Information Act (Act 4 of 2013)

### **Introduction to Synapsys Systems (Pty) Ltd**

Synapsys Systems (Pty) Ltd is a South African registered private company (Registration Number 1997/014898/07) whose main business is the importation, distribution and resale of commercial computer software and the provision of related services to organisations in South Africa and Sub-Saharan Africa.

### **PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**

#### **1. Contact details**

[Section 51(1)(a)]

Physical address: Synapsys Systems (Proprietary) Limited  
(Company Head Office) Unit D7 Westlake Square  
1 Westlake Drive, Westlake  
CAPE TOWN 7945

Postal address: Synapsys Systems (Proprietary) Limited  
Unit D7 Westlake Square  
1 Westlake Drive, Westlake  
CAPE TOWN 7945

E-mail address: info@synapsys.co.za

Website: www.synapsys.co.za

Telephone number: +27 21 200-0420

Facsimile number: +27 21 204-4999

#### **2. The Section 10 Guide on How to Use the Act**

[Section 51(1)(b)]

Please direct any queries to:

The South African Human Rights Commission:  
PAIA / POPI Unit  
The Research and Documentation Department

Postal address: Private Bag 2700  
Houghton  
2041

Telephone: +27 11 877 3600

Fax: +27 11 484-7146

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

### 3. Records available in terms of any other legislation

[Section 51(1)(d)]

Companies Act No. 61 of 1973  
Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988  
Income Tax Act No. 95 of 1967  
Regional Services Councils Act No. 109 of 1985  
Skills Development Levies Act No. 9 of 1999  
Skills Development Act No. 97 of 1998  
Unemployment Contributions Act No. 4 of 2002  
Unemployment Insurance Act No. 63 of 2001  
Value Added Tax Act No. 89 of 1991  
Promotion of Access to Information Act No.2 of 2000  
Protection of Personal Information Act No.4 of 2013

### 4. Access to the records held by the private body in question

[Sections 51(1)(c), 51(1)(e), 52(2)]

i. Not applicable

[Section 51(1)(c)]

ii. Records that may be requested. A description of the subjects of the records held by the body and the categories in which these subjects are classed [Section 51(1)(e)]

Public product information  
Public corporate records  
Media releases  
Credit Application Form for Resellers (blank)  
Personal information of the Requestor, as held by the Company  
Names of entities to which the Personal Information of the Requestor is disclosed  
Name and contact information of the Compliance Officer at the company.

iii. Records that may be requested without submitting a formal PAIA request: [Section 52(2)]

Personal information of the Requestor  
Business contact information as held on file for the requesting organisation.

iii. The request procedures

#### Form of request

The requester must make a written request for access to a record, signed and dated by the requester. The application must be made to the managing director of the company. This request must be made to the address, fax number or electronic mail address of the company [s 53(1)].

The requester must provide sufficient detail on the request form to enable the company to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].

The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].

If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the managing director of the company [s 53(2)(f)].

### **Fees**

A requester who seeks access to a record containing personal information about that requester is not required to pay a fee. Every other requester, who is not a personal requester, must pay the required request fee:

The managing director of the company 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 [s 54(1)].

The fee that the requester must pay to a private body is R500. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].

After the managing director of the company has made a decision on the request, the requester must be notified in the required form.

If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

### **5. Other information as may be prescribed**

[Section 51(1)(f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

### **6. Availability of the manual**

[Section 51(3)]

This Manual is available for inspection at the offices of the Company Secretary, Synapsys Systems (Pty) Ltd, subject to a prior written appointment made for that purpose at least three (3) business days before such intended inspection. Copies are also available from the SAHRC. This Manual is also published on the company website at [www.synapsys.co.za/legal](http://www.synapsys.co.za/legal).

#### Version history

1. 18 November 2006
2. 05 January 2017
3. 13 February 2018
4. 23 October 2018 (this version)