



FLUX FULL CIRCLE

**PROMOTION OF ACCESS TO INFORMATION ACT
SECTION 51 MANUAL**

1. INTRODUCTION

This Manual is published in accordance with section 51 of the Promotion of Access to Information Act No. 2 of 2000 of South Africa. The aim of the Manual is to assist potential Requesters in requesting access to information in the form of documents or records from Flux Full Circle as specified in the Act.

2. COMPANY OVERVIEW

Flux Full Circle (Pty) Ltd. is a digital management company that provides digital marketing and web development services to businesses in the luxury travel industry.

3. COMPANY INFORMATION

Name of Body: Flux Full Circle

Physical & Postal Addresses:

Flux Full Circle
Cape Quarter Lifestyle Village - The Piazza, Unit 101
27 Somerset Road
De Waterkant
Cape Town
South Africa
8001

Head of Body: Stuart Lewis (CEO)

tel: 021 434 1650

email: stuart@fluxfullcircle.com

Information Officer

Name: Stuart Lewis

Tel: 021 434 1650

email: stuart@fluxfullcircle.com

Deputy Information Officer

Name: Taahir Isaacs

Email: taahir@fluxfullcircle.com

4. HOW TO REQUEST ACCESS TO INFORMATION

Records, whether specifically listed in this manual or not, will only be made available subject to the provisions of the Promotion of Access to Information Act.

Requests for access to records held by Flux Full Circle must be made on the request forms that are available from the SAHRC website (www.sahrc.org.za).

The Requester must use the prescribed form to make the request for access to a record. This must be made to the Information Officer at the address, fax number or electronic mail address of the body concerned.

When a record is requested, the following will apply:

- Fees may be payable. These fees are prescribed by law and can change. Fees are outlined in this document under Section "8. Fees".
- The Request Form must be completed. It can be obtained on the SAHRC website (www.sahrc.org.za) or on the website of the Department of Justice (www.justice.gov.za).
- On the Request Form, all details must be completed, including the right the requester wants to protect by requesting the information.
- If the requester is acting on behalf of someone else, the signature of the other person as the one who has authorised the request to be made is required.
- The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) they want to access the information.
- If the record is part of another record, the requester will only be able to access the part(s) that pertains to the information they want or are entitled to, and not the rest of the record.
- All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act.
- An answer to a request for information must be made within 30 days of the request, and if not granted and the requester is not satisfied they can approach the courts within 30 days.

Queries should be directed to:

The South African Human Rights Commission
PAIA Unit Research and Documentation Department
Postal Address:
Private Bag 2700 Houghton 2041 South Africa
tel: 011 877 3600
fax: 011 403 0625
email: paia@sahrc.org.za
website: www.sahrc.org.za

5. INFORMATION KEPT IN TERMS OF OTHER LEGISLATION

Records are kept in accordance with the legislation applicable to Flux Full Circle, which includes but is not limited to:

- Basic Conditions of Employment Act, No. 75 of 1997;
- Companies Act, No. 61 of 1973
- Companies Act, No. 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
- Competition Act, No. 89 of 1998;
- Constitution of the Republic of South Africa 108 of 1996;
- Consumer Protection Act, No. 68 of 2008;
- Copyright Act, No. 98 of 1978;
- Currency and Exchanges Act, No. 9 of 1933;
- Credit Agreements Act, No. 75 of 1980;

- Debt Collectors Act, No. 114 of 1998; 5
- Electronic Communications and Transactions Act, No. 25 of 2002;
- Employment Equity Act, No. 55 of 1998;
- Financial Intelligence Centre Act, No. 38 of 2001;
- Income Tax Act, No. 58 of 1962;
- Labour Relations Act, No. 66 of 1995;
- Medical Schemes Act, No. 131 of 1998;
- National Credit Act, No. 34 of 2005;
- Occupational Health and Safety Act, No. 85 of 1993;
- Pension Funds Act, No. 24 of 1956;
- Protection of Personal Information Act, No.4 of 2013;
- Regulation of Interception of Communications and Provision of Communication Related Information Act, No. 70 of 2002;
- Skills Development Act, No. 97 of 1998;
- Skills Development Levies Act, No. 9 of 1999;
- Tax on Retirement Funds Act; No. 38 of 1996;
- Trade Marks Act, No. 194 of 1993;
- Unemployment Insurance Act, No. 63 of 2001;
- Unemployment Insurance Contributions Act, No. 4 of 2002;
- Value Added Tax Act, No. 89 of 1991.

6. INFORMATION FREELY AVAILABLE

The following general information is available in the public domain and does not require an official request in terms of the Act:

- Products and services
- Location and directions
- Privacy policy
- PAIA Manual

7. INFORMATION KEPT BY FLUX FULL CIRCLE IN TERMS OF THE ACT

(Information required under section 51(1)(d) of the Act)

Financial Records

- Annual financial statements of Flux Full Circle
- Tax returns of Flux Full Circle
- Accounting records of Flux Full Circle
- Banking records of Flux Full Circle
- Audit reports conducted for Flux Full Circle
- Invoices in respect of creditors and debtors of Flux Full Circle
- Bank facilities and account details

Company Records

- Documents of incorporation
- Share register and other statutory registers
- List of employees
- Contracts of employment with employees of Flux Full Circle

Human Resources

- Personnel records of each employee of Flux Full Circle
- Disciplinary records
- Compensation or redundancy payments
- Records relating to conditions of employment
- Employment equity plan of Flux Full Circle
- Employee tax information

- Training schedules and manuals
- Agreements with clients of Flux Full Circle
- Files relating to client matters
- Payroll records
- Internal policies and procedures of Flux Full Circle

Clients

- Client contracts
- Correspondence with clients
- Correspondence with third parties
- Research conducted on behalf of clients of Flux Full Circle
- Other information relating to, or held on behalf of Flux Full Circle clients

Intellectual Property

- Trade-marks, copyrights and designs held by Flux Full Circle
- Software licences

Movable Property

- Agreements for the lease or sale of movable property by Flux Full Circle
- Records regarding insurance in respect of movable property
- Asset register

Information Technology

- Records regarding computer systems and programmes held by Flux Full Circle

Website

- Flux Full Circle's website address is www.fluxfullcircle.com and is accessible to anyone who has access to the Internet. The website contains various categories of information relating to the business, including service offerings, employees, clients, contact information and blog articles.

Miscellaneous

- Security agreements, guarantees and indemnities
- Marketing agreements
- Internal correspondence
- Agreements with suppliers of Flux Full Circle
- Correspondence of Flux Full Circle

8. 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 requesting access to a record containing personal information about him/her or itself, must pay the required request fee.

The Information Officer must by notice require the Requester (other than a personal Requester) to pay the prescribed request fee (if any) before further processing the request.

The fee that the Requester must pay to a private body is R50. The Requester may lodge an application to the court against the tender or payment of the request fee. If access to a record/s is granted by Flux Full Circle, the Requester may be required to pay an access fee for the search for and preparation of the records and for re-production of the record/s.

The access fees which apply are set out below. Flux Full Circle can withhold a record/s until such access fees have been paid.

#	Request	Fee in Rands
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1	Photocopy of an A4-size page or part thereof	R1.10 per page
2	Printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75 per page
3	A copy of, in a computer-readable form on: <ul style="list-style-type: none"> • Stiffy disc • Compact disc 	R7.50 R70.00
4	Transcription of visual images on an A4-size page or part thereof	R40.00 per page
5	Copy of visual images	R60.00
6	Transcription of an audio record on an A4-size page or part thereof	R20.00
7	Copy of an audio record	R30.00

9. RECORDS OR INFORMATION NOT FOUND

If, after all reasonable steps to locate a record have been taken, and no record is found, then the Information Officer will notify the Requester, by way of an affirmation that access to the requested and titled document cannot be provided. The affirmation will include a detailed account of the steps taken to try to locate the record. Should a record be found at a later stage, the Information Officer shall provide the Requester access to such record, unless access to the record is refused on the grounds permitted by the Act.

10. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available:

- At our office at Cape Quarter Lifestyle Village - The Piazza, Unit 101, 27 Somerset Rd, De Waterkant, Cape Town, 8001 on request
- On request from our Information Officer
- On our website: www.fluxfullcircle.com
- From the South African Human Rights Commission ("SAHRC") at the addresses and/or telephone numbers as published by the Commission

This Manual will be updated as and when required.

Last Updated: 22 June 2021