

SECTION 51 MANUAL FOR ITOUCH SOUTH AFRICA (PTY) LIMITED

iTouch is a media company that provides information, entertainment and messaging services to mobile users.

1. Contact details *Section 51(1)(a)*

Name of Business : iTouch SA (Pty) Ltd
Name of Contact Person : Wayne Levine
Street Address : 9th Floor, The Terraces, 34 Bree Street, Cape Town
Postal Address : P O Box 8256, Roggebaai, 8012
Telephone : 021 415 2100
Fax : 021 415 2121
Email : info@itouch.co.za

2. The section 10 Guide on how to use the Act *Section 51(1)(b)*

The Guide will be available from the South African Human Rights Commission

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

3. Records available in terms of any other legislation *Section 51(1)(d)*

Information is available in terms of the following legislation, if and where applicable, which includes but is not limited to:

Basic Conditions of Employment No. 75 of 1997
Closed Corporation Act No. 69 of 1984
Companies Act 61 of 1973
Copyright Act No. 98 of 1978
Electronic Communications and Transactions Act No. 25 of 2002
Employment Equity Act No. 55 of 1998
Income Tax Act No. 58 of 1962
Intellectual Property Laws Amendments Act No. 38 of 1997
Labour Relations Act No. 66 of 1995
Promotion of Access to Information Act No. 2 of 2000
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

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

i. The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of section 52(2) *Section 51(1)(c)*

Not applicable

ii. **Records that may be requested** *Section 51(1)(e)*

iTouch SA (Pty) Ltd maintains records on the following categories and subject matters.

However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All

requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

Internal Records

- Memorandum and Articles of Association
- Licenses
- Minutes of Management Meetings
- Internal Correspondence
- Internal policies and procedures
- Statutory records
- Product records

Personnel Records

- Any personal records provided to iTouch SA (Pty) Ltd by their personnel;
- Any records a third party has provided to iTouch SA (Pty) Ltd about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

Customer records

Please be aware that iTouch SA (Pty) Ltd is very concerned about protecting the confidential information of its customers. Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to iTouch SA (Pty) Ltd or a third party acting for or on behalf of iTouch SA (Pty) Ltd;
- Contractual information;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to iTouch SA (Pty) Ltd about customers;
- Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Any records a third party has provided to iTouch SA (Pty) Ltd either directly or indirectly; and
- Records generated by or within iTouch SA (Pty) Ltd pertaining to customers, including transactional records.

Technical records

Technical records generated by, or within iTouch SA (Pty) Ltd pertaining to customers.

Other Parties

Records are kept in respect of other parties, including without limitation contractors, suppliers and service providers. In addition, such other parties may possess records, which can be said to belong to the iTouch SA (Pty) Ltd. The following records fall under this category:

- Personnel, customer or iTouch SA (Pty) Ltd records which are held by another party as opposed to being held by iTouch SA (Pty) Ltd; and
- Records held by iTouch SA (Pty) Ltd pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

Other Records

Further records are held including:-

- Information relating to iTouch SA (Pty) Ltd own commercial activities; and
- Research carried out on behalf of a client by iTouch SA (Pty) Ltd or commissioned from a third party for a customer;
- Research information belonging to iTouch SA (Pty) Ltd, whether carried out itself or commissioned from a third party.

iii. **Request procedures** - send requests to info@itouch.co.za for attention Wayne Levine

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)*

The manual is also available for inspection at the offices of the relevant private body free of charge; or on our website at www.itouch.co.za and copies are available with the SAHRC or from their website www.sahrc.org.za, or the Department of Justice and Constitutional Development www.doj.gov.za (under "regulations").

