

The Promotion of Access to Information

Act 2 of 2002 Section 51

Introduction

Section 32 of the Constitution of South Africa states that it is your human right to have access to information held by a body except where information may not be released. Information that is requested from a body must be made available within a reasonable time frame and at reasonable cost. Kido Pet believe in transparency and want a reputation for good corporate governance.

Kido Pet contact details

Veterinarian	:	Dr Kristen Lachenicht
Phone	:	+27 (0)12 667 1293
Fax	:	086 686 7227
Email	:	hello@kidopet.co.za
Website	:	www.kidopet.co.za
Street Address	:	Queens Office Park, Centurion, 0157, Gauteng, SA

Contact details of the Human Rights Commission

A description of the Act and contact details of all public bodies can be found with the South African Human Rights Commission (SAHRC).

Postal Address	:	Private Bag X2700, Houghton, 2041
Phone	:	+27 (0)11 484 8300
Fax	:	+27 (0)11 484 1360
Email	:	PAIA@sahrc.org.za
Website	:	www.sahrc.org.za

Who may request information

Any person may request information as long as this information is required to protect their human rights. Procedures put in place for the request of information must be followed. Access to this information may be refused.

When requesting your own personal information Kido Pet will happily divulge this to the Personal Requester. When requesting personal information on a third party certain requirement will need to be met and procedures followed before this information will be divulged to the Other Requester.

Records that may be requested

There are four types of records that can be requested:

1. Personnel records
This includes information provided to Kido Pet by their personnel and from a third party regarding Kido Pet's personnel. Personnel conditions of employment and internal evaluation records are also included here.
2. Company records
This includes annual financial statements, product information, policy documents, terms and conditions, any internal policies and procedures, operational information, and any statutory records. Marketing information, newsletters, databases and information technology can also be made available on request.
3. Client records
This includes any records a Kido Pet client has given to a third party pertaining to our service and information Kido Pet receives from a third party. Any information generated by Kido Pet on their clients may also be requested.
4. Other party records
Other parties may be suppliers, other service providers and associated companies of Kido Pet.

Access Procedure

Please complete **Annexure A : Request of Access to a Record of Body**. If you are unable to complete the form due to a disability then please contact Kido Pet and we will do this on your behalf. We will need the completed form and confirmation of payment of the prescribed fee before we can process your request. It will take up to 30 days to process a request unless there are complications.

Prescribed Fees

A Request Fee of R50-00 is charged for any records other than personal records. An additional Access Fee of R70-00 is charged once access is granted before sending the requester the record requested. The requestor may lodge an application with the court to not pay this fee.

Records that cannot be found or do not exist

If a record cannot be found or does not exist Kido Pet must notify the requester by way of an affidavit or affirmation of this. The request will then be denied. In the even the information is found in the future it must be granted if this was previously possible.

Grounds for refusal

If the request is refused Kido Pet must state why this has been refused without reference to the content of the record. The requester has 30 days to lodge an application with a court against this.

Grounds for refusal are as follows:

- Protection of a third party's privacy
- Protection of South African Revenue Service records
- Protection of third party business information
- Protection of an individual's property
- Protection of safety of an individual
- Protection of a Business' operations
- Protection of a third party's confidential information
- Protection of law enforcement, legal proceedings and police dockets in bail proceedings
- Records relating to the economic interests and financial welfare of Businesses and South Africa
- Protection of a third party's research and development
- Kido Pet and third party trade secrets
- Intellectual property owned by Kido Pet or a third party

Third party notification and intervention

If information requested is pertaining to a third party, Kido Pet has up to 21 days to inform the said third party of this request. The third party then has a further 21 days to either grant or refuse this request and their reasoning for refusal in writing.

Disclaimer

The above manual does not cover all information in the Act and a requester is advised to read through the Act before making a request with Kido Pet for a record.

Annexure A: Request for Access to Record of Body

Details of person requesting records	
Name & Surname	
Identification Number	
Postal Address	
Fax Number	
Telephone Number	
Email Address	
Relation to person if requesting on behalf of someone (proof to be attached on submission)	
Details of person on whose behalf request is being made	
Name & Surname	
Identification Number	
Details of record requested or part thereof	
Why is this record needed to protect or exercise your rights	
If access denied or granted how would you like to receive correspondence	
Post	
Email	

Signed at _____ on this _____ day of _____ 20 _____

SIGNATURE OF REQUESTER / PERSON ON BEHALF OF REQUESTER