

THE CHEV

(NPO 001-028 NPO 000-733 NPO 001-212 NPO000-829 NPO 001-079 NPO 001 -048)

PAIA Manual

This manual has been prepared in terms of the section 51 of the Promotion of Access to Information Act 2 of 2000 and to address the requirements of the Protection of Personal Information Act 4 of 2013.

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1. DEFINITIONS

Client	Any natural or juristic person that received or receives services from the Company.
Conditions for Lawful Processing	The conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and in paragraph 12 of this Manual.
Data Subject	The person to whom Personal Information relates.
Information Officer	The individual who is identified in paragraph 3 of this manual.
Manual	This manual.
PAIA	The Promotion of Access to Information Act 2 of 2000.
Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to – <ul style="list-style-type: none"> a. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, Colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; b. Information relating to the education or the medical, financial, criminal or employment history of the person; c. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; d. The biometric information of the person; e. The personal opinions, views or preferences of the person;

	<ul style="list-style-type: none"> f. Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; g. The views or opinions of another individual about the person; and h. The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
Personnel	Any person who works for or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers.
POPI	The Protection of Personal Information Act 4 of 2013.
POPI Regulations	The regulations promulgated in terms of section 112(2) of POPI.
Private Body	Means – <ul style="list-style-type: none"> a. A natural person who carries or has carried on any trade, business or profession, but only in such capacity; b. A partnership which carries or has carried on any trade, business or profession; or c. Any former or existing juristic person, but excludes a public body.
Processing	Means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including – <ul style="list-style-type: none"> a. The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;

	<ul style="list-style-type: none"> b. Dissemination by means of transmission, distribution or making available in any other form; or c. Merging, linking, as well as restriction, degradation, erasure or destruction of information.
SAHRC	The South African Human Rights Commission.

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

2. INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 ("PAIA" or "the Act") gives effect to the Constitutional right 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. The Protection of Personal Information Act 2013 has amended the PAIA and also requires from private bodies to disclose certain information through the relevant organisation's PAIA Manual. Specifically, section 51(1) of the Act, read with the Protection of Personal Information Act of 2013, requires a private body to compile a manual that must contain information as specified and required by both PAIA and POPI. In addition, the PAIA manual must set out the formal procedure that a person must follow in order to request to view, update or delete personal information held by the private body. In this context, a "private body" is defined as any natural person who carries or has carried on any trade, business or profession, but only in such capacity or any partnership which carries or has carried on any trade, business or profession or any former or existing juristic person (e.g. any company, close corporation or business trust). This organisation falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act. In terms of the Act, where a request for information is made to a body, there is an obligation to provide the information, except where the Act expressly provides that the information may not be released. In this context, Section 9 of the Act recognises that access to information can be limited. In general the limitations relate to circumstances where such release would pose a threat to the protection of privacy, commercial confidentiality, and the exercising of efficient governance. Accordingly, this manual provides a reference to the records held and the process that needs to be adopted to access such records. All requests for access to information

(other than information that is available to the public) must be addressed to the Head of the Business named in section 2 of this Manual.

3. CONTACT DETAILS

Business Name	THE CHEV
Registered Office	85 GEORGE AVE, SANDRINGHAM, JOHANNESBURG, GAUTENG 2192
Postal Address	85 GEORGE AVE, SANDRINGHAM, JOHANNESBURG, GAUTENG 2192
Contact Number	011 532 9600
Information Officer	Mr SAUL TOMSON (CEO)
Email address/es	Chevrahgroup@jhbchev.co.za

Background information of how the Company processes information can be found at: <https://jhbchev.co.za>

4. GUIDE OF INFORMATION REGULATOR

- 4.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.
- 4.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3. Should you wish to access the guide you may request a copy from the Information Officer by submitting **ANNEXURE A**, attached hereto, to the details specified above.
- 4.4. You may also inspect the guide at the Company's offices during ordinary working hours.
- 4.5. You may also request a copy of the guide from Information Regulator at the following details:

Information Regulator:

Postal Address: P O Box 31533, Braamfontein, Johannesburg, 2017
 Telephone: +27 (10) 023-5200
 Website: www.justice.gov.za
 Email: PAIACompliance.IR@justice.gov.za

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

- 5.1. At this stage no Notice(s) has/have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

- 6.1. The Company holds and/or process the following records for the purposes of PAIA and POPI.
- 6.2. The following records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

Administration

- Attendance registers
- Correspondence
- Founding Documents
- Licences (categories)
- Minutes of Management Meetings
- Minutes of Staff Meetings
- Statutory Returns

Human Resources

- Conditions of Service
- Employee Records
- Employment Contracts
- Employment Equity Records
- General Correspondence
- Industrial and Labour Relations Records
- Information relating to Health and Safety Regulations
- Pension and Provident Fund Records
- Personnel Guidelines, Policies and Procedures
- Remuneration Records and Policies
- Salary Surveys
- Salary Scale Surveys
- Skills Requirements
- Staff Recruitment Policies
- Statutory Records

- Training Records



Operations

- Brochures on Company Information
- Client and Customer Registry
- Contracts
- General Correspondence
- Marketing and Future Strategies
- Suppliers' Registry

Finances

- Annual Financial Statements
- Asset Register
- Banking Records
- Budgets
- Contracts
- Financial Transactions
- General Correspondence
- Insurance Information
- Management Accounts
- Purchase and Order Information
- Tax Records (company and employee)

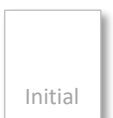
Information Technology

- IT Policies and Procedures

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- Arbitration Act 42 of 1965
- Basic Conditions of Employment 75 of 1997
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Copyright Act 98 of 1978
- Consumer Protection Act 68 of 2008

- Debtor Collectors Act 114 of 1998
- Employment Equity Act 55 of 1998



- Financial Advisory and Intermediary Services Act 37 of 2002
- Electronic Communications and Transactions Act 25 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Financial Services Board Act 97 of 1990
- Financial Relations Act 65 of 1976
- Harmful Business Practices Act 23 of 1999
- Income Tax Act 95 of 1967
- Insolvency Act 24 of 1936
- Financial Institutions (Protection of Funds) Act 28 of 2001
- Financial Services Ombud Schemes Act 37 of 2004
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Inspection of Financial Institutions Act 80 of 1998
- Medical Schemes Act 131 of 1998
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- National Credit Act 34 of 2005
- Short Term Insurance Act 53 of 1998
- Skills Development Levies Act 9 of 1999
- Promotion of Access to Information Act 2 of 2000
- Skills Development Act 97 of 1998
- Tax Administration Act No 28 of 2011
- Tax on Retirement Funds Act 38 of 1996
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- 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.*

8. PROCESSING OF PERSONAL INFORMATION

Purpose of Processing

- Fulfilling statutory obligations in terms of applicable legislation
- Historical record keeping, research and recording statistics necessary for fulfilling our business objectives.
- Keeping of accounts and records
- Marketing and advertising
- Monitoring, maintaining and managing our contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties
- Monitoring, maintaining and managing our contractual obligations to customers, clients, suppliers, service providers, employees, National Executive Council members and other third parties
- Obtaining information necessary to provide contractually agreed services to customers and clients
- Staff administration
- Verifying information provided to us

Categories of Data Subjects

- Clients and client's employees (inclusion of member records), representatives, agents, contractors and service providers
- Existing and former employees (including contractors, agents, temporary and casual employees)
- Healthcare patients and healthcare providers associated with patients
- Our stakeholders
- Suppliers and service providers and their respective authorised employees, representatives, agents, contractors and service providers of such suppliers and service providers

Categories of Personal Information processed.

Natural Persons

- Names
- Physical and postal addresses
- Date of birth
- ID number
- Tax related information
- Medical, dental, mental and/or other healthcare related information
- Nationality
- Gender
- Confidential correspondence
- Email address
- Telephone number
- Online identifier or other particular assignment to the person

Juristic Persons

- Names of contact persons
- Name of Legal Entity
- Registration Number
- Physical and Postal address and contact details
- Founding documents
- Tax related information
- Authorised signatories, beneficiaries, ultimate beneficial owners
- BBBEE information

Categories of special information processed

- Racial / ethnic origin
- Trade union membership
- Offences / alleged offences

- Religious or other beliefs
- Physical / mental health details
- Criminal proceedings, outcomes & sentences.

Possible Recipients of Personal Information

- Auditors
- Banks and other financial institutions.
- Claims investigators
- Collection agencies
- Credit reference agencies
- Debt collection and tracing agencies
- Educators and examining bodies
- Employees of the organisation
- Employment and recruitment agencies
- Family, associates and representatives of the person whose personal information is processed
- Healthcare, social and welfare organisations
- Ombudsman and regulatory authorities
- Patient associated healthcare facilities and professionals
- Police / courts where necessary
- Private investigators
- Regulatory, statutory and government bodies
- Security organisations
- Suppliers, service providers, vendors, agents and representatives of such entities
- Third party verification agencies and credit bureau

Trans-border / cross border flows of personal information

It may be required from time to time need to share personal information of data subjects with third parties in other countries. Any sharing of personal information of data subjects with third parties in other countries will be done only if the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection which effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in the Protection of Personal Information Act and the data subject consents to the transfer.

Any such transfer will have to be shown to be necessary for the performance of a contract between the data subject and the recipient in question, or for the implementation of pre- contractual measures taken in response to the data subject's request.

General Description of Information Security Measures

Up to date technology is employed to ensure the confidentiality, integrity and availability of the Personal Information under our care.

Measures include:

- Acceptable usage of personal information
- Access control to personal information
- All third parties with whom any contract exists are required to ensure that appropriate security, privacy and confidentiality obligations are observed.
- Computer and network security including Firewalls, Virus protection software and updated protocols
- Governance and regulatory compliance
- Information security and HR policies including Bring Your Own Device (BYOD) policies
- Internal process to report security breach or anticipated security breach
- Investigating and reacting to security incidents
- Logical and physical access control
- Monitoring access and usage of private information
- Physical security
- Retention and disposal of information
- Secure communications

- Security in the outsourcing of any activities or functions through appropriate contracts
- Training of staff members

We continuously establish and maintain appropriate, reasonable technical and organisational measures to ensure that the integrity of the Personal Information which may be in our possession or under our control, is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures applicable.

9. REQUEST PROCESS

- 9.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 9.2. The requester must complete **ANNEXURE B**, which is attached hereto and submit it to the Information Officer at the details specified above.
- 9.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 9.4. The prescribed form must be completed with enough particularity to enable the information officer to determine:
 - 9.4.1. The record(s) requested;
 - 9.4.2. The identity of the requestor;
 - 9.4.3. What form of access is required; and
 - 9.4.4. The Postal address or fax number of the requestor.
- 9.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.
- 9.6. The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
- 9.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably obtained within 30 days. The information officer will notify the requestor in writing should an extension be necessary.
- 9.8. The Information Officer must communicate a response to the request for access using **"Annexure E"**, this communication shall inform the requestor of:
 - 9.8.1. The decision;
 - 9.8.2. Fees payable in terms of paragraph 11.
- 9.9. In the event that the Information Officer is of the opinion that the searching and preparation of the record for disclosure would amount to more than 6 hours, he/she shall inform the requestor to pay a deposit not exceeding one third of the amount payable.
- 9.10. Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the Information Officer for assistance.

- 9.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

10.GROUNDS FOR REFUSAL

- 10.1. The following are grounds upon which the Company may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:
- 10.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.
 - 10.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
 - 10.1.2.1. Trade secrets of that third party;
 - 10.1.2.2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - 10.1.2.3. Information disclosed in confidence by a third party to The Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
 - 10.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - 10.1.4. Mandatory protection of the safety of individuals and the protection of property;
 - 10.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;
 - 10.1.6. Protection of the commercial information of the Company, which may include:
 - 10.1.6.1. Trade secrets;
 - 10.1.6.2. Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Company;
 - 10.1.6.3. Information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
 - 10.1.6.4. Computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;
 - 10.1.7. Research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
 - 10.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

11. REMEDIES SHOULD A REQUEST BE REFUSED

- 11.1. The Company does not have an internal appeal procedure in light of a denial of a request, decisions made by the information officer is final.
- 11.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

12. FEES

- 12.1. The following fees shall be payable upon request by a requestor:

Request fee (Payable on every request)	R140.00
Photocopy of an A4 page or part thereof	R2.00
Printed copy of an A4 page or part thereof	R2.00
Hard copy on flash drive (Flash drive to be provided by requestor)	R40.00
Hard copy on a compact disc (Compact disc to be provided by requestor)	R40.00
Hard copy on a compact disc (Compact disc to be provided by the Company)	R60.00
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record per A4 page	R24.00
Copy of an audio record on flash drive (Flash drive to be provided by requestor)	R40.00
Copy of an audio on a compact disc (Compact disc to be provided by requestor)	R40.00
Copy of an audio on a compact disc (Compact disc to be provided by the Company)	R60.00
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	R145.00
To search for and prepare the record for disclosure for each hour or part of an hour,	R435.00

excluding the first hour, reasonably required for such search and preparation (Cannot exceed total cost)	
Postage, email or any other electronic transfer	Actual expense, if any

13. POPI

13.1. Conditions for lawful processing:

13.1.1. POPI has eight conditions for lawful processing and includes:

- 13.1.1.1. Accountability
- 13.1.1.2. Processing limitation
- 13.1.1.3. Purpose specification
- 13.1.1.4. Further processing limitation
- 13.1.1.5. Information quality
- 13.1.1.6. Openness
- 13.1.1.7. Security safeguards
- 13.1.1.8. Data subject participation

13.1.2. The Company is involved in the following types of processing:

- 13.1.2.1. Collection
- 13.1.2.2. Recording
- 13.1.2.3. Organization
- 13.1.2.4. Structuring
- 13.1.2.5. Storage
- 13.1.2.6. Adaptation or alteration
- 13.1.2.7. Retrieval
- 13.1.2.8. Consultation
- 13.1.2.9. Use
- 13.1.2.10. Disclosure by transmission
- 13.1.2.11. Dissemination or otherwise making available
- 13.1.2.12. Alignment or combination
- 13.1.2.13. Restriction
- 13.1.2.14. Erasure
- 13.1.2.15. Destruction

13.1.3. The Company processes information for the following purposes:

- 13.1.3.1. To fulfil agreements in relation to its employees;
- 13.1.3.2. to provide services to its Clients in accordance with terms agreed to by the Clients;
- 13.1.3.3. to undertake activities related to the provision of services, such as
 - 13.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements;
 - 13.1.3.3.2. to verify the identity of Customer representatives who contact the Company or may be contacted by The Company;
 - 13.1.3.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - 13.1.3.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
 - 13.1.3.3.5. to enforce or defend the Company or the Company affiliates' rights;

- 13.1.3.3.6. to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company's and the Company affiliates' products and services;
 - 13.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
 - 13.1.3.5. any additional purposes expressly authorised by the Company's client;
 - 13.1.3.6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.
- 13.2. The Company processes personal information the following categories of Data Subjects:
- 13.2.1. Juristic persons –
 - 13.2.1.1. Corporate Clients
 - 13.2.1.2. Suppliers
 - 13.2.2. Natural persons –
 - 13.2.2.1. Individuals
 - 13.2.2.2. Staff
 - 13.2.2.3. Clients
 - 13.2.2.4. Suppliers
- 13.3. The Company process the following categories personal information:
- 13.3.1. Client profile information;
 - 13.3.2. Bank account details;
 - 13.3.3. Payment information;
 - 13.3.4. Client representatives;
 - 13.3.5. Names;
 - 13.3.6. Email addresses;
 - 13.3.7. Telephone numbers;
 - 13.3.8. Facsimile numbers;
 - 13.3.9. Physical addresses;
 - 13.3.10. Tax numbers;
 - 13.3.11. Identity numbers;
 - 13.3.12. Passport numbers;
- 13.4. Recipients of Personal Information;
- 13.4.1. The Company, the Company's affiliates, their respective representatives.
- 13.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.
- 13.6. The following Security measures are implemented by the Company:
- 13.7. The Company implements numerous Security measures to protect personal information that is stored electronically and physically.

- 13.7.1. The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.
- 13.7.2. The Company have also implemented various policies for additional security for personal information stored both physically and electronically.
- 13.8. The personal information that is stored physically is protected as follows:
 - 13.8.1. Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.
 - 13.8.2. Such physical data records will be 'locked-away' and secured when not in use.
- 13.9. The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.
- 13.10. Objection to the processing of personal information by a data subject:
 - 13.10.1. Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as **ANNEXURE "C"**.
- 13.11. Request for correction or deletion of personal information:
 - 13.11.1. Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE "D"**.
 - 13.11.2. Regulation 8 of the POPI regulations provides for requests the outcomes of requests and of fees payable in the prescribed form attached hereto as **ANNEXURE "E"**.

SIGNATURE INFORMATION

OFFICER : _____

DATE : _____



ANNEXURE A

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

Full Names:			
In my capacity as (<i>mark with "X"</i>):	Information Officer:		Other:
Name of Public/Private Body (if applicable):			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact Numbers:	Tel. (B):		Cellular:

Hereby request the following copy(ies) of the Guide:

Language (<i>mark with "X"</i>):	No of Copies	Language (<i>mark with "X"</i>):	No of Copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of Collection (*mark with "X"*):

Personal Collection	Postal Address	Facsimile	Electronic Communication (Please Specify)

Signed at _____ this _____ day of _____ 20 _____.

Signature of Requester

Initial

ANNEXURE B

FORM 2

REQUEST FOR ACCESS TO RECORD
[Regulations 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 Name of person on whose			

Initial

behalf request is made (if applicable):				
Identity Number:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact Numbers:	Tel. (B):		Facsimile:	
	Cellular:			

PARTICULARS OF RECORD REQUESTED

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.)

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

TYPE OF RECORD <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	

FORM OF ACCESS <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	

MANNER OF ACCESS <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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to the 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:	

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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	<table border="1" style="width: 100%; height: 60px;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table>			

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 (Please Specify)

Signed at _____ this _____ day of _____ 20 ____.

Signature of Requester / Person on whose behalf request is made

FOR OFFICAL 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>	

Initial

Signature of Information Officer

ANNEXURE C

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, 2017
[Regulation 2(1)]**

Note:

- 1. *Affidavits or other documentary evidence in support of the objection must be attached.*
- 2. *If the space provided for in this Form is inadequate, submit information as anAnnexure to this Form and sign each page.*

Reference Number _____

DETAILS OF DATA SUBJECT	
Name and Surname of Data Subject	
Residential, postal or business address	

Initial

Contact number(s)	
Fax number:	
E-mail address:	

DETAILS OF RESPONSIBLE PARTY	
Name and Surname of Responsible Party (if the Responsible Party is a natural):	
Residential, postal or business address	
Contact number(s)	
Fax number:	
E-mail address:	
Name of Public Body or Private Body (if Responsible Party not a natural person):	
Business address:	Code ()
Contact number(s):	
Fax number:	
e-mail address:	

<p>REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i></p>

Signed at _____ this _____ day of _____ 20 ____.

Signature of Data Subject (Applicant)

ANNEXURE D

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,
2017**

[Regulation 3(2)]

NOTE:

- 1. *Affidavits or other documentary evidence in support of the request must 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.*

Reference Number _____

Mark the appropriate box with an "x"

1. Request For:

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

Initial

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 authorized to retain the record of information.

DETAILS OF DATA SUBJECT	
Name and Surname of Data Subject	
Residential, postal or business address	
Contact number(s)	
Fax number:	
E-mail address:	

DETAILS OF RESPONSIBLE PARTY	
Name and Surname of Responsible Party (if the Responsible Party is a natural):	
Residential, postal or business address	

Contact number(s)	
Fax number:	
E-mail address:	
Name of Public Body or Private Body (if Responsible Party not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
e-mail address:	

<p>REASONS FOR</p> <p>*CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/ *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IN IN THE POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY</p> <p><i>(Please provide detailed reasons for the objection)</i></p>

Signed at _____ this _____ day of _____ 20 ____.

Signature of Data Subject

ANNEXURE E

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

- 1. *If your request is granted –*
 - (a) *Amount of the deposit, if any, is payable before your request is processed; and 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: _____

Initial

TO: _____

Your request dated _____ refers

1. You Requested

<p>Personal Inspection of information 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> is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you.</p> <p>If you then require any form of reproduction of the information, you will be liable for the fees in Annexure B</p>	
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OR

2. You Requested

<p>Printed copies of the information <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i></p>	
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Initial

Written or printed transcription or 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 information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
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 <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>	

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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will		
	depend on the quotation of the		
Copy of visual images	service provider		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

1. 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>	
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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