

ITC INFOTECH INDIA LIMITED (INCORPORATED IN INDIA)
(Registration number: 2009/017294/10)

MANUAL ISSUED IN TERMS OF:
SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
(PAIA) READ WITH
THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)

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1. Introduction

This Manual (the **Manual**) has been compiled in accordance with the requirements of PAIA, read with the relevant sections of POPIA.

ITC Infotech India Limited (Incorporated in India) (the **Company**) is a private body as defined in PAIA, and this Manual contains the information specified in section 51 of PAIA, which is applicable to such a private body.

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. The Company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

ITC Infotech is a wholly owned subsidiary of ITC Ltd. ITC is one of India's leading private sector companies and a diversified conglomerate with businesses spanning Consumer Goods, Hotels, Paperboards and Packaging, Agri Business and Information Technology.

A copy of the Manual will be made available to the Information Regulator, upon request, and will be published on the Company's website. The Manual will be updated on a regular basis in accordance with the requirements of section 51(2) of PAIA.

2. **Contact Details**

In accordance with his letter of authorisation dated 28 Sep,2022, Reetesh Agarwal is regarded as the head of the Company for purposes of PAIA, as well as the Company's information officer for purposes of POPIA.

In addition, Gerald Naidoo have been designated as deputy information officer for purposes of PAIA and POPIA (referred to as **Deputy Information Officer** or **DIO**).

The contact details of the information officers are as follows:

Information Officer:

Telephone: +91 80 22988848

Email: reetesh.agarwal@itcinfotech.com, DPO@itcinfotech.com

Deputy Information Officer (DIO):

Telephone: +27824533290

Email: gerald.naidoo@itcinfotech.com, DPO@itcinfotech.com

Physical and Postal address:

Center 36, Regus Sandton,
2nd floor West Tower, Nelson Mandela Square,
Maude Street, Sandton,
Johannesburg, 2196,
South Africa

3. **Guide on how to use PAIA**

- 3.1 PAIA 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 for information from the Company, the public body must be acting in the public interest. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided.

- 3.2 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised guide on how to use PAIA (the **Guide**), in an easily and comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 3.3 The Guide is available in each of the official languages and in braille.
- 3.4 The Guide contains a description of –
 - 3.4.1 the objects of PAIA and POPIA;
 - 3.4.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 3.4.2.1 the information officer of every public body, and
 - 3.4.2.2 every deputy information officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 3.4.3 the manner and form of a request for-
 - 3.4.3.1 access to a record of a public body contemplated in section 11 of PAIA; and
 - 3.4.3.2 access to a record of a private body contemplated in section 50 of PAIA;
 - 3.4.4 the assistance available from the information officer of a public body in terms of PAIA and POPIA;
 - 3.4.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 3.4.6 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-
 - 3.4.6.1 an internal appeal;
 - 3.4.6.2 a complaint to the Regulator; and
 - 3.4.6.3 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;
 - 3.4.7 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 3.4.8 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

- 3.4.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 3.4.10 the regulations made in terms of section 92 of PAIA.
- 3.5 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.
- 3.6 The Guide can also be obtained-
 - 3.6.1 upon request to the Information Officer of the Company;
 - 3.6.2 from the website of the Information Regulator (<https://info regulator.org.za/>).
- 3.7 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 3.7.1 English and IsiZulu.
- 3.8 The contact details for the Information Regulator are (at present) as follows:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017
Telephone number: +27 (0)10 023-5200 / +27 (0)82 746-4173
Website: <https://info regulator.org.za/>
E-mail: enquiries@info regulator.org.za

4. Records available in terms of any other legislation

- 4.1 The Company holds details of its own registration, together with information pertaining to its directors and shareholders and other corporate information required to be retained in terms of the Companies Act, 2008.
- 4.2 It holds information relating to its tax affairs in terms of the Income Tax Act, 1962 (the **ITA**), the Tax Administration Act, 2011, the Value Added Tax Act, 1991 as well as the Unemployment Insurance Contributions Act, 2002 and the Skills Development Levies Act, 1999.
- 4.3 The Company holds information pertaining to its employees as required in terms of applicable employment and other relevant legislation including the Basic Conditions of Employment Act, 1997, the Labour Relations Act, 1995, the Employment Equity Act,

1998, the Occupational Health and Safety Act, 1993, the Compensation for Occupational Injuries and Diseases Act, 1993, the Immigration Act, 2002 and the ITA.

5. Access to records

5.1 For purposes of facilitating a request in terms of PAIA, the information below includes a description of the subjects on which the Company holds records and the categories into which these fall. This information is not exhaustive and may be amended from time to time.

5.2 Certain records are available without having to be requested in terms of the request procedures set out in PAIA and detailed in paragraph 6 of the Manual below.

5.3 Subject to the provisions of PAIA, information may be inspected, collected, purchased or copied at the offices of the Company and, unless the records are available on the Company’s website, an appointment to view the records will have to be made with the information officer or the deputy information officer.

5.4 Categories of records of the Company which are available to a person without having to request access in terms of PAIA:

Category	Description	Format	Retention period
Information in the public domain	Incorporation documents	Hard copy and electronic copy	Indefinite
	Annual reports	Hard copy and electronic copy	8 years
	Audited financial statements	Hard copy and electronic copy	8 years
	Public statements and communications	Hard copy and electronic copy	Indefinite
	General information pertaining to the Company and information regarding the services rendered	Hard copy and electronic copy	Indefinite

5.5 The records listed below, which need to be requested in terms of PAIA and/or POPIA, will not in all instances be provided to a requester. In other words, the records held under the various subjects are not automatically available and access to them is subject to the nature of the information contained in the record, as well as the grounds of refusal as set out in PAIA that may be applicable to a request for such records. (See also paragraph 6.1.6 below.) The procedure in terms of which such records may be requested from the Company is set out in paragraph 6.1 below.

5.6 Categories of records that may be requested in terms of PAIA and/or POPIA:

Subjects on which the body holds records	Category description / of record	Format	Retention period
Finance and administration	Company registration records; Bank account records; Books and records of account and financial statements; VAT, SITE and PAYE records; Details of auditors; Minutes of the meetings of the Company (non-confidential parts); Minutes of staff meetings and/or management meetings.	Hard copy and electronic copy	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Management	Internal correspondence; Policies, procedures, and codes; Travel management and arrangements.	Hard copy and electronic copy	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Human Resources	Organisational information (organisational structure, etc.); Personnel files;	Hard copy and electronic copy	As required in terms of applicable legislation / contracts of employment

Subjects on which the body holds records	Category description / of record	Format	Retention period
	<p>Contracts, conditions of service and other agreements;</p> <p>Statutory employee records;</p> <p>Records of background checks (including qualification, credit and criminal record checks);</p> <p>Immigration documentation;</p> <p>Medical aid records;</p> <p>Employee leave records;</p> <p>Employee payments and benefits (statutory and contractual);</p> <p>Correspondence with or about employees;</p> <p>Performance management records;</p> <p>Records of disciplinary hearings and findings and incapacity proceedings.</p>		
Relationships with third parties	<p>Service level agreements with providers;</p> <p>Tender and bid documentation;</p> <p>Licences and general conditions for conducting business.</p>	Hard copy and electronic copy	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Information technology	Computer software;	Hard copy and electronic copy	Indefinite / as required in terms of applicable legislation / as

Subjects on which the body holds records	Category description / of record	Format	Retention period
	Support and maintenance agreements; Records regarding computer systems and programmes.		required in terms of applicable contracts
Property	Lease agreements in respect of immoveable property; Records regarding insurance in respect of movable or immoveable property.	Hard copy and electronic copy	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Legal	Litigation; Contracts and memoranda of understanding; Regulatory permissions, licenses, and/or exemptions.	Hard copy and electronic copy	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts

5.7 For purposes of POPIA:

5.7.1 For the purposes of facilitating a request for personal information, the information below includes details of the purpose of the processing of personal information by the Company, a description of the categories of data subjects and of the information or categories of information relating to data subjects held by the Company, the recipients or categories of recipients to whom personal information may be supplied, planned transborder flows of personal information, and a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the Company to ensure the confidentiality, integrity and availability of the information which is to be processed.

5.7.2 In terms of POPIA, a requester to whom certain personal information relates may request the Company to confirm, free of charge, whether or not it holds personal information about that particular requester.

5.7.3 A requester may make a request that the Company provides the record or a description of the personal information about the requester which is held by it, including information about the identity of third parties, or categories of third parties,

who have, or have had, access to the information. This request must be made within a reasonable time, in a reasonable manner, and format, at a fee, and in a form that is generally understandable.

5.7.4 Categories of data subjects and categories of personal information relating thereto:

Data subjects	Categories of information
Applicants for employment	Contact details Educational qualifications Recruitment records
Employees	Human resources information (see above)
Dependents of employees	Name and Contact Details Identity numbers
Referees	Contact details Views or opinions provided about applicants for employment
Former employees	Human resources information, as required to be retained post-termination of employment (see above)
Contractors / Vendors	Contact details and banking details Details of services rendered and fees paid
Visitors	Name and contact details

5.7.5 Purposes of processing:

Data subject category	Broad description of purposes of processing
Applicants for employment;	To carry out actions for the consideration of an application for employment; To carry out actions necessary for the conclusion of an employment contract; To ensure compliance with an obligation imposed by law on the Company;

		To pursue the legitimate interests of the Company.
Employees		To carry out actions necessary for the performance of the employment contract; To ensure compliance with an obligation imposed by law on the Company; To pursue the legitimate interests of the Company or a third party to whom the information is supplied.
Dependents of employees	of	To carry out actions necessary for the performance of the employment contract; To pursue the legitimate interests of the data subject and the Company
Referees		To carry out actions for the consideration of an application for employment.
Former employees		To ensure compliance with an obligation imposed by law on the Company; To pursue the legitimate interests of the Company.
Contractors Vendors	/	To carry out actions necessary for the performance of the services contract; To ensure compliance with an obligation imposed by law on the Company; To pursue the legitimate interests of the Company or a third party to whom the information is supplied.
Visitors		To pursue the legitimate interests of the Company.

5.7.6 Likely recipients:

Data subjects		Likely recipients (including external third parties)
Applicants employment; Employees; Dependents employees; Former employees	for of	Human resources department Finance department Recruitment department and agencies The Group
Referees		Human resources department Recruitment department and agencies

Contractors / Service providers	Human resources department Finance department The Group
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5.7.7 Planned transborder flows of personal information:

Yes
The Company transfers personal information to other companies within the Group. In this regard, the Company transfers personal information to, and stores personal information at, its head offices in India.

5.7.8 General description of information security measures:

Technical measures	Organisational measures
All laptops are password protected backed up with encryption. All electronic personal information is stored in a secured repository system with access control.	Access to personal information is limited to relevant personnel. Limited personal information is retained in hard copy which is stored under lock and key with access control.

6. The request procedure

6.1 Form of request

6.1.1 A request for access to records held by the Company in terms of section 53 of PAIA must be made on a form that corresponds substantially with Form 2 of Annexure A to the Regulations Relating to the Promotion of Access to Information, 2021. A copy of the form is attached as Schedule A to the Manual. The request must be made to the information officer of the Company at the address, telefax number or e-mail address specified in paragraph 2 above.

6.1.2 The requester must provide sufficient detail on the prescribed form to enable the information officer of the Company to identify the record and the identity of the requester. The requester must submit details of the capacity in which the requester is making the request and indicate whether the request is made in their own name or on behalf of another person. Proof of identity of the requester must be attached to the request if it is in their own name. If a request is made on behalf of another

person or entity, the requester must attach proof of authorisation to make the request.

- 6.1.3 The requester is also required to indicate what type of record s/he/it is requesting and what form of access to the relevant records is required. Additionally, the requester must provide her/his/its contact details and indicate what manner of access is requested.
- 6.1.4 The requester must provide particulars of the right to be exercised or protected and explain why the record requested is required for the exercise and protection of the aforementioned right.
- 6.1.5 For the purposes of Form 2, the requester must comply with all the procedural requirements in PAIA relating to a request for access to the relevant records.
- 6.1.6 The Company may, and must in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA. These grounds include: that access would result in the unreasonable disclosure of personal information about a third party, that it is necessary to protect the commercial information of a third party or the Company itself, that it is necessary to protect the confidential information of a third party, that it is necessary to protect the safety of individuals or property, that a record constitutes privileged information for legal proceedings, or that it is necessary to protect the research information of a third party or the Company itself.
- 6.1.7 If all reasonable steps have been taken to find a record that a requester has requested, and there are reasonable grounds for believing that the record is in the Company's possession but cannot be found, or it does not exist, then the information officer will, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to that record.
- 6.1.8 The information officer must, if a request for access to a record is granted or refused, inform a requester of her/his decision and the fees payable. This must be done on a form that corresponds substantially with Form 3 of Annexure A to the Regulations. A request for a copy of the Guide may not be refused. If the requester wishes to be informed of the Company's decision in another manner as well, this must be set out in the request and the relevant details included in order to allow the Company to inform the requester in the preferred manner.
- 6.1.9 The Company will make a decision in relation to a request for records within 30 days of receiving it, unless a third-party notification and intervention, as contemplated in Chapter 5 of PAIA, applies. This period may be extended in appropriate circumstances, in accordance with section 57 of PAIA.

6.2 Remedies for refusal to request for information

The Company does not have an internal appeal procedure. As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the information officer.

7. **Other information as may be prescribed**

The amended Regulations published in terms of PAIA, under Government Notice R757 in *Government Gazette* 45057 of 27 August 2021, set out, among other things, the fees which may be charged by private bodies for the reproduction of records (provided in the table above).

8. **Availability of the Manual**

This Manual is available at the offices of the Company at the address set out in paragraph 2 above, as well as on the Company's website ([\[www.itcinfotech.com\]](http://www.itcinfotech.com)).

9. **Acknowledgement**

The Manual has been based on an original template supplied by the SAHRC and amended accordingly based on a template supplied by the Information Regulator.

ANNEXURE A

FORM 2

REQUEST FOR ACCESS TO RECORD

(Section 53(1) of the Promotion of Access to Information Act, 2000)

[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 Information Officer/Deputy Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name
on behalf of another person

Request is made

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: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity number:			
Postal address:			
Street address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		<input type="text"/>
PARTICULARS OF RECORD REQUESTED			
<p><i>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.)</i></p>			

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

TYPRE OF RECORD

(Mark the applicable box with an "X".)

Record is in written or printed form.	
Record comprises of 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

(Mark if applicable box with an "X")

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 disk drive <i>(including virtual images and soundtracks).</i>	
Copy of record saved on cloud storage server.	

MANNER OF ACCESS

(Mark the applicable box with an "X".)

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

Reference number:	
Request received by (<i>state rank, name and surname of information</i>).	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer/Deputy Information Officer