

**PROMOTION OF ACCESS TO INFORMATION MANUAL OF  
GATEWAY COMMUNICATIONS (PTY) LTD  
("GATEWAY COMMUNICATIONS")**

**IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION  
ACT 2 OF 2000 ("PAIA")**

**1. Introduction**

This manual has been compiled in accordance with section 51 of the Promotion of Access to Information Act, 2000 ("**PAIA**"). This manual explains how requesters can submit requests for access to information to Gateway Communications in terms of PAIA.

**2. The business**

2.1 Gateway Communications is a Business-to-Business Telecommunications provider and part of PCCW Global. We provide carrier services solutions including regional, national, and international voice connectivity services, cellular backhaul, and satellite networks and infrastructure service.

2.2 Stephan Hugo has been duly appointed by the Directors of Gateway Communications (Pty) Ltd. as the Information Officer for PCCW Global and is the person to whom requests for access to information must be made in terms of PAIA and in terms of the Protection of Personal Information Act 4 of 2013 ("**POPIA**").

**3. Purpose of this PAIA Manual**

3.1 This PAIA Manual is useful for the public to:

3.1.1 be aware of the categories of records held by Gateway Communications which are available without a person having to submit a formal PAIA request;

3.1.2 have a sufficient understanding of how to make a request for access to a record from Gateway Communications, by providing a description of

the subjects on which Gateway Communications holds records and the categories of records held on each subject;

- 3.1.3 know the description of the records of Gateway Communications which are available in accordance with any other legislation;
- 3.1.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.1.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.1.6 know if Gateway Communications will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.1.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.1.8 know the recipients or categories of recipients to whom personal information may be supplied by Gateway Communications;
- 3.1.9 know if Gateway Communications has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.1.10 know whether Gateway Communications has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### 4. **Gateway Communications' contact details**

- 4.1 **Physical address:** Building 12, Woodmead Estate, 1 Woodmead Drive, Woodmead, 2191, Gauteng, South Africa
- 4.2 **Postal address:** PO Box 12, The Woodlands, 2080, Gauteng, South Africa
- 4.3 **Website:** [www.pccwglobal.com](http://www.pccwglobal.com)

## 5. Information Officer details

Details	Information Officer
Name	Stephan Hugo
Postal Address	PO Box 12, The Woodlands, 2080, Gauteng, South Africa
Physical Address	Building 12, Woodmead Estate, 1 Woodmead Drive, Woodmead, 2191, Gauteng, South Africa
Telephone	011 799 7111
Email	InformationOfficer-ZA@pccwglobal.com

## 6. The Section 10 Guide on how to use PAIA and how to obtain access to the Guide

6.1 The South African Human Rights Commission ("**SAHRC**") has published a guide as prescribed by Section 10 of PAIA, which explains how to use PAIA.

6.2 The guide is available in each of the official languages and in braille and contains, among other things, a description of:

6.2.1 the objects of PAIA and POPIA;

6.2.2 the postal and street address, phone and fax number and, if available, electronic mail address of:

6.2.2.1 the Information Officer of every public body, and

6.2.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA.

6.2.3 the manner and form of a request for:

6.2.3.1 access to a record of a public body contemplated in section 11 of PAIA; and

6.2.3.2 access to a record of a private body contemplated in section 50 of PAIA.

6.2.4 the assistance available from the Regulator in terms of PAIA and POPIA;

- 6.2.5 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 6.2.5.1 an internal appeal;
- 6.2.5.2 a complaint to the Regulator; and
- 6.2.5.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 6.2.6 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.2.7 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 6.2.8 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 6.2.9 the regulations made in terms of section 92 of PAIA.
- 6.3 The above guide, as updated by the Information Regulator, is available at the offices of the Information Regulator and on its website as prescribed by Section 10 of PAIA and in accordance POPIA. Please direct any queries regarding this guide to:

**Information Regulator:**

The Research and Documentation Department

33 Hoofd Street, Forum III, 3<sup>rd</sup> Floor Braampark

P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone Number: 010 023 5200

Website: [www.justice.gov.za/infoereg/](http://www.justice.gov.za/infoereg/)

email (complaints): [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

email (general enquiries): [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

**7. Categories of records that are available without a person having to request access**

Gateway Communications does not make available to requesters any records that are automatically available and no notice has been published in terms of section 52(2) of PAIA regarding the categories of Gateway Communications' records which are automatically available to requesters without having to request access to such information.

**8. Description of the records that are available in terms of other legislation**

8.1 A requester may request information which is available in terms of the following legislation, provided that the requester complies with the requirements set out in such legislation, this manual and PAIA:

- 8.1.1 Basic Conditions of Employment Act, 1997;
- 8.1.2 Companies Act, 2008;
- 8.1.3 Compensation for Occupational Injuries and Diseases Act, 1993;
- 8.1.4 Electronic Communications and Transactions Act 2 of 2000
- 8.1.5 Employment Equity Act, 1998;
- 8.1.6 Income Tax Act, 1962;
- 8.1.7 Labour Relations Act, 1995;
- 8.1.8 Occupational Health and Safety Act, 1993;
- 8.1.9 Promotion of Access to Information Act, 2000;
- 8.1.10 Protection of Personal Information Act, 2013;
- 8.1.11 Skills Development Levies Act, 1999;
- 8.1.12 Unemployment Insurance Act, 2001; and
- 8.1.13 Value Added Tax Act, 1991.

Please note that the legislation listed above is not a closed list of legislation in terms of which Gateway Communications holds records.

9. **Description of the subjects on which the body holds records and categories of records held on each subject by Gateway Communications**

The subjects and categories of records held by Gateway Communications are as follows:

<b>Subject</b>	<b>Category</b>
Company records	Constitutional documents (including incorporation documents, the memorandum of incorporation and the shareholders agreement)  Share registers, share certificates, registers and details concerning shareholder meetings and resolutions  Details concerning the identity of directors, directors' meetings, director resolutions  Statutory registers and minute books
Financial records	Bank records  Financial statements  Management accounts  Audit reports  Tax records
Strategic and operational information	Minutes of management meetings  Minutes of board meetings  Annual reports
Assets	Asset register  Share certificates  Debtors information  Bank account reconciliation

Liabilities	General ledger
Information technology	<p>Asset register</p> <p>Repair and maintenance records</p> <p>Software licences</p> <p>IT policies and procedures</p>
Compliance	General policies and procedures – compliance tasks with reporting
Human resources	<p>Staff records</p> <p>Contracts of employment</p> <p>Statutory records</p> <p>Training and skills development records</p> <p>Employment equity records</p> <p>Leave records</p> <p>Beneficiary records</p> <p>HR policies and procedures</p> <p>Disciplinary procedures</p> <p>Salary information</p> <p>Pension fund information</p> <p>Medical aid information</p>
Contractual relationships	<p>Leases</p> <p>Contracts with customers</p> <p>Contracts with vendors</p>
Customer Information	Customer details

	<p>Communications with customers</p> <p>Sales contracts</p> <p>Transactional information</p>
Marketing	<p>Brand Information</p> <p>Strategies</p> <p>Agreements</p> <p>Client relationship programmes</p> <p>Marketing publications and brochures</p>

#### 10. Description of personal information processing in terms of POPIA

Gateway Communications processes personal information as follows:

Subject	Category
Purpose of the processing	<p>Sale of products and services</p> <p>To verify identity</p> <p>To process applications to subscribe to our services</p> <p>To market products and services to customers</p> <p>To comply with statutory obligations</p> <p>To conduct market research surveys</p> <p>To conduct credit checks</p> <p>Security, administrative and legal purposes</p> <p>To fulfil contractual obligations that we have with customers or third parties</p>



Data subject categories and their personal information	<p>Employees: record of employee life cycle</p> <p>General public: general enquiries and viewing the company website</p> <p>Industry bodies: membership records</p> <p>Media: records of media interactions</p> <p>Service providers: record of service provider life cycle</p> <p>Clients: records of life cycle</p>
Recipients of personal information	<p>Employee pension funds</p> <p>Companies in the same group as us</p> <p>Financial institutions</p> <p>Industry bodies</p> <p>Law enforcement</p> <p>Medical aid schemes</p> <p>Operators (service providers)</p> <p>Statutory authorities</p>
Expected transnational transfer of personal information	<p>Transfer of personal information to operators</p> <p>Transfer of personal information to other members in the group</p> <p>Transfer of personal information through social media platforms</p>
Security measures to protect personal information	<p>Physical security measures</p> <ul style="list-style-type: none"> <li>• Access control measures</li> <li>• Internal security measures</li> </ul> <p>Cyber security measures</p>

	<ul style="list-style-type: none"> <li>• Anti-spam measures</li> <li>• Anti-virus measures</li> <li>• Installing security firewalls</li> <li>• Password control</li> </ul> <p>Training programs on information security</p> <p>Information security audits</p> <p>IT-related company policies</p>
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For more information on how we process personal information, please refer to our privacy policy available at <https://www.pccwglobal.com/privacy-statement/>

## 11. The request procedure

### 11.1 Prescribed form

11.1.1 A request for information must be made in the prescribed form, a copy of which is attached as Annex A, must be addressed to the Information Officer and must be submitted with the prescribed fee (see paragraph 8.3).

11.1.2 The prescribed request form is available from the Information Officer and from the Information Regulator, whose contact details are set out in paragraph 4 above.

### 11.2 Manner of request

11.2.1 The request must be made to the address, facsimile number or email address of the company set out in paragraph 4 above.

11.2.2 The requester must provide enough detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form (mode/method) of access is required. The requester should indicate if it requires notice of

the decision of the Information Officer in any manner, other than in writing.

11.2.3 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.

11.2.4 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 Information Officer.

### 11.3 **Fees**

11.3.1 A requester who seeks access to a record containing personal information must pay the required request fee.

11.3.2 The Information Office must by notice, require the requester to pay the prescribed fee, if any, before further processing the request.

11.3.3 The requester may lodge an application to the high court relating to the payment of the request fee.

11.3.4 After the Information Officer has decided on the request, the requester must be notified in the required form.

11.3.5 If the request is granted, a further access fee must be paid for the search, reproduction, preparation and for any time, in excess of the prescribed hours, required to search and prepare for the record disclosure.

11.3.6 The prescribed fees are available from the Information Officer and also the Information Regulator

## 12. **Availability of this manual**

This manual is available for inspection at:

12.1 <https://www.pccwglobal.com/privacy-statement/>;

12.2 Gateway Communications' principal place of business set out in paragraph 4 above, during normal business hours; and

12.3 the Information Regulator (see contacts details in paragraph 6.3 above).

### 13. Updating of this manual

The Information Officer of Gateway Communications will on a regular basis update this manual.

**Issued by:**

*Michael J. van den Bergh*  
Michael J. van den Bergh (Dec 14, 2021 14:44 GMT+2)

**Michael John van Den Bergh**

**Director**

### Request for access to record

#### 1. Particulars of Gateway Communications

Name: Gateway Communications (Pty) Ltd

The Information Officer: Stephan Hugo

Physical Address: Building 12, Woodmead Estate, 1 Woodmead Drive, Woodmead, 2191, Gauteng, South Africa

Postal Address: PO Box 12, The Woodlands, 2080, Gauteng, South Africa

Telephone: 011 799 7111

E-mail: InformationOfficer-ZA@pccwglobal.com

#### 2. Particulars of person requesting access to the record

- |     |   |
|-----|---|
| 2.1 | The full particulars of the person who requests access to the record must be given below.           |
| 2.2 | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| 2.3 | 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:** \_\_\_\_\_

#### 3. 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.
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**Full names and surname:** \_\_\_\_\_

**Identity Number:** \_\_\_\_\_

#### 4. Particulars of record

- 4.1 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.
- 4.2 If the space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

**Description of record  
or relevant part of the  
record:** \_\_\_\_\_

**Reference number, if  
available:** \_\_\_\_\_

**Any further particulars of  
record:** \_\_\_\_\_  
\_\_\_\_\_

#### 5. Fees

- 5.1 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.
- 5.2 You will be notified of the amount required to be paid as the request fee.
- 5.3 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.
- 5.4 If you qualify for exemption of the payment of any fee, please state the reason for exemption.

**Reason for exemption from payment of fees:**

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

#### 6. Form of access to record

If you are prevented by an impediment or 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:  _____  _____  _____	
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Mark the appropriate box with an "X":

NOTES:

- 6.1 Compliance with your request in the specified form may depend on the form in which the record is available.
- 6.2 Access in the form requested may be refused in certain circumstances. In such case, you will be informed if access will be granted in another form.
- 6.3 The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>			
	Copy of record*		Inspection of record
<b>2. If the record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
	View the images		Copy of the images*
			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)		Transcription of 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*		Printed copy of information derived from the record*
			Copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?			<b>YES</b> <b>NO</b>
<b>Postage is payable.</b>			

**7. Particulars of the 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.**

**Indicate which right is to be exercised or protected:**

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**Explain why the record requested is required for the exercise or protection of the aforementioned right:**

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**8. 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 REQUEST IS MADE




# PAIA Manual 10 December 2021\_signed by Mike van den Bergh

Final Audit Report

2021-12-14

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