

ATREYU ENTERPRISES

PROMOTION OF ACCESS TO INFORMATION ACT

MANUAL IN TERMS OF SECTION 51

Introduction

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

This manual applies in respect of each member of Atreyu Enterprises group as set out in this manual and as Atreyu Enterprises group may change from time to time. The Information Officer named below is appointed in respect of Atreyu Enterprises and each of the private bodies constituting Atreyu Enterprises.

1. ATREYU ENTERPRISES OVERVIEW

Atreyu Enterprises provides Internet Services, Access and associated Information Technology services to its customers, in both the corporate and home market.

Atreyu Enterprises supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

2. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.bucknet.co.za) or by sending a request for a copy to the Information Officer by email. The Manual may also be obtained from our head office, the South African Human Rights Commission ("SAHRC") at the addresses set out below or from the Government Printers. This Manual will be updated from time to time, as and when required.

3. HOW TO REQUEST ACCESS TO RECORDS HELD BY ATREYU ENTERPRISES

Requests for access to records held by Atreyu Enterprises must be made on the request forms that are available from our website and office, from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za) (under "regulations"). You can submit a request without paying the request fee but please note that payment of the prescribed fees must be made before the request will be processed.

Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

Where you know which company in Atreyu Enterprises holds the record/s you are requesting, please indicate this fact. Where you are unsure which company holds the record/s please provide as much detail as possible about the record to facilitate our search and to avoid any possible delays.

The requester must identify the right that he or she is seeking to exercise or protect 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 a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of Atreyu Enterprises.

The standard form that must be used for the making of requests is attached as annexure 1. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Kindly note that all requests to Atreyu Enterprises will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Atreyu Enterprises does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

4. CONTACT DETAILS

Name of Private Body	ATREYU ENTERPRISES
Designated Information Officer	RALF MULLER
Email address of Information Officer	Info@bucknet.co.za
Postal address	6 Delaney Road, Plumstead, 7800
Street address	The Terraces, 34 Bree Street, Cape Town
Phone number	0861 101 967
Fax number	+27 21 421-2798

5. HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

The Guide described in Section 10 of the Act is due in August 2003. From that date it will be available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

6. VOLUNTARY DISCLOSURE

Atreyu Enterprises has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to Atreyu Enterprises and its services is freely available on Atreyu Enterprises' website. Certain other information relating to Atreyu Enterprises is also made available on such website from time to time.

Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

7. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

NONE

8. RECORDS HELD BY ATREYU ENTERPRISES

Atreyu Enterprises maintains records on the following categories and subject matters. **However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured.** All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

In addition, please note that each company within Atreyu Enterprises does not hold records in respect of every category and subject matter listed here. If you are uncertain which entity holds the relevant record, please provide the Information Officer with as much detail as possible to minimise delays.

9. Internal records

The following are records pertaining to Atreyu Enterprises' own affairs and those of its divisions, subsidiary and associated companies:

- Memorandum and Articles of Association
- Financial records
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;

10. Personnel records

Personnel refers to any person who works for or provides services to or on behalf of Atreyu Enterprises and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Atreyu Enterprises. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Atreyu Enterprises by their personnel;
- Any records a third party has provided to Atreyu Enterprises about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;

11. Customer records

Please be aware that Atreyu Enterprises is very concerned about protecting the confidential information of its customers. Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to Atreyu Enterprises or a third party acting for or on behalf of Atreyu Enterprises;
- Contractual information;
- Customer needs assessments;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to Atreyu Enterprises about customers;
- Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Customer profiling;
- Performance research conducted on behalf of customers or about customers;
- Any records a third party has provided to Atreyu Enterprises either directly or indirectly; and
- Records generated by or within Atreyu Enterprises pertaining to customers, including transactional records.

12. Technical records

- Infrastructure and network layout documents

13. Other Records

Further records are held including:-

- Information relating to Atreyu Enterprises' own commercial activities