

Promotion of Access to Information Act Manual SECTION 51 PAIA/01

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Balanced Solutions Pty Ltd
t/a Exclusive Logistics Solutions
111 Lake Road • Longmeadow North Business Estate Ext 7 • Modderfontein • 1645 • South Africa
Tel: +27 11 284 1000 • Fax: +27 11 608-0815/17/36
Registration Number: 1999/021262/07

Company Information and Contact Details

COMPANY DETAILS

Registered Business Name
Balanced Solutions (PTY) LTD
Trading As
Exclusive Logistics Solutions
Company Registration No.
1999/021262/07

Registered Postal Address

P.O. Box 2904
Bedfordview
2099

DIRECTOR DETAILS

Information Officer

Head of Business

Derek Holmes

Position

Chief Executive Office

Deputy Information Officer

Ian Nash

Position

General Manager

SITE DETAILS

Head Office

111 Lake Road,
Longmeadow North Business Estate,
Modderfontein,
Johannesburg,
1645

Cape Town Regional Office

17 Chain Ave
Montague Gardens
Cape Town
7441

Durban Regional Office

Unit 35 Boulevard Business Park
14 Belladonna Drive
Cornubia Business and Industrial Estate
4302

CONTACT DETAILS

Email Address

paia@els-sa.co.za

Telephone Numbers

JOHANNESBURG: +27 11 284-1000

CAPE TOWN: +27 21 934 7467

DURBAN: +27 31 940 9001

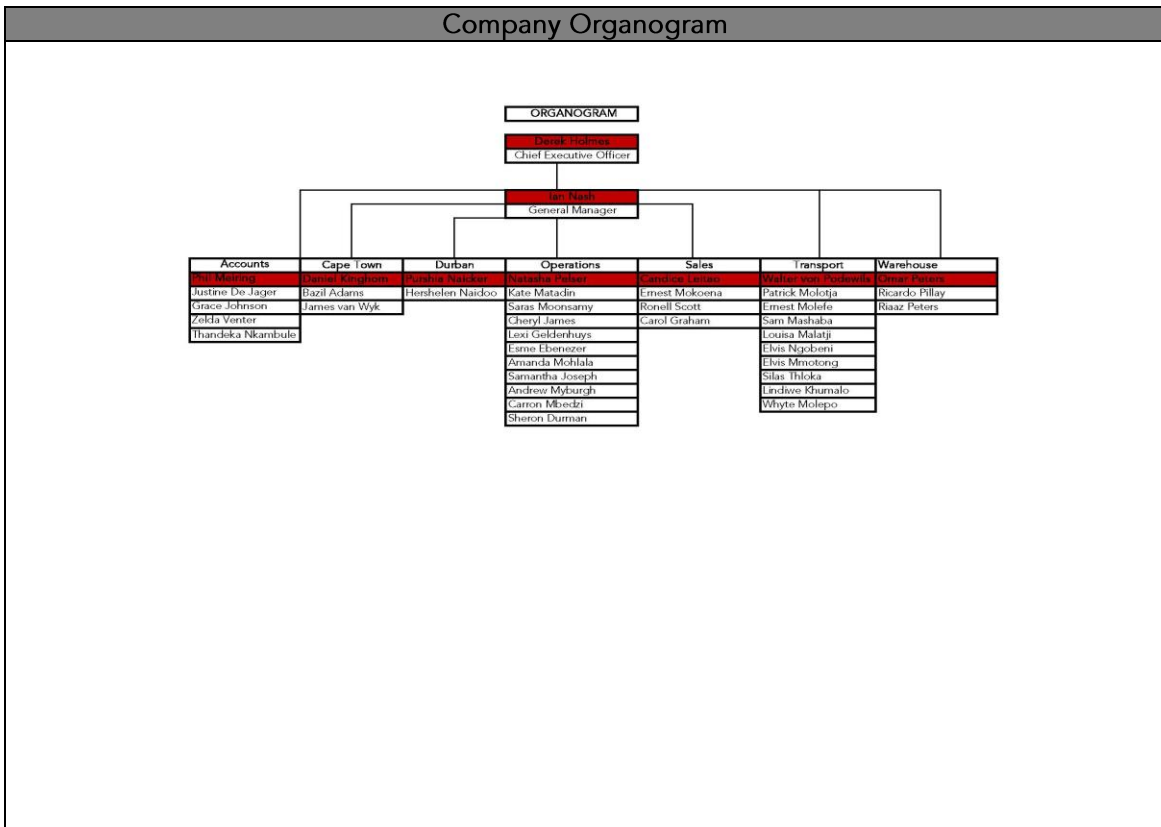
Website

<https://www.elsglobal.com/>

Company Introduction

Balanced Solutions (Pty) Ltd T/A Exclusive Logistics Solutions is an independent freight forwarder and boutique logistics service provider. Exclusive Logistics Solutions is a member of South African Association of Freight Forwarders and a registered International Air Transport Association representative. Exclusive Logistics Solutions belongs to the World Cargo Alliance giving customers the ability to enter and exit international markets with ease.

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The Act

3.1 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.

3.2 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.

3.3 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

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The Legislature		
No	Ref	Act
1	No.42 of 1965	Arbitration Act
2	No.75 of 1997	Basic Conditions of Employment
3	No.53 of 2003	Broad based Black Economic Empowerment Act
4	No.61 of 1973 and No. 71 of 2008	Companies Act
5	No.130 of 1993	Compensation for Occupational Injuries and Health Disease Act
6	No.68 of 2008	Consumer Protection Act
7	No.98 of 1978	Copyright Act
8	No.51 of 1977	Criminal Procedure Act
9	No.9 of 1933	Currency and Exchanges Act
10	No.91 of 1964	Customs and Excise Act
11	No.31 of 2014	Customs Control Act
12	No.114 of 1998	Debtor Collectors Act
13	No.55 of 1998	Employment Equity Act
14	No.25 of 2002	Electronic Communications and Transactions Act
15	No.38 of 2001	Financial Intelligence Centre Act
16	No.23 of 1999	Harmful Business Practices Act
17	No.95 of 1967	Income Tax
18	No.24 of 1936	Insolvency Act
19	No.27 of 1943	Insurance Act
20	No.127 of 1992	Interception and Monitoring Prohibitions Act
21	No.66 of 1995	Labour Relations Act
22	No.41 of 2002	National Conventional Arms Control Act
23	No.34 of 2005	National Credit Act
24	No.85 of 1993	Occupational Health & Safety Act
25	No.2 of 2000	Promotion of Access to Information Act
26	No.4 of 2013	Protection of Personal Information Act
27	No.99 of 1978	Protection of Businesses Act
28	No.12 of 2004	Prevention and Combating of Corrupt Activities Act
29	No.70 of 2002	Regulation of Interception of Communications and Provision of Communication related Information Act
30	No.194 of 1993	Trademarks Act
31	No.4 of 2002	Unemployment Contributions Act
32	No.63 of 2001	Unemployment Insurance Act
33	No.89 of 1991	Value Added Tax Act



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Schedule of Records			
Department	Record/ Subject categories	Availability	
Sales	Estimates and Tariff agreements	1 – Confidential/3 - Internal	
	Marketing material	4 - Public	
	Shipper/Consignee details	1 – Confidential/2 – Restricted/ 3 - Internal	
	Shipper invoices	1 – Confidential/2 – Restricted/ 3 - Internal	
	Credit Applications	1 - Confidential/3 - Internal	
	General Correspondence	1 – Confidential/3 - Internal	
	Meeting Records – External and Internal	1 - Confidential/3 - Internal	
Accounts	Credit Applications	1 - Confidential/3 - Internal	
	Bank Account Details	1 - Confidential	
	Statements	1 - Confidential	
	Financial Accounts	1 - Confidential/3 - Internal	
	Building and Property Records	2 - Restricted/3 - Internal	
	VAT records	1 – Confidential/2 - Restricted	
	Operations	Estimates and Tariff agreements	1 - Confidential/3 - Internal
Shipper/Consignee details		1 – Confidential/2 – Restricted/ 3 - Internal	
Shipper Invoices		1 – Confidential/2 – Restricted/ 3 - Internal	
Credit Applications		1 - Confidential/3 - Internal	
Certificates/Inspections		1 - Confidential/3 – Internal/ 3 - Internal	
Insurance Certificates and Records		1 – Confidential/3 - Internal	
Customs Brokerage		1 - Confidential/3 - Internal	
Administrative Records		1 - Confidential/3 - Internal	
General Correspondence		1 - Confidential/3 - Internal	
Meeting Records – External and Internal		1 - Confidential/3 - Internal	
Accounting Records		1 - Confidential/3 - Internal	
Warehouse/ Transport		Proof of Delivery/ Goods Received Notes	1 - Confidential/3 - Internal
	Vehicle Trip Records	1 - Confidential/3 - Internal	
	Warehouse Management Records	1 - Confidential/3 - Internal	
	Administrative Records	1 - Confidential/3 - Internal	
Human Resources	Employment Contracts	1 - Confidential	
	Employee Benefit Records	1 - Confidential	
	Employment Equity Records	1 - Confidential/3 - Internal	
	Labour Relations Records	1 - Confidential	
Information Technology	General Administration	1 - Confidential/3 - Internal	
	Cloud Storage Management	1 - Confidential	
	Server Storage Management	1 - Confidential/3 - Internal	
Company Record Classification Key			
Classification	Access	Classification	
1.	Confidential	Personal Information belonging to the requester	
2.	Restricted	Subject to copyright/Information not belonging to the requester	
3.	Internal	For use by Employees/Service Providers	
4.	Public	Freely available	

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Purpose of Processing Personal Information

Exclusive Logistics Solutions processes personal information in order to provide related freight forwarding and logistics services. The company fulfils various obligations as contractually agreed between customers, agents, suppliers and employees which further require processing of related personal information. Exclusive Logistics Solutions requires personal information in order to properly fulfil all of these services, as so necessary but not limited to the requirements on a customer-to-company, company-to-agent, company-to-public body, customer-to-bank basis as well as any public body as required by law.

Planned Recipients of Personal Information

Exclusive Logistics Solutions is required to exercise and protect any rights of customers, agents, employees and suppliers according to agreed upon services. Records are kept for a set period, to fulfil obligations as per legal and operational necessities as carried out by Freight Forwarders.

Request Procedure

Forms and fees

- A request for information must be made in the prescribed form, must be addressed to the Information Officer and must be submitted with the prescribed fee.
- The prescribed request form is available as an annexure to this PAIA manual

Form of request

- The requester must use the prescribed form to make the request for access to a record. This request must be made to the specified electronic mail address (paia@els-sa.co.za) or company physical address of the Information Officer and must contain the requester's postal address and electronic mail address within South Africa.
- The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record requested and the requester. The requester should also indicate which form of access is required. The requester should indicate if notice of the decision of the Information Officer is required in any manner, other than in writing, and if so, the necessary particulars to be so informed.
- In the request form, 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.
- 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.

Fees

- A requester who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.
- The Information Officer must by notice, require the requester to pay the prescribed fee, if any, set out in the notice, before further processing the request.
- After the Information Officer 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, in excess of the prescribed hours, required to search and prepare for the record disclosure.



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Prescribed Fees

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

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 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);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The [fee structure](#) is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

Disclaimer

Exclusive Logistics Solutions does not have internal appeal procedures regarding PAIA and POPI Act requests. The decision made by the duly authorised persons is final. If a request is denied, the requester is entitled to seek advice from the South African Human Rights Commission or the Information Regulator.



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FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 18(1) of the Promotion of Access to Information Act, 2000)

(Act No. 2 of 2000)

[Regulation 6]

FOR DEPARTMENTAL USE

Reference number:
Request received by:
Name and surname of information officer/deputy information officer on _____ (date) _____ (place)

Request fee (if any): R.....
Deposit (if any): R

Access fee: R.....

.....
Signature of Information Officer/Deputy Information Officer

A. Particulars of The Information Officer/Deputy Information Officer:

Information Officer

Head of Business

Derek Holmes

Position

Chief Executive Office

Deputy Information Officer

Ian Nash

Position

General Manager

CONTACT DETAILS

Email Address

paia@els-sa.co.za

Telephone Numbers

+27 11 284-1000

+27 21 934 7467

+27 31 940 9001

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent, must be given.*
- (c) *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:

C. 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.

Full names and surname:

Identity number:

D. Particulars of record

- (a) *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.*
- (b) *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.

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:

3 Any further particulars of record:

E. Fees

(a) 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.
 (b) You will be notified of the amount required to be paid as the request fee.
 (c) 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.
 (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

<u>Disability:</u>	Form in which record is required:	
Mark the appropriate box with an X. NOTES: (a) Compliance with your request for access in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.		
1. If the record is in written or printed form:		
<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record	
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc:		
<input type="checkbox"/> view the images	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> transcription of the images*



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3. If record consists of recorded words or information which can be reproduced in sound:			
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
	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? Postage is payable.			YES
			NO
Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.			
In which language would you prefer the record?			

G. Notice of decision regarding request for access

You will be notified 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?

Email:
 Post:
 Telephonic:

Signed at thisday of.....20.....

SIGNATURE OF REQUESTER 1 PERSON ON
 WHOSE BEHALF REQUEST IS MADE