



truteq

PAIA MANUAL

Promotion of Access to Information Act

Version 2.0

Date: 2021/06/17

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1 THE ACT

- 1.1. The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 1.2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 1.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
The contact details of the Commission are:
Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

2 INTRODUCTION TO THE COMPANY

TruTeq Wireless (Pty) LTD started in 2001 with the core business in the development of GSM, 3G, LTE and CDMA based products. These extend from some or other data terminal all the way into the GSM or CDMA network towards routing and billing systems that handle and process billions of packets of data. These products also include mobile banking solutions and where TruTeq is associated with a number of leading international banks.

Contact Details:

Postal Address: P.O. Box 12220, CENTURION, 0046
Street Address: Ameton House, 1028 Clifton Avenue, Lyttelton Manor X3, 0157, RSA
Telephone Number: +27 12 667 1530
Email: information@truteq.com

3 SCHEDULE OF RECORDS

Records	Subject	Availability
Personal	Personnel Information	Request in terms of PAIA
Public	Public Product Information	Limited Information available on web site Available
Affairs	Public Corporate Records	Companies and Intellectual Property Commission (CIPC) www.cipc.co.za
	Media Releases	Information available on web site
Financial	Financial Statements	Request in terms of PAIA
	Financial and Tax Records (Company & Employees)	Request in terms of PAIA
	Asset Register	Request in terms of PAIA
	Management Accounts	Request in terms of PAIA

Marketing	Market Information	Limited Information available on web site
	Public Customer Information: <ul style="list-style-type: none"> • Product Brochures • Owner Manuals 	Limited Information available on web site
	Field Records	Request in terms of PAIA
	Product Sales Records	Request in terms of PAIA
	Marketing Strategies	Request in terms of PAIA
	Customer Database	Request in terms of PAIA

4 REQUEST PROCEDURE

To facilitate the processing of your request, kindly:

- 4.1. Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at: www.sahrc.org.za.
- 4.2. Address your request via email to the Information Officer of the company making use of the following address: paia@truteq.com.
- 4.3. Provide sufficient details to enable the COMPANY to identify:
 - 4.3.1. The record(s) requested;
 - 4.3.2. The requester (and if an agent is lodging the request, proof of capacity);
 - 4.3.3. The form of access required;
 - 4.3.4. The postal address of the requester in the Republic;
 - 4.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 4.3.6. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

5 FEES

The following applies to requests (other than personal requests):

- 5.1. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 5.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 5.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 5.4. Records may be withheld until the fees have been paid.
- 5.5. The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za