



Evolution Tel (Pty) Ltd T/A Evotel

MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION
ACT, ACT 2 of 2000 (The "ACT")

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1. INTRODUCTION

Evolution Tel (Pty) Ltd T/A Evotel, is an open access fibre-to-the-home network provider that seeks to deliver a stable and uncompromised network to all South African suburbs.

In terms of Section 51 of the Act, Private Bodies are required to compile a Manual setting out the procedures and requirements to be adhered to in seeking to obtain access to information held by that Private Body as well as the concomitant costs associated with such a request. The aforementioned section further stipulates the minimum requirements a Manual has to comply with. Section 51(2) of the Act also provides that the head of a Private Body, as contemplated in the Act, may update this manual on a regular basis. As such Evotel will, if and when deemed necessary, update or amend this Manual.

For purposes of this Manual – please note the following:

References to “Evotel”, “we”, “us”, “our” and “ours” in this Manual mean Evotel.

2. PARTICULARS REQUIRED IN TERMS OF THE SECTION 51(1)(A) OF PAIA

Evotel is committed to, and supports, the constitutional right of access to information in accordance with the provisions of the Act.

To confirm whose particulars to be included

DIRECTORS:	ALBERT OOSTHUYSEN
INFORMATION OFFICER / CEO:	ALBERT OOSTHUYSEN
POSTAL ADDRESS:	PO BOX 6981, Greenstone, 1613
PHYSICAL ADDRESS:	First Floor, 03 Desmond, 3 Desmond Street, Kramerville, Sandton 2090
TELEPHONE NUMBER:	0860 386 835
EMAIL ADDRESS:	alberto@evotel.co.za

3. THE ACT (SECTION 51(1)(B))

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.

Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act.

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: <https://www.sahrc.org.za/>

The Guide is available for inspection on the SAHRC website (<https://www.sahrc.org.za/>), alternatively it may be obtained at the head office of the SAHRC and all of its provincial office

4. APPLICABLE LEGISLATION (SECTION 51 (1) (C))

Evotel may, from time to time and where applicable, retain information and documentation as required and set out in terms of legislation.

Information *may* be made available in terms of the following legislation to the persons or entities specified in such legislation, *subject* to the provisions of said legislation, the Act, and Evotel's internal policies and procedures. A request for such information *must* be made in accordance with the Act. Accessibility to certain information or records may be refused on the grounds contemplated in the Act.

NUMBER	REFERENCE	ACT
1.	Act 71 of 2008	Companies Act
2.	Act 58 of 1962	Income Tax Act
3.	Act 89 of 1991	Value Added Tax Act
4.	Act 30 of 1966	Unemployment Insurance Act
5.	Act 36 of 2005	Electronic Communications Act
6.	Act 25 of 2002	Electronic Communications and Transaction Act
7.	Act 4 of 2013	Protection of Personal Information Act
8.	Act 75 of 1997	Basic Conditions of Employment
9.	Act 55 of 1998	Employment Equity Act
10.	Act 9 of 1999	Skills Development Levies Act
11.	Act 130 of 1993	Compensation of Occupational Injuries and Diseases Act
12.	Act 38 of 1997	Intellectual Property Laws Amendment Act
13.	Act 194 of 1993	Trademarks Act

5. PROTECTION OF PERSONAL INFORMATION & EVOTEL

Evotel takes cognisance of the requirements of Section 51(1)(c) of the Promotion of Access to Information Act as well as the stipulations of Section 17 of the Protection of Personal Information Act and wish to outline the following:

- What personal information Evotel processes;
- To whom the personal information relates to;
- The purpose for which Evotel processes this personal information;
- With whom Evotel shares the personal information with; and
- What information security measures that Evotel has in place to secure the personal information in its possession or under its control.

Evotel ensures that Personal Information is processed solely for the business purposes for which the data was collected, or subsequently authorised, by the relevant Data Subject. Evotel will only retain Personal Information for the duration as permitted or required by applicable law.

Evotel utilises the Personal Information we gather to support our customers and to market and promote our services. This includes:

- Processing the personal information of current and potential clients, such as Internet Service Providers or end-users, along with their employees, representatives, subcontractors, and/or their related third parties.
- Processing the personal information of suppliers and service providers, along with their employees, representatives, subcontractors, and/or affiliate third parties.
- Additionally, processing the personal information of our own current and potential employees and any third parties engaged with, or personal information that is legally or commercially required to be processed.

Evotel commits not to utilise the Personal Information collected for any purposes beyond those specified hereinabove, and personal information will always be processed against the following guidelines:

- Is processed lawfully, fairly and transparently.
- This includes the provision of appropriate information to data subjects when their data is collected by Evotel, in the form of privacy policies or data collection notices and/or general consent.
- Evotel also has a legal basis (for example, legislatively) to process personal information.
- Is processed only for the purposes for which it was collected.
- Will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
- Is adequate, relevant and not excessive for the purposes for which it was collected.
- Is accurate and kept up to date.

- Is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that personal information, in both physical and electronic form, is subject to an appropriate level of security when stored, used, and disclosed by Evotel, in order to protect against access and acquisition by unauthorized persons and accidental loss, destruction or damage.
- Is processed in accordance with the rights of Data Subjects, where applicable.

Evotel directly collects Personal Information from Data Subjects and/or from Third Parties. In instances where Evotel obtains Personal Information from Third Parties, Evotel ensures that the consent of the Data Subject has been obtained by the Third Party. Alternatively, Evotel processes the Personal Information by obtaining consent directly from the Data Subject.

Evotel undertakes and strives to maintain security of information as outlined hereinbelow:

- Evotel employs robust access control measures to safeguard sensitive data and personal information in compliance with POPIA regulations. Access to confidential information is strictly regulated, with access permissions granted based on the principle of least privilege. This ensures that only authorised personnel have access to relevant data necessary for their roles. Evotel implements user authentication mechanisms, such as multi-factor authentication and strong password policies, to prevent unauthorised access.
- Evotel enforces stringent password protection measures to enhance data security and adhere to POPIA requirements. Employees are required to create complex passwords that include a combination of uppercase and lowercase letters, numbers, and special characters. Passwords are regularly updated, and password reuse is strictly prohibited.
- Evotel implements comprehensive system security measures to mitigate the risk of malware and other cyber threats. This includes deploying robust antivirus software across all systems and networks to detect and prevent malware infections. Regular system scans and updates are conducted to ensure the effectiveness of antivirus measures. Additionally, Evotel employs firewalls, intrusion detection systems, and other advanced security technologies to monitor and protect against unauthorized access and cyber-attacks.
- Evotel places great emphasis on educating its staff on POPIA regulations and best practices for system security to foster a culture of compliance and awareness. All employees undergo regular training sessions and workshops to familiarise themselves with POPIA requirements, including the handling and protection of personal information. Employees are encouraged to report any security incidents or potential vulnerabilities promptly, ensuring a proactive approach to data security.

In addition to the above measures, Evotel implements the following general security practices to further enhance data protection:

- Regular security assessments and audits to identify and address potential vulnerabilities.
- Implementation of data encryption techniques to safeguard sensitive information both at rest and in transit.

- Implementation of data loss prevention (DLP) mechanisms to monitor and prevent unauthorised data exfiltration.
- Establishment of incident response and disaster recovery plans to ensure swift and effective response to security incidents and data breaches.
- Collaboration with trusted third-party vendors and partners who adhere to stringent security standards and practices.
- Ongoing monitoring of regulatory developments and updates to ensure compliance with evolving data protection laws and regulations, including POPIA.

Evotel collects from the following information from the following data subjects:

Entity Type	Personal Information Processed
Customers (Internet Service Providers)	<ul style="list-style-type: none"> • Physical and postal address. • Details and contact information of designated contact person(s). • Financial information. • Bank details. • For juristic entities we collect the registration number of the entity, CIPC, founding and related documentation as per the statutory register. • For KYC and related processes we collect tax information, details of authorised signatories, UBOs (ultimate beneficial owners).
3rd Party Service Providers	<ul style="list-style-type: none"> • Physical and postal address. • Details and contact information of designated contact person(s). • Financial information. • Bank details. • For juristic entities we collect the registration number of the entity, CIPC, founding and related documentation as per the statutory register. • For KYC and related processes we collect tax information, details of authorised signatories, UBOs (ultimate beneficial owners).
End-users	<ul style="list-style-type: none"> • Names and Surname. • Physical and postal address. • Contact information including telephone and mobile number and email address. • Preference of services or products.

Entity Type	Personal Information Processed
	<ul style="list-style-type: none"> • Billing information. • Banking information.

Evotel may share Personal Information with various service providers for the following purposes:

- Data capture and storage
- The dispatching of emails and other communications such as (but not limited to) WhatsApp messages and Facebook message to clients for the purposes of facilitating the rendering of services or service query resolution
- Customers requiring End-user data for service installations, configuration and/or activations
- Installers responsible for installing Evotel equipment at customer premises
- Third-Parties assigned to collect ONTs or related equipment upon the termination of the services
- Legal counsel
- As directed by Court order to responsible government or regulatory bodies.

In the event of transborder flows of personal information Evotel will abide by and adhere to the requirements as outlined in the POPI Act.

6. SCHEDULE OF RECORDS IN TERMS OF SECTION 51 (1) (d)

Evotel maintains and stores records which are spread under several categories and on various subject matters. It is prudent, however, to indicate that the mere fact that a category of information and records maintained by Evotel is reflected in this Manual does not imply that any or all requests to access such records or information will result in the granting of access to those records or information.

Notwithstanding the abovementioned, all requests in terms of this Manual will be evaluated on an *ad hoc* basis in accordance with the provisions of the Act. We do, however, refer you to the below table which sets out the information which may be accessed without a formal request and which information must be requested in terms of the Act.

RECORDS	SUBJECT	AVAILABILITY
Public Affairs	<ul style="list-style-type: none"> • Public Product Information • Public Corporate Records • Media Releases 	<ul style="list-style-type: none"> • Freely available on www.evotel.co.za
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts 	Not available. Request to be made in terms of PAIA.
Marketing	<ul style="list-style-type: none"> • Market Information • Public Customer Information: <ul style="list-style-type: none"> o Product Brochures o Owner Manuals • Field Records • Performance Records • Product Sales Records • Marketing Strategies • Customer Database 	<ul style="list-style-type: none"> • Limited information available at www.evotel.co.za • Request to be made in terms of PAIA.
Internal Records	<ul style="list-style-type: none"> • Memorandum of Incorporation • Financial records • Operational records • Intellectual property records • Internal Evotel correspondence • Product records • Statutory records (including but not limited to those records submitted to the Intellectual Properties Commission) • Banking records • Internet website records • Internal policies and procedures 	<ul style="list-style-type: none"> • Request to be made in terms of PAIA.

7. FORM OF REQUEST IN TERMS OF SECTION 51(1)(e)

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form C, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za alternatively kindly refer to annexure "A" attached hereto.
- 6.2 Address your request to the Head of the Company (CEO).
- 6.3 Provide sufficient details to enable the COMPANY to identify:
 - (a) The record(s) requested.
 - (b) The requester (and if an agent is lodging the request, proof of capacity).
 - (c) The form of access required:
 - (i) The postal address or fax number of the requester in the Republic.
 - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - (e) 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.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Deputy Information Officer

Johan Barkhuizen

2nd Floor, One Four Kramer

14 Kramer Road

Kramerville

Johannesburg

2090

E-mail address: johan@evotel.co.za

Fax number: N/A

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made <i>(when made on behalf of another person)</i>	
Postal Address	
Street Address	
E-mail Address	

Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	

Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

<p>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</p> <p><i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i></p>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<p>FEES</p> <p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>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.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at ___ this __ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

If your request is granted the—

- (a) amount of the deposit, (if any), is payable before your request is processed; and
- (b) requested record/portion of the record will only be released once proof of full payment is received.

Please use the reference number hereunder in all future correspondence.

Reference number:

TO:

Your request dated , refers.

You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
Flash drive			
To be provided by requestor	R40.00		
Compact disc	R40.00		
If provided by requestor	R60.00		
If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
To be provided by requestor	R40.00		
(ii) Compact disc			
If provided by requestor	R40.00		
If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment

to:

Signed at this day of 20

Information officer