

# PAIA and POPIA Manual

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This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013.

This manual applies to:

***Sumantra Tech Services Private Limited***  
***t/a PE Front Office***

***[Reg. no. U74140HR2015PTC118887 (India)]***

(Hereinafter referred to as the  
“Company”)



Version 2

(Date of Document: 15/01/2025)

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## 1. Background to the Promotion of Access to Information Act

- 1.1. The Promotion of Access to Information Act, No. 2 of 2000 (the “Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 (the “Constitution”) of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2. In terms of section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”).
- 1.3. Where a request is made in terms of the Act, the body to which the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may be adopted when requesting information from a public or private body.

## 2. Sumantra Tech Services Private Limited t/a PE Front Office (*Hereinafter referred to as the Company*)

- 2.1. The Company operates a suite of B2B solutions (and services) that are used by its customers to seamlessly manage their business operations in the realm of Alternative Investment Management. The Company has built a reputation for providing the Alternative Investment market with specialised expertise, tailored to provide its customers with sustainable value and an ongoing competitive advantage.
- 2.2. This PAIA/POPIA Manual of the Company is available at its premises:-  
312, Vipul Trade Center  
Sector 48  
Sohna Road  
Gurgaon – 122018  
Haryana, India,  
as well as on its website  
[www.pefrontoffice.com](http://www.pefrontoffice.com)

## 3. Purpose of the PAIA/POPIA Manual

- 3.1. The purpose of PAIA is to promote the right of access to information, to foster a culture of transparency and accountability within the Company by giving the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable

them to exercise and protect their rights.

- 3.2. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.
- 3.3. Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
  - 3.3.1. Limitations aimed at the reasonable protection of privacy;
  - 3.3.2. Commercial confidentiality; and
  - 3.3.3. Effective, efficient and good governance;
 and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 3.4. This PAIA/POPIA Manual complies with the requirements of guide mentioned in section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its regulations by private and public bodies.

#### 4. **Contact Details of the Chief Executive Officer** *[Section 51(1)(a)]*

<b>Chief Executive Officer:</b>	Anup Kumar Adlakha
<b>Registered Physical Address:</b>	312, Vipul Trade Center, Sector 48, Gurgaon, India
<b>Postal Address:</b>	312, Vipul Trade Center, Sector 48, Gurgaon, India
<b>Telephone Number:</b>	+91 124 4054474
<b>Website:</b>	www.pefrontoffice.com

#### 5. **The Information Officer** *[POPIA Section 55(1)(b)]*

- 5.1. The Act prescribes the appointment of an Information Officer for public and private bodies where such Information Officer is responsible to, inter alia, assess requests for access to information. The head or delegate (where applicable) of a private body fulfills such a function in terms of section 51. The Company has opted to appoint an Information Officer in its South African context to assess such a request for access to information as well as to oversee its required functions in terms of the Act.
- 5.2. The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of

both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.

- 5.3. The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render the Company as accessible as reasonably possible for requesters of its records and to ensure fulfillment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of this Act must be addressed to the Information Officer.

## 6. Contact Details of the Information Officer

<b>Information Officer:</b>	H.F Bezuidenhout
<b>Physical Address:</b>	No 1 Dirk Viljoen Rd. Hennospark, Centurion, 0157
<b>Telephone Number:</b>	0824448735
<b>Email:</b>	manbez@mweb.co.za

## 7. Information Regulators Guide [Section 10]

- 7.1. The Act 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, the public body must be acting in the public interest.
- 7.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. (The prescribed forms are referred to under **Appendix 5** and **6** and prescribed tariffs are dealt with in **par.15** and **16** of this Manual).
- 7.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the Information Regulator (established in terms of POPIA), which will contain information for the purposes of exercising Constitutional Rights. Copies of the updated Guide are available from the Information Regulator in the manner prescribed. Any enquiries regarding the Guide should be directed to Information Regulator.

**8. The contact details of the Information Regulator are:**

Contact body:	Information Regulator
Physical/Postal Address:	33 Hoofd Street, Forum III, 3 <sup>Rd</sup> floor, Braampark, Braamfontein, Johannesburg.
Complaints:	<a href="mailto:complaints.IR@justice.gov.za">complaints.IR@justice.gov.za</a>
Telephone Number:	+27 10 023 5200
E-Mail:	<a href="mailto:inforeg@justice.gov.za">inforeg@justice.gov.za</a>
Web Site:	<a href="https://www.justice.gov.za/inforeg/">https://www.justice.gov.za/inforeg/</a>

**9. The latest notice in terms of Section 52(2) (if any) [Section 51(1)(c)]**

9.1. No notice has been published on the categories of records that are automatically available without a person having to request access in terms of Section 52(2) of PAIA

**10. Records automatically available [Section 51(1)(c)]**

10.1. The following categories of records are freely available without a person having to request access in terms of the Act: -

- Marketing and promotional material published by the Company;
- Public communications by the Company;
- Information as published on the website of the Company.

10.2. The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in paragraph 28 below –

- personnel records are available to the employee whose file it is;
- records of disciplinary hearings and related matters are available to the employee concerned;
- the company's policies and procedures manual(s) and related documentation.

10.3. Records of a public nature, typically those disclosed on the Company website and in its various annual reports, may be accessed without the need to submit a formal application.

10.4. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the

Information Officer.

**11. Description of the Records of the Body which are Available in Accordance with any other Legislation \*[Section 51(1) (d)]**

11.1. Where applicable to its operations, the Company also retains records and documents in terms of the legislation below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

- a. Auditing Professions Act, No 26 of 2005;
- b. Basic Conditions of Employment Act, No 75 of 1997;
- c. Broad- Based Black Economic Empowerment Act, No 75 of 1997;
- d. Business Act, No 71 of 1991;
- e. Companies Act, No 71 of 2008;
- f. Compensation for Occupational Injuries & Diseases Act, 130 of 1993;
- g. Competition Act, No.71 of 2008;
- h. Constitution of the Republic of South Africa 2008;
- i. Copyright Act, No 98 of 1978;
- j. Customs & Excise Act, 91 of 1964;
- k. Electronic Communications Act, No 36 of 2005;
- l. Electronic Communications and Transactions Act, No 25 of 2002;
- m. Employment Equity Act, No 55 of 1998;
- n. Financial Intelligence Centre Act, No 38 of 2001;
- o. Identification Act, No. 68 of 1997;
- p. Income Tax Act, No 58 of 1962;
- q. Intellectual Property Laws Amendment Act, No 38 of 1997;
- r. Labour Relations Act, No 66 of 1995;
- s. Long Term Insurance Act, No 52 of 1998;
- t. Occupational Health & Safety Act, No 85 of 1993;
- u. Pension Funds Act, No 24 of 1956;
- v. Prescription Act, No 68 of 1969;
- w. Prevention of Organised Crime Act, No 121 of 1998;
- x. Promotion of Access to Information Act, No 2 of 2000;

- y. Protection of Personal Information Act, No. 4 of 2013;
- z. Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
- aa. Revenue laws Second Amendment Act. No 61 of 2008;
- bb. Skills Development Levies Act No. 9 of 1999;
- cc. Short-term Insurance Act No. 53 of 1998;
- dd. Trust Property Control Act 57 of 1988
- ee. Unemployment Insurance Contributions Act 4 of 2002;
- ff. Unemployment Insurance Act No. 30 of 1966;
- gg. Value Added Tax Act 89 of 1991.

*\* [Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.]*

- 11.2. It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA/POPIA Manual.

## **12. Subjects and Categories of Records Available only on Request to Access in Terms of the Act [Section 51(1) (e)]**

The Company maintains records on the following categories and subject matters. However, please note that by recording a category or subject matter in this Manual does not imply that a request for access to such records will be honored.

All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act / POPIA.

These records include and are not automatically available without a request in terms of the Act:-

- a) Company Records:-
  - Secretarial Records
  - Incorporation Information
  - Director information
  - Resolutions
  - Minutes of meetings
  - Shareholders / directors registrations



- b) Financial Records:-
  - Financial Statements/Records
  - Invoices/Quotes and the like
  - Documents relating to taxation
  - Financial Agreements
  - Banking details
  - Assets register
  - Accounting records
  - Salaries
  - A list of the Company's creditors and debtors
- c) Insurance Records
- d) Insurance Policies
- e) Operational Records
- f) Intellectual Property
- g) Information Technology
  - Software licenses
  - Data protection measures
  - Data retention formula
  - Breach recovery measures
- h) Marketing Records
- i) Service Records
- j) Property Records (including lease / ownership agreements)
- k) Employee Records

*["Employee" refers to any person who works for or provides services to or on behalf of the Company and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of the Company. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time employees as well as contract workers.]*

Employee records include the following:-

- Any personal records provided to the Company by its employees;
- Any records a third party has provided to the Company about any of its employees;
- Conditions of employment and other employee-related contractual and quasi legal records;
- Internal evaluation records;
- l) Other internal records and correspondence.
- m) Policies and Directives:-

- n) Internal Policies and procedures (Employees)
- o) External Policies and procedures (Clients and other)
- p) Customer Information:-

*[Please be aware that the Company protects 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 the Company or a third party acting for or on behalf of the Company or a third party acting on behalf of the customer;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to the Company about customers;
- Confidential, privileged, contractual and quasi legal records of customers;
- Records generated by or within the Company pertaining to customers, including transactional records.

- q) Other Parties:-

Records are kept in respect of other parties, including without limitation travel partners, commercial partners, business or trade associates, contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to the Company.

The following records fall under this category:-

- Personnel, customer or the Company's records which are held by another party as opposed to being held by the Company; and
- Records held by the Company pertaining to other parties, including financial records, correspondence, contractual records (including, service level / contractor agreements), electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

A request for access to a record of the company must be refused if the disclosure of the record would involve the unreasonable disclosure of Personal Information about a third party, including a deceased individual.

Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA/POPIA manual.

Amongst other, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before the Company will

consider access.

**13. Process detail to facilitate a Request for Access to a Record of the Company**  
*[Section 51(1) (e)]*

- 13.1. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 13.2. The requester must complete the prescribed **Form 2** (*enclosed as **Appendix 5** hereto*), and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as noted in clause 5 above.
- 13.3. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
  - a) the record or records requested; and
  - b) the identity of the requester.
- 13.4. The requester should indicate which form of access is required and specify a postal address/e-mail address of the requester in the Republic;
- 13.5. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right
- 13.6. The Company will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 13.7. The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 13.8. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (section 53(2)(f)).
- 13.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 13.10. The requester must pay the prescribed fee, before any further processing can take place.
- 13.11. All information as listed in clause 11 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and

required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

## **14. Refusal of Access to Records**

### **14.1. Grounds to Refuse Access**

A private body such as the Company is entitled to refuse a request for information.

#### **14.1.1. The main grounds for the Company to refuse a request for information relates to the:-**

- a) mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic person, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- b) mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013;
- c) mandatory protection of the commercial information of a third party (section 64) if the record contains:
  - i. trade secrets of the third party;
  - ii. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
  - iii. information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- d) mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement;
- e) mandatory protection of the safety of individuals and the protection of property (section 66);
- f) mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).

#### **14.1.2. The commercial activities (section 68) of a private body, such as the Company, which may include:**

- a) trade secrets of the Company;
- b) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company;

- c) information which, if disclosed could put the Company at a disadvantage in negotiations or commercial competition;
  - d) a computer program which is owned by the Company, and which is protected by copyright;
  - e) any research information (section 69) of the Company or a third party, if its disclosure would disclose the identity of the Company, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 14.1.3. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 14.1.4. All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 14.1.5. If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

## **15. Remedies Available when the Company refuses a request**

- 15.1. Internal Remedies:  
The Company does not have internal appeal procedures. The decision made by the Information Officer is final. Requesters 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
- 15.2. External Remedies:
- 15.2.1. A requestor that is dissatisfied with the Information Officer's refusal to disclose information may within 30 (thirty) days of notification of the decision, apply to a Court for relief.
- 15.2.2. A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.
- For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a

Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

## **16. Access to records held by the Company**

### 16.1. Prerequisites for Access by Personal/Other Requester

16.1.1. Records held by the Company may be accessed by requests only once the prerequisite requirements for access have been met.

16.1.2. A requester is any person making a request for access to a record of the Company.

There are two types of requesters:

#### a) Personal Requester-

- i. A personal requester is a requester who is seeking access to a record containing personal information about the requester.
- ii. The Company will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

#### b) Other Requester-

- i. This requester (other than a personal requester) is entitled to request access to information on third parties.
- ii. In considering such a request, the Company will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information.

The Company is not obliged to voluntarily grant access to such records. The requester must fulfill the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

## **17. Prescribed Fees [Section 54]**

### 17.1. Fees Provided by the Act:-

17.1.1. The Act provides for two types of fees, namely:

- a) A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and

- b) An access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester.
- 17.1.2. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).
  - 17.1.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
  - 17.1.4. The Information Officer shall withhold a record until the requester has paid the fees as indicated below.
  - 17.1.5. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
  - 17.1.6. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.
- 18. Reproduction, Request and Access Fees** *[Regulation 8 of 27 August 2021 sets out the fee structure to be implemented]*
- 18.1. Where the Company has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

Reproduction of Information Fees	Fees to be Charged
Information in an A-4 size page photocopy or part thereof	R 2.00
A printed copy of an A4-size page or part thereof	R 2.00
A copy in computer -readable format, for example: Compact disc - <ul style="list-style-type: none"> <li>• if provided <b>by</b> the requestor</li> <li>• If provided <b>to</b> the requestor</li> </ul>	R40.00 R60.00
A transcription of visual images, in an A4-size page or part thereof	Service to be outsourced - Will depend on quotation from service provider.
A copy of visual images	Service to be outsourced - Will depend on quotation from service provider.
A transcription of an audio record for an A4-size page or part thereof	R 24,00
A copy of an audio record on: Flash drive (to be provided by the requestor) Compact disc - <ul style="list-style-type: none"> <li>• If provided <b>by</b> the requestor</li> <li>• If provided <b>to</b> the requestor</li> </ul>	R40.00 R40.00 R60.00

## 18.2. Request Fees

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of **R140,00** is payable up-front before the institution will further process the request received.

## 18.3. Access Fees

18.3.1. An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

The applicable access fees which will be payable are:-



Access of Information Fees	Fees to be Charged
1) Information in an A-4 size page photocopy or part thereof	R 2.00
2) A printed copy of an A4-size page or part thereof	R 2.00
3) A copy in computer -readable format, for example: Compact disc - <ul style="list-style-type: none"> <li>• if provided <b>by</b> the requestor</li> <li>• If provided <b>to</b> the requestor</li> </ul>	R40.00 R60.00
4) A transcription of visual images, in an A4-size page or part thereof	Service to be outsourced - Will depend on quotation from service provider.
5) A copy of visual images	Service to be outsourced - Will depend on quotation from service provider.
6) A transcription of an audio record for an A4-size page or part thereof	R 24,00
7) A copy of an audio record on:  Flash drive (to be provided by the requestor)  Compact disc - <ul style="list-style-type: none"> <li>• If provided <b>by</b> the requestor</li> <li>• If provided <b>to</b> the requestor</li> </ul>	R40.00  R40.00 R60.00
8) To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.  To not exceed a total cost of	R145.00  R435.00
9) Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 1 to 7.
10) Postage, e-mail or any other electronic transfer,	Actual expense, if any

#### 18.4. Deposits

18.4.1. Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

18.4.2. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

#### 18.5. Collection of prescribed Fees

18.5.1. The initial "request fee" of **R140,00** should be deposited into the bank account with particulars that will appear at the bottom of prescribed **Form 3**, and

18.5.2. a copy of the deposit slip, application form and other correspondence / documents, forwarded to the Information Officer via e-mail.

18.5.3. The Information officer will collect the initial "request fee/s" for all applications received directly by the Information Officer via email.

18.5.4. All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

### 19. Decision

19.1. Time Allowed to Institution:-

19.1.1. The Company will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

19.1.2. The 30 (thirty) day period within which the Company has to decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for a large number of information, or the request requires a search for information held at another office of the Company and the information cannot reasonably be obtained within the original 30 (thirty) day period.

19.1.3. The Company will notify the requester in writing should an extension be sought.

### 20. Protection of Personal Information that is processed by the Company

20.1. Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

20.2. The Company needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is processed and the purpose for which it is processed is determined by the Company. The Company is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:-

20.2.1. is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Company, in the form of privacy or data collection notices. The Company must also have a legal basis (for example, consent) to process Personal Information;

20.2.2. is processed only for the purposes for which it was collected;

20.2.3. will not be processed for a secondary purpose unless that processing is compatible with the original purpose.

20.2.4. is adequate, relevant and not excessive for the purposes for which it was collected;

20.2.5. is accurate and kept up to date;

20.2.6. will not be kept for longer than necessary;

20.2.7. is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Company, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;

20.2.8. is processed in accordance with the rights of Data Subjects, where applicable.

Data Subjects have the right to:

(a) be notified that their Personal Information is being collected by the Company.

The Data Subject also has the right to be notified in the event of a data breach;

(b) know whether the Company holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;

(c) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;

(d) object to the Company's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the Company's record keeping requirements);

- (e) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
- (f) complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPI and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

### 20.3. ***Purpose of the Processing of Personal Information by the Company***

As outlined above, Personal Information may only be processed for a specific purpose. The purposes for which the Company processes or will process Personal Information is set out in Part 1 of Appendix 1.

### 20.4. ***Categories of Data Subjects and Personal Information/special Personal Information relating thereto***

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Part 2 of Appendix 1 sets out the various categories of Data Subjects that the Company Processes Personal Information on and the types of Personal Information relating thereto.

### 20.5. ***Recipients of Personal Information***

Part 3 of Appendix 1 outlines the recipients to whom the Company may provide a Data Subject's Personal Information to.

### 20.6. ***Cross-border flows of Personal Information***

20.6.1. Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:-

- a) recipient country can offer such data an "adequate level" of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
- b) Data Subject consents to the transfer of their Personal Information; or
- c) transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- d) transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e) the transfer is for the benefit of the Data Subject, and it is not reasonably

practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

20.6.2. Part 4 of Appendix 1 sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

20.7. ***Description of information security measures to be implemented by the Company***

Part 5 of Appendix 1 sets out the types of security measures to be implemented by the Company in order to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Company may be conducted in order to ensure that the Personal Information that is processed by the Company is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

20.8. ***Objection to the Processing of Personal Information by a Data Subject***

Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed **Form 1** (*attached to this manual as **Appendix 2***) subject to exceptions contained in POPIA.

20.9. ***Request for correction or deletion of Personal Information***

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed **Form 2** (*attached as **Appendix 3***) to this manual

20.10. ***Complaint - Interference with Protection of Personal Information***

Section 5 of POPIA and regulation 7 of the POPIA Regulations provides that a Data Subject may submit a complaint to the Regulator for interference with the protection of personal information in the prescribed **Form 5** (*attached as **Appendix 4***) to this manual.

## **21. Availability and Updating of the PAIA/POPIA Manual**

21.1. Regulation Number R.187 of 15 February 2002:-

21.1.1. This PAIA/POPIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. The Company will update this PAIA/POPIA Manual at such intervals as may be deemed necessary.

21.1.2. This PAIA/POPIA Manual of the Company is available to view at its premises and on its website.

## **22. Appendix 1: Part 1 - Processing of Personal Information in Accordance with POPIA**

### **For consumers:**

- a) Performing duties in terms of any agreement with consumers
- b) Make, or assist in making, credit decisions about consumers
- c) Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with the Company
- d) Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about the Company's products and services, unless consumers indicate otherwise
- e) To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers
- f) Carrying out market research, business and statistical analysis
- g) Performing other administrative and operational purposes including the testing of systems
- h) Recovering any debt consumers may owe the Company
- i) Complying with the Company's regulatory and other obligations
- j) Any other reasonably required purpose relating to the Company's business

### **For prospective consumers:**

- a) Verifying and updating information
- b) Pre-scoring
- c) Direct marketing
- d) Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the Company's business.

### **For employees:**

- a) The same purposes as for consumers (above)
- b) Verification of applicant employees' information during recruitment process
- c) General matters relating to employees:
  - i. Pension
  - ii. Medical aid
  - iii. Payroll
  - iv. Disciplinary action
  - v. Training
- d) Any other reasonably required purpose relating to the employment or possible employment relationship.

**For vendors /suppliers /other businesses:**

- a) Verifying information and performing checks;
- b) Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;
- c) Payment of invoices;
- d) Complying with the Company's regulatory and other obligations; and
- e) Any other reasonably required purpose relating to the Company's business.

**23. Appendix 1: Part 2 - Categories of Data Subjects and Categories of Personal Information relating thereto**

**Employees**

- a) Name and contact details
- b) Identity number and identity documents including passports
- c) Employment history and references
- d) Banking and financial details
- e) Details of payments to third parties (deductions from salary)
- f) Employment contracts
- g) Employment equity plans
- h) Medical aid records
- i) Pension Fund records
- j) Remuneration/salary records
- k) Performance appraisals
- l) Disciplinary records
- m) Leave records
- n) Training records

**Consumers and prospective consumers (which may include employees)**

- a) Postal and/or street address
- b) Title and name
- c) Contact numbers and/or e-mail address
- d) Employer
- e) Nationality
- f) ID Data
- g) Professional Life Data
- h) Professional Skills Information
- i) Connection Data

**Vendors /suppliers /other businesses:**

- a) Name and contact details
- b) Identity and/or company information and directors' information
- c) Banking and financial information
- d) Information about products or services
- e) Other information not specified, reasonably required to be processed for business operations

**24. Appendix 1: Part 3 - Recipients of Personal Information**

- a) Any firm, organisation or person that the Company uses to collect payments and recover debts or to provide a service on its behalf;
- b) Any firm, organisation or person that/who provides the Company with products or services;
- c) Any payment system the Company uses;
- d) Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where the Company has a duty to share information;
- e) Third parties to whom payments are made on behalf of employees;
- f) Financial institutions from whom payments are received on behalf of data subjects;
- g) Any other operator not specified;
- h) Employees, operators and temporary staff; and
- i) Agents.

**25. Appendix 1: Part 4 – Cross border transfers of Personal Information**

Personal Information may be transmitted trans-border to the Company's clients or operators in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. The Company will transfer the personal data only if it is necessary for the performance of a contract between the Data Subject and Data Controller (Consumer) or for the implementation of pre-contractual measures taken in response to the Data Subject's request. The Company will endeavor to ensure that its clients and/or operators will make all reasonable efforts to secure said data and Personal Information.

**26. Appendix 1: Part 5 – Description of information security measures**

The Company undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The Company may use alternative measures and adapt to technological security development, as needed, provided that the following objectives are achieved:



1. **Access Control of Persons**

The Company shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

2. **Data Media Control**

The Company undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by the Company and containing personal data of Customers.

3. **Data Memory Control**

The Company undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored information.

4. **User Control**

The Company shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

5. **Access Control to Data**

The Company represents that the persons entitled to use the Company's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

6. **Transmission Control**

The Company shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of the Company's data communication equipment / devices.

7. **Transport Control**

The Company shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

8. **Organisational Control**

The Company shall maintain its internal organisation in a manner that meets the requirements of this Manual.

**27. Appendix 2: Objection to Processing of Personal Information [POPIA Reg.2, Form 1]**

[To download form click on the applicable link on [Appendix 7](#) hereto]

**FORM 1  
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF  
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.  
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018  
[Regulation 2]**

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject (applicant)*

**28. Appendix 3: Request for Correction or Deletion of Personal Information**  
 [POPIA Reg.3, Form 2]

[To download form click on the applicable link on [Appendix 7](#) hereto]

**FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR  
 DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF  
 SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.  
 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
 [Regulation 3]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

**Request for:**

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	

Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or</b> <b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b> <i>(Please provide detailed reasons for the request)</i>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/ designated person*

**29. Appendix 4: Complaint - Interference with Protection of Personal Information**  
*[POPIA Reg.7, Form 5]*

[To download form click on the applicable link on [Appendix 7](#) hereto]

**FORM 5**

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
 [Regulation 7]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

**Complaint regarding:**

Alleged interference with the protection of personal information

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname / registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address :	

<b>B</b>	<b>PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION</b>
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>REASONS FOR COMPLAINT</b> <i>(Please provide detailed reasons for the complaint)</i>
<b>PART II</b>	<b>COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)</b>
<b>A</b>	<b>PARTICULARS OF COMPLAINANT</b>
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
<b>B</b>	<b>PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY</b>
Name(s) and surname of adjudicator:	

Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>REASONS FOR COMPLAINT</b> <i>(Please provide detailed reasons for the grievance)</i>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/ designated person*



**30. Appendix 5: Request for Access to Record [PAIA Reg.7, Form 2]**  
 [To download form click on the applicable link on [Appendix 7](#) hereto]

**FORM 2**  
**REQUEST FOR ACCESS TO RECORD**  
 [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  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 (Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an "X"

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

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:
	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
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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 or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises 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			

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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 disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<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>	
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:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
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>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_  
**Signature of Information Officer**

**31. Appendix 6: Outcome of Request and Fees Payable [PAIA Reg.8, Form 3]**  
 [To download form click on the applicable link on [Appendix 7](#) hereto]

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes  No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
*Information officer*

### 32. **Appendix 7: Download links for user documentation**

**[NOTE:** *Ctrl+Click on the applicable link to download the required form]*

**POPIA:** [[POPIA Forms - TRAINING SITE \(inforegulator.org.za\)](http://inforegulator.org.za)]

Form 1: [Objection to the Processing of Personal Information](#) [Regulation 2]

Form 2: [Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information](#) [Regulation 3]

Form 5: [Complaint Regarding Interference with the Protection of Personal Information/Complaint Regarding Determination of an Adjudicator](#) [Regulation 7]

**PAIA:** [[PAIA Forms - TRAINING SITE \(inforegulator.org.za\)](http://inforegulator.org.za)]

Form 02: [Request for Access to Record](#) [Regulation 7]

Form 03: [Regulation 8]