



INFORMATION MANUAL FOR THREE PEAKS IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA)

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1. Procedure for Obtaining Access to Information

Any person who wishes to request information from Three Peaks to protect or exercise a right may contact the Information Officer at the following details:

a. Physical Address:

The Information Officer
22A Underwood Road | Three Peaks House | Suite 9 – 2nd Floor | Pinetown | Durban | 3610 | South Africa

b. Postal Address:

P O Box 22491 | Glenashley | 4022 | South Africa

c. Contact Details:

Tel.: 0861 373 257
Email: infoofficer@threepeaks.co.za
Website: www.threepeaks.co.za

d. Prescribed Access Form:

A request for access to a record of Three Peaks must be made in the prescribed form, available upon request. The requester must provide sufficient details to enable the Information Officer to identify the requested records and the requester. The requester should also specify the form of access required and the preferred method of communication.

2. Section 10 Guide on How to Use the Act

The Guide, compiled by the South African Human Rights Commission (SAHRC), assists individuals in accessing records and exercising their right to information. It is available in all official languages of South Africa, free of charge.

For more information, contact:

SAHRC PAIA Unit:

2nd Floor Forum 3 | Braampark Office Park | 33 Hoofd Street | Braamfontein
Tel.: +27 11 877 3627
Fax: +27 11 403 0668
Website: www.sahrc.org.za

3. Types of Records Held by Three Peaks

Requests for access to records held by Three Peaks are handled in accordance with PAIA. The types of records include:

- a. **Human Resources Records:** Personal and employment-related records of personnel.
- b. **Customer-Related Records:** Information about customers who receive services from Three Peaks.
- c. **Financial, IT, and Operational Records:** Financial, operational, IT, and statutory records.
- d. **Records of Other Parties:** Information related to contractors, suppliers, and third-party records.

4. The Request Procedure

To request access to a record, use the prescribed form and submit it to the Information Officer via the provided contact details. The Information Officer will inform the requester of any applicable fees before processing the request. Requests for personal information are not subject to fees. However, fees may apply for search, reproduction, and preparation of records.

5. Availability of the Manual

This manual is available for inspection at Three Peaks's office free of charge, on the Three Peaks website, and at the South African Human Rights Commission.