

E.SAT TV (PTY) LIMITED / ENCA PAIA MANUAL
PREPARED IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 AS AMENDED (“the
Act/PAIA”)

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1. Definitions

- 1.1 “CEO” means Chief Executive Officer;
- 1.2 “PAIA” means Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.3 “POPIA” means Protection of Personal Information Act 4 of 2013
- 1.4 “Regulator” means Information Regulator
- 1.5 “South Africa” means Republic of South Africa

2. Purpose of PAIA manual

- 2.1 e.SAT TV (Pty) Ltd ("e.SAT") is a private company in South Africa.
- 2.2 eSAT's registration number is 2001/019981/07.
- 2.3 The purpose of this PAIA manual shall be explained. This PAIA Manual is useful for the public to:
 - 2.3.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
 - 2.3.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
 - 2.3.3 know the description of the records of the body which are available in accordance with any other legislation;
 - 2.3.4 access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
 - 2.3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
 - 2.3.6 know if the body 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;
 - 2.3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto; know the recipients or categories of recipients to whom the personal information may be supplied;
 - 2.3.8 know if the body has planned to transfer or process personal information outside South Africa and the recipients or categories of recipients to whom the personal information may be supplied;
 - 2.3.9 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Contact details

- 3.1 Head of the body: CEO of eMedia Investments and Director of e.SAT TV:
Khalik Mahomed Ismail Sherriif
- 3.2 Telephone number: 011 537 9362
- 3.3 Email address: info@enca.com

- 3.4 Information Officer: Philippa Rafferty
3.5 Telephone number: 011 537 9471
3.6 Email address: Philippa.rafferty@etv.co.za
- 3.7 Postal address Johannesburg: 4 Albury Road
Dunkeld West
Johannesburg
- 3.8 Street Address: 4 Albury Road
Dunkeld West
Johannesburg
- 3.9 Website: www.enca.co.za

4. Access to the records held by e.SAT

- 4.1 In order to facilitate a request for access to a record of e.SAT, the section describes the subjects on which e.SAT holds records and the categories of the records on each subject. The fact that the documents are listed below does not mean that they will necessarily be made available in terms of the Act and any request may be refused on the grounds set out in the Act or otherwise.

i. Records that may be requested

- Administration records including correspondence, licences, compliance reports, minutes of management meetings and minutes of staff meetings.
- Constitution records including list of directors, minute books and resolutions, power of attorney agreements, share Register, shareholders' Agreements and statutory registers
- Documents relating to legal proceedings including correspondence and pleadings
- Financial records including annual financial statements, assets register, banking details, bank statements and financial statements
- Human Resources records including disciplinary records and documentation pertaining to disciplinary proceedings, employee code of conduct, employment contracts, employment equity plan, personnel files, remuneration records
- Incorporation Documents including incorporation forms and memorandum and articles of association
- Information Technology records including computer software support and maintenance agreements, software licence agreements, agreements in respect of computer hardware, agreements with Internet Service Providers
- Miscellaneous agreements including agreements with third parties including suppliers and providers
- Policy documents including BEE policy, remuneration policies and staff recruitment policies.
- Specific agreements and documents relating to the private body's business activities

ii. The request procedures

Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body 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.
- 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 then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

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 head of the private body 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.
- The fee that the requester must pay to a private body is currently R50. The requester may lodge an application to the court against the tender or payment of the request fee.
- After the head of the private body 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.
- An additional fee may be required in respect of requests for access to broadcast material.

5. Processing of personal information

5.1 Below is a non-exhaustive description of the categories of Data Subjects and of the information or categories of information relating thereto

Category of Data Subjects	Personal Information that may be processed
Customers/Clients	Name, address, registration numbers or identity numbers, employment status and bank details, passport details, cell phone numbers, other information in which there is a legitimate interest or contractual obligation.
Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details, credit checks, financial information, cell phone numbers, other information in which there is a legitimate interest or contractual obligation.
Employees	Address, qualifications, gender and race, criminal background checks, cell phone numbers, other information in which there is a legitimate interest or contractual obligation.
Other on a case by case basis	Other- case by case basis.

5.2 Below are the recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority

Category of personal information	Recipients or Categories of Recipients
Credit and payment history, for credit information	Credit Bureaus
Other on a case by case basis	Other on a case by case basis

6. Guide on how to use PAIA and how to obtain access to the guide

- 6.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2 The Guide is available in each of the official languages and in braille.
- 6.3 The aforesaid Guide contains the description of- the objects of PAIA and POPIA; the postal and street address, phone and fax number and, if available, electronic mail address of- the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA; the manner and form of a request for access to a record of a public body contemplated in section 11; and access to a record of a private body contemplated in section 50; the assistance available from the IO of a public body in terms of PAIA and POPIA; the assistance available from the Regulator in terms of PAIA and POPIA; 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- an internal appeal; a complaint to the Regulator; and 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; the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual; the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively; the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and the regulations made in terms of section 92.
- 6.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 6.5 The Guide can also be obtained- upon request to the Information Officer; from the website of the Regulator (<https://www.justice.gov.za/inforeg/>)
- 6.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours- English and Afrikaans.

6.7 A copy of the guide in English is available at the following link:
https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

6.8 A copy of the guide in Afrikaans is available at the following link:
https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-Afrikaans_20210905.pdf

7. Purpose of processing personal information

7.1 Information is processed for legitimate business purposes. Please refer to privacy policy or contact our organization for more information.

8. Planned transborder flows of personal information

8.1 e.SAT has taken reasonable efforts to ensure that where personal information is stored outside of South Africa, it is stored in accordance with generally accepted information security practices and procedures that are acceptable within the industry for storage of personal information.

9. Availability of the manual

9.1 A copy of the Manual is available:

9.1.1 on enca.co.za,

9.1.2 head office of e.SAT for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee;

9.1.4 and to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information:

10.1 e.SAT uses technical and administrative security measures such as but not limited to firewalls, encryption techniques, and authentication procedures, among others, to maintain the security of your Personal Information.

10.2 e.SAT strives to store Personal Information in accordance with high standards of security that are at least, or higher than the standards of what is accepted within the media industry for storage of data of this nature.

11. Updating of the manual

11.1 The manual may be updated at regular intervals.

12. Issuance of manual

12.1 Issued by Information Officer