



# **J Van Zyl Beyers and Rautenbach Incorporated**

## **PROMOTION OF ACCESS TO INFORMATION MANUAL**

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## PROMOTION OF ACCESS TO INFORMATION MANUAL

### 1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 ("**PAIA**") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to Records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

### 2. DEFINITIONS

- (1) "**Agreement**" means a written agreement between the Company and a third party;
- (2) "**Company**" means J Van Zyl Beyers and Rautenbach Incorporated, trading as JVZA Attorneys, a personal liability company incorporated in accordance with the company laws of the Republic of South Africa, with registration number 2014/184249/21;
- (3) "**Data Subject**" for the purpose of this document include all living individuals and juristic persons about whom the Company holds Personal Information;
- (4) "**Deputy Information Officer**" means the person to whom any power or duty conferred or imposed on an Information Officer, has been delegated.
- (5) "**Device**" and "**Mobile Device**" means tablets, mobile or cellular phones, smartphones, handheld computers, PDAs, and laptop or notebook computers, including any accompanying software or hardware;
- (6) "**Image**", "**Photograph**" and "**video images**" refer to any kind of image capture, still or moving, obtained by any photographic device including still image cameras, video cameras, webcams and photographic enabled mobile telephones, and any other type of image capture device not specified here, whether digital or not, using technology existent from time to time.
- (7) "**Employee**" means 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 partners, directors, all permanent, temporary and part-time Employees as well as consultants, independent consultants, agency workers and contract workers;
- (8) "**Information Officer**" / "**IO**" means the Information Officer appointed as such by the Company in accordance with PAIA and POPIA.
- (9) "**Information Regulator**" means the Regulator established in terms of Section 39 of POPIA to monitor and enforce compliance with both POPIA and PAIA.
- (10) "**PAIA**" means the Promotion of Access to Information Act 2 of 2000 (as amended).
- (11) "**Personal Information**" means information relating to an identifiable, living, natural person, and (where applicable) an identifiable, existing juristic person in particular by reference to an identification number or to one or more factors specific to physical, physiological, mental, economic, cultural or social identity, including the name, race,

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gender, marital status, address and identifying number of a person, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, recruitment details, financial history and the like. It also includes opinions about individuals as well as facts and also applies to corporate contacts;

- (12) **“POPIA”** means the Protection of Personal Information Act, No 4 of 2013 (as amended) including any regulations and/or code of conduct made under that Act.
- (13) **“Private body”** means a natural person who carries or has carried on any trade, business or profession, but only in such capacity; a partnership which carries or has carried on any trade, business or profession; or any former or existing juristic person but excludes a public body.
- (14) **“Processing”** means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.
- (15) **“Public body”** means any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or any other functionary or institution when exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or exercising a public power or performing a public function in terms of any legislation.
- (16) **“Record”** means any recorded information regardless of the form or medium, in the possession or under the control of the company irrespective of whether or not it was created by the company.
- (17) **“Request for access”** means a request for access to a record of the company in terms of section 50 of PAIA.
- (18) **“Requester”** in relation to a private body, means any person, including, but not limited to a public body or an official thereof, making a request for access to a record of the company or a person acting on behalf of such person.
- (19) **“Special Personal Information”** includes Personal Information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life or biometric information of a Data Subject.
- (20) **“Third Party”** in relation to a request for access to a record held by the company, means any person other than the requester.

### 3. PURPOSE OF MANUAL

The purpose of this Manual is to ensure compliance with:

- (1) section 51 of PAIA to facilitate access to, and requests in respect of, information and records held by the Company; and
- (2) POPIA in respect of the processing of Personal Information

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#### 4. CONTACT INFORMATION FOR ACCESS TO INFORMATION

##### (1) Information officer

|                 |                           |
|-----------------|---------------------------|
| Name:           | Hendrik Willem du Plessis |
| Contact Number: | 0108248685                |
| Email Address:  | hendri@jvza.co.za         |

##### (2) Office

|                   |                                                      |
|-------------------|------------------------------------------------------|
| Physical Address: | 1 Harebell Street, Weltevredenpark, Roodepoort, 1709 |
| Postal Address:   | 1 Harebell Street, Weltevredenpark, Roodepoort, 1709 |
| Contact Number:   | 0108248685                                           |
| Email Address:    | hendri@jvza.co.za                                    |
| Website:          | www.jvza.co.za                                       |

#### 5. GUIDE ON PAIA

- (1) The Information Regulator has, in terms of section 10(1) updated and made available the revised Guide on how to use PAIA ("**Guide**"), in an easily comprehensible form and manner, as may be reasonably required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- (2) The Guide is available in each of the official languages and in braille. Copies of the updated Guides are available for public inspection during normal office hours and from the website of the Information Regulator (<https://inforegulator.org.za/paia-guidelines/>).
- (3) Any enquiries regarding the Guide should be directed to the IO, or the Information Regulator using the following contact details:

|                       |                                                                               |
|-----------------------|-------------------------------------------------------------------------------|
| Information Regulator |                                                                               |
| Physical Address:     | Woodmead North Office Park, 54 Maxwell Drive,<br>Woodmead, Johannesburg, 2191 |
| Postal Address:       | P.O. Box 31533, Braamfontein, Johannesburg, 2017                              |
| General enquiries:    | +27 (0) 10 023 5200                                                           |
| Email for enquiries:  | enquiries@inforegulator.org.za                                                |
| Email for complaints: | PAIAComplaints@inforegulator.org.za                                           |
| Website               | www.inforegulator.org.za                                                      |

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## **6. RECORDS HELD BY THE COMPANY**

### **(1) Records that are automatically available to the public**

- (a) The company has not published a notice in terms of section 52(2) on the categories of records automatically available without a person having to request access thereto in terms of PAIA.
- (b) The records that are located on the Company's website, however, are automatically available and are freely accessible to any person requesting this information. It is therefore not necessary to apply for access thereto in terms of PAIA.

### **(2) Records held by the Company in accordance with other legislation**

- (a) The company keeps records in accordance with the following legislation (as amended from time to time); however, this list of legislation may not be exhaustive.
  - Basic Conditions of Employment Act, No. 75 of 1997
  - Close Corporations Act, No. 69 of 1984
  - Community Schemes Ombud Service Act, No. 9 of 2011
  - Companies Act, No. 71 of 2008
  - Compensation for Occupational Injuries & Diseases Act, No 130 of 1993
  - Competition Act No. 89 of 1998
  - Consumer Protection Act, No. 68 of 2008
  - Cybercrimes Act, No. 19 of 2020
  - Debt Collectors' Act, No. 114 of 1998
  - Deeds Registries Act, No. 47 of 1937
  - Electronic Communications and Transactions Act, No. 25 of 2002
  - Employment Equity Act, No. 55 of 1998
  - Estate Agency Affairs Act, No. 112 of 1976
  - Financial Intelligence Centre Act No. 38 of 2001
  - Housing Development Schemes for Retired Persons Act, No. 65 of 1988
  - Income Tax Act, No. 95 of 1967
  - Labour Relations Act, No. 66 of 1995
  - Legal Practice Act, No. 28 of 2014
  - Liquor Act, No. 27 of 1989
  - National Credit Act, No. 34 of 2005
  - Occupational Health and Safety Act, No. 85 of 1993
  - Pension Funds Act, No. 24 of 1956
  - Promotion of Access to information Act, No. 2 of 2000

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- Property Practitioners Act, 22 of 2019
  - Protection of Personal Information Act, No. 4 of 2013
  - Sectional Titles Act, No. 95 of 1986
  - Sectional Titles Schemes Management Act, No. 8 of 2011
  - Share Blocks Control Act, No. 59 of 1980
  - Short Term Insurance Act, No. 53 of 1998
  - Skills Development Act, No. 97 of 1998
  - Skills Development Levies Act, No. 9 of 1999
  - Stamp Duties Act No. 77 of 1968
  - Transfer Duty Act No. 40 of 1949
  - Unemployment Insurance Act, No. 63 of 2001
  - Unemployment Insurance Contributions Act, No. 4 of 2002
  - Value-added Tax Act, No. 89 of 1991

**(3) Other types of records held by the Company**

- (a) The information contained in this section is intended to identify the main categories of records held by the company and to help the requester to gain a better understanding of the main business activities of the company. These records are not automatically available without a request in terms of PAIA. Further assistance in identifying the records held is obtainable from the Information Officer.

**Administration and Operations**

- Appointment Records of directors / auditors / secretary / officers
- Dispute resolution and Litigation records
- Founding and Incorporation Documents
- General Correspondence
- Guidelines, Policies and Procedures
- Insurance policies and claim records
- IT Policies, Procedures and User Manuals
- Licenses or Authorities
- Meeting Minutes (Directors/ Staff/ Customers)
- Sales Records
- Customer Contracts
- Service Provider Contracts

**Financial**

- Accounting Records

- 
- Annual Financial Statements
  - Asset Register
  - Banking Records and Statements
  - Budgets and financial statements
  - Tax Records and other Statutory Returns

#### **Human Resources**

- Employee Dispute Resolution and Litigation records
- Employee Records and Contracts
- General Correspondence
- Guidelines, Policies and Procedures
- Health and safety regulations & records
- Industrial and Labour Relations Records
- Statutory Records
- Training records and manuals

## **7. ACCESS REQUESTS TO RECORDS**

- (1) PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- (2) Information will therefore not be furnished unless a person provides sufficient particulars to enable the Company to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance.
- (3) Access to a Record
  - (a) If you are entitled to make a request for access to certain information under PAIA, the request procedure outlined below must be utilised.
  - (c) Requests for access to a record should be made using Annexure B (PAIA Form 2 – "Access Request Form") or the prescribed form ([PAIA Form 2](#)) can be downloaded from the Information Regulator website and submitted to the Information Officer.
  - (b) Data Subjects requests to access their own Personal Information:
    - (i) A data subject has the right, in terms of section 24 of the POPIA, to request, where necessary, the correction, destruction, or deletion of his, her or its Personal Information.

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- (ii) Requests to correct or delete Personal Information must be made using Annexure D (POPIA Form 2 – “Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information”) or the prescribed form ([POPIA Form 2](#)) can be downloaded from the Information Regulator website and submitted to the Information Officer.
  - (d) All requests in the prescribed format will be considered. An application for access to a record is subject to certain limitations.
  - (e) The request must:
    - (i) provide sufficient detail on the request form to enable the Information Officer to clearly identify the record as well as the requester’s identity.
    - (ii) indicate which form of access is required and should specify a postal address or fax number in the Republic of South Africa or alternatively an electronic mail address.
    - (iii) indicate if the information is required in any other manner and if so, state the necessary particulars required to be so informed.
    - (iv) The requester must identify the right that is sought to be exercised or protected and must provide an explanation as to why the requested record is required for the protection or exercise of that right.
  - (e) If the request is made on behalf of another person, the requester must submit proof, to the satisfaction of the Information Officer, of the capacity in which the requester is making the request.
  - (f) Requests will be processed within 30 (thirty) 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.
  - (g) The period of 30 (thirty) days may be extended by not more than 30 (thirty) additional days, if the request is for a large quantity of information, or if the request requires a search for information and the information cannot be reasonably obtained within 30 (thirty) days. The Information Officer will notify the requestor in writing should an extension be necessary.
  - (h) The Information Officer must communicate a response to the request for access using Annexure C (PAIA Form 3 – “Outcome of Request and of Fees Payable”) which shall inform the requestor of the decision and the fees payable.
  - (i) A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to the requester.
- (4) Prescribed fees
- (a) Section 54 of PAIA entitles the Company to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to Records.
  - (b) PAIA provides for two types of prescribed fees, in terms of Regulation 9(2)(c) promulgated under PAIA, for requesting and accessing information.
    - (i) A request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and

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- (ii) An access fee, payable when access is granted which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
  - (c) Should the request for access to information be approved, further fees may be payable as per the provisions of PAIA and these fees will be made known to the requester by the IO at the time of handling the request. The fees that apply as at the date of publishing this Manual are outlined in Annexure A.
  - (d) In the event that the IO is of the opinion that the searching and preparation of the record for disclosure would amount to more than six (6) hours (the prescribed number of hours), the Company shall inform the requestor to pay a deposit not exceeding one third of the amount payable if the request is granted. The Company will refund this deposit if the request for access is refused.
  - (e) Where a decision to grant a request has been taken, the Record will not be disclosed until the necessary fees have been paid in full. Payment details can be obtained from the Information Officer.
  - (f) A data subject has the right, in terms of section 24 of the POPIA, to request, where necessary, the correction, destruction, or deletion of his, her or its Personal Information or to confirm whether or not the Company holds Personal Information about them, free of charge.
- (5) Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the IO for assistance.

## **8. GROUNDS FOR REFUSAL**

- (1) There are various grounds upon which a request for access to a Record may be refused, subject to the exceptions in chapter 4 of PAIA. These grounds include:
- (a) 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.
  - (b) Mandatory protection of the commercial information of a third party, if the records contain:
    - (i) Trade secrets of that third party;
    - (ii) 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
    - (iii) 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.
  - (c) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or attorney-client privilege.
  - (d) Mandatory protection of the safety of individuals and the protection of property.

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- (e) Mandatory protection of records that would be regarded as privileged in legal proceedings.
  - (f) Protection of the commercial information of the company, which may include:
    - (i) Trade secrets;
    - (ii) Financial / commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the company;
    - (iii) 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
    - (iv) Computer programs which are owned by the company, and which are protected by copyright and intellectual property laws.
  - (g) Research information of the company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage.
  - (h) Requests for records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

## 9. **PROCESSING OF PERSONAL INFORMATION**

Chapter 3 of POPIA provides for the minimum conditions for lawful processing of Personal Information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA. In terms of our privacy policy, the Company will ensure that all processing conditions of POPIA are complied with at the time of processing of Personal Information. The Company processes Personal Information of both natural and juristic persons.

### (1) **Purpose of processing**

The purpose for which Personal Information is processed by the company will depend on the nature of the information. In general, we collect, hold, use and disclose your Personal Information mainly to provide you with access to the services and products that we provide. The Company processes Personal Information for a number of reasons, including:

- To provide or manage any information, products, or services requested.
- To confirm, verify and update client details
- To comply with any legal and regulatory requirements
- For general administration and human resource purposes.

The above list is non-exhaustive.

### (2) **Categories of data subjects and Personal Information processed**

The categories of data subjects and Personal Information processed by the company may include, but isn't limited to, the following:

- (a) The Company holds Records on employees; clients; and any third party with whom the Company conducts business.

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- (b) The Company may collect all types of Personal Information, including Special Personal Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including but not limited to –
- (i) name, address (including proof of address), other contact details (e.g. email and telephone numbers), gender, marital status, date and place of birth, nationality, employer, job title, financial records and employment history, and family details, including their relationship to you;
  - (ii) identification numbers issued by government bodies or agencies, such as your identity number, passport number, tax identification number and driving licence number and company registration number;
  - (iii) demographic information such as your address, preferences and interests;
  - (iv) information relevant to the provision of our products and services;
  - (v) information relevant to the procurement of products and services from suppliers;
  - (vi) bank account or payment card details, income or other financial information;
  - (vii) information that you provide to us as part of us providing products and services to you, which depends on the nature of your instructions to any employee or member of the Company;
  - (viii) special or sensitive Personal Information as defined in applicable data protection legislation, including information about your health, racial or ethnic origin, political opinions, religious or philosophical beliefs and trade union membership; your genetic and biometric information; information about your sex life;
  - (ix) relevant information as required by applicable laws, including anti-money laundering legislation and as part of our client onboarding procedures, including evidence of source of funds;

**(3) Categories of recipients to whom the Personal Information may be supplied**

Subject to any relevant terms and conditions of use which may be applicable when a data subject engages with the company, we may share the Personal Information of any data subject we process for any of the purposes outlined in this manual, with the following third parties, whether such third parties qualify as ‘responsible parties’ in terms of Section 1 of POPIA or not:

- Any associated company.
- Any relevant service providers.
- Any consultant or advisor to the company.
- Any relevant regulatory authorities who may govern the company in undertaking its operations or business.
- Any approved service provider, contractor or supplier with whom the company has an agreement.
- Any approved business partners who provide products and services to the company.

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- Any approved service providers or authorised agents who perform services on the company's behalf.
  - South African Police Services, South African Revenue Services, or similar authority.

The company processes Personal Information in order to facilitate and enhance the delivery of products and services to its clients, foster a legally compliant workplace environment, as well as safeguard the Personal Information relating to any data subjects which it in fact holds. We undertake to process any Personal Information in a manner which promotes the constitutional right to privacy, retains accountability and data subject participation.

**(4) Planned transborder flows of Personal Information**

The Company will only transfer Personal Information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements or if the relevant data subject consents to the transfer of their Personal Information to third parties in any foreign jurisdictions.

The Company will take reasonable steps to ensure that any third-party process operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold the principles for reasonable and lawful processing of Personal Information as contemplated in terms of POPIA.

**(5) Information security measures**

The Company has, and continue to, implement reasonable, technical and organisational measures for the protection of Personal Information processed by the company. The company will at all times take reasonable and appropriate security measures to secure the integrity and confidentiality of Personal Information in our possession in order to guard against:

- The loss of, damage to, or unauthorised destruction of, Personal Information.
- The unlawful access or processing of Personal Information.
- The wilful manipulation of Personal Information.

The Company will take steps to ensure that any third-party process operators (as defined in terms of Section 1 of POPIA) who process Personal Information on behalf of the company apply adequate safeguards as outlined above.

**10. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION BY A DATA SUBJECT**

- (1) A data subject has the right to object to the processing of Personal Information in terms of section 11(3) of the POPIA, free of charge.
- (2) Objection requests to the processing of Personal Information must be made using Annexure E (POPIA Form 1 - Objection to the Processing of Personal Information) or the prescribed form ([POPIA Form 1](#)) can be downloaded from the Information Regulator website and submitted to the Information Officer.

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## 11. AVAILABILITY OF THE MANUAL

- (1) This manual is available in electronic and hard copy, in English. The hard copy is available during normal business hours at the offices of the Company. The electronic version of this manual is available on the Company's website.
- (2) A fee for a copy of the manual, as contemplated in Annexure A, shall be payable per each A4 size photocopy made.

## 12. UPDATING OF THE MANUAL

This manual will be reviewed and updated, if necessary, on a periodic basis.

## 13. REVISION RECORD

| Version Number | Compilation / Review date | Status / Amendment | Amendment Description |
|----------------|---------------------------|--------------------|-----------------------|
| 1              | 18 August 2026            | Original           | N/A                   |
|                |                           |                    |                       |
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|                |                           |                    |                       |
|                |                           |                    |                       |
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|                |                           |                    |                       |

## FEES IN RESPECT OF PRIVATE BODIES

| Description |                                                                                                                                  |                                                                                                                                                       | ZAR   |
|-------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 1.          | The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof. |                                                                                                                                                       | 1,10  |
| 2.          | The fees for reproduction referred to in regulation 11(1) are as follows:                                                        |                                                                                                                                                       |       |
|             | (a)                                                                                                                              | For every photocopy of an A4-size page or part thereof                                                                                                | 1,10  |
|             | (b)                                                                                                                              | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form                                | 0,75  |
|             | (c)                                                                                                                              | For a copy in a computer-readable form on:                                                                                                            |       |
|             | (i)                                                                                                                              | Stiffy Disc (memory stick)                                                                                                                            | 7,50  |
|             | (ii)                                                                                                                             | Compact Disc                                                                                                                                          | 70,00 |
|             | (d)                                                                                                                              | (i) For a transcription of visual images, for an A4-size page or part thereof                                                                         | 40,00 |
|             |                                                                                                                                  | (ii) For a copy of visual images                                                                                                                      | 60,00 |
|             | (e)                                                                                                                              | (i) For a transcription of an audio record, for an A4-size page or part thereof                                                                       | 20,00 |
|             |                                                                                                                                  | (ii) For a copy of an audio record                                                                                                                    | 30,00 |
| (3)         | The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)                         |                                                                                                                                                       | 50,00 |
| (4)         | The access fee payable by a requester referred to in regulation 11(3) are as follows:                                            |                                                                                                                                                       |       |
|             | (1)                                                                                                                              | (a) For every photocopy of an A4-size page or part thereof                                                                                            | 1,10  |
|             |                                                                                                                                  | (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form                            | 0,75  |
|             |                                                                                                                                  | (c) For a copy in a computer-readable form on:                                                                                                        |       |
|             |                                                                                                                                  | (i) Stiffy Disc (memory stick)                                                                                                                        | 7,50  |
|             |                                                                                                                                  | (ii) Compact Disc                                                                                                                                     | 70,00 |
|             |                                                                                                                                  | (d) (i) For a transcription of visual images, for an A4-size page or part thereof                                                                     | 40,00 |
|             |                                                                                                                                  | (ii) For a copy of visual images                                                                                                                      | 60,00 |
|             |                                                                                                                                  | (e) (i) For a transcription of an audio record, for an A4-size page or part thereof                                                                   | 20,00 |
|             |                                                                                                                                  | (ii) For a copy of an audio record                                                                                                                    | 30,00 |
|             |                                                                                                                                  | (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. |       |
|             | (2)                                                                                                                              | For purposes of section 54(2) of the Act, the following applies:                                                                                      |       |
|             |                                                                                                                                  | (a) Six hours as the hours to be exceeded before a deposit is payable; and                                                                            |       |
|             |                                                                                                                                  | (b) one third of the access fee is payable as a deposit by the requester.                                                                             |       |
|             | (3)                                                                                                                              | The actual postage is payable when a copy of a record must be posted to a requester.                                                                  |       |

**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>                                                                                                                                                                                                                                                                             |          |  |           |
| <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> |          |  |           |
| 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                                                                                                                                                                                                                                         |          |  |           |

**FORM OF ACCESS***(Mark the applicable box with an "X")*

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

**MANNER OF ACCESS***(Mark the applicable box with an "X")*

|                                                                                                                                                                                                                                                       |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> |  |
| Postal services to postal address                                                                                                                                                                                                                     |  |
| Postal services to street address                                                                                                                                                                                                                     |  |
| Courier service to street address                                                                                                                                                                                                                     |  |
| Facsimile of information in written or printed format <i>(including transcriptions)</i>                                                                                                                                                               |  |
| E-mail of information <i>(including soundtracks if possible)</i>                                                                                                                                                                                      |  |
| Cloud share/file transfer                                                                                                                                                                                                                             |  |
| Preferred language<br><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**

*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.*

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

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

| Postal address | Facsimile | Electronic communication<br>(Please specify) |
|----------------|-----------|----------------------------------------------|
|                |           |                                              |

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

**Signature of Requester / person on whose behalf request is made**

-----

**FOR OFFICIAL USE**

|                                                                               |  |
|-------------------------------------------------------------------------------|--|
| Reference number:                                                             |  |
| Request received by:<br>(State Rank, Name and Surname of Information Officer) |  |
| Date received:                                                                |  |
| Access fees:                                                                  |  |
| Deposit (if any):                                                             |  |

**Signature of Information Officer**

**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 ( <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. 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 ( <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 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 transcriptions</i> )                                                                                     |  |
| E-mail of information ( <i>including soundtracks if possible</i> )                                                                                                            |  |
| Cloud share/file transfer                                                                                                                                                     |  |
| Preferred language:<br>( <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 A4size 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                           |                                                                                |                       |       |
| • If provided to the requestor                       | R60.00                                                                         |                       |       |
| For a transcription of visual images per A4size 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                           |                                                                                |                       |       |
| • If provided to the requestor                       | R60.00                                                                         |                       |       |
| 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<br>(calculated on one third of total amount per request) |  |
|-----------------|--|----------------------------------------------------------------------------|--|

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 number: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

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

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

## POPIA 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 an Annexure to this Form and sign each page.

Reference Number.....

| A                                                                                     | DETAILS OF DATA SUBJECT      |  |
|---------------------------------------------------------------------------------------|------------------------------|--|
| Name and surname of data subject:                                                     |                              |  |
| Residential, postal or business address:                                              | Code ( )                     |  |
| Contact number(s):                                                                    |                              |  |
| Fax number:                                                                           |                              |  |
| E-mail address:                                                                       |                              |  |
| B                                                                                     | DETAILS OF RESPONSIBLE PARTY |  |
| Name and surname of responsible party (if the responsible party is a natural person): |                              |  |
| Residential, postal or business address:                                              | Code ( )                     |  |
| Contact number(s):                                                                    |                              |  |
| FAX number:                                                                           |                              |  |
| E-mail address:                                                                       |                              |  |
| 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:                                                                       |                              |  |

| C | REASONS FOR OBJECTION (Please provide detailed reasons for the objection) |
|---|---------------------------------------------------------------------------|
|   |                                                                           |

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

\_\_\_\_\_  
*Signature of Data subject (applicant)*

## POPIA 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".

**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.

| <b>A</b>                                                                                       | <b>DETAILS OF DATA SUBJECT</b>      |
|------------------------------------------------------------------------------------------------|-------------------------------------|
| Name and surname of data subject:                                                              |                                     |
| Residential, postal or business address:                                                       |                                     |
|                                                                                                | Code (   )                          |
| Contact number(s):                                                                             |                                     |
| Fax number:                                                                                    |                                     |
| E-mail address:                                                                                |                                     |
| <b>B</b>                                                                                       | <b>DETAILS OF RESPONSIBLE PARTY</b> |
| Name and surname of responsible party ( <i>if the responsible party is a natural person</i> ): |                                     |
| Residential, postal or business address:                                                       |                                     |
|                                                                                                | Code (   )                          |
| Contact number(s):                                                                             |                                     |
| FAX number:                                                                                    |                                     |
| E-mail address:                                                                                |                                     |

|                                                                                    |                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of public or private body (if the responsible party is not a natural person): |                                                                                                                                                                                                                                                                                                             |
| Business address:                                                                  |                                                                                                                                                                                                                                                                                                             |
| Contact number(s):                                                                 |                                                                                                                                                                                                                                                                                                             |
| FAX number:                                                                        |                                                                                                                                                                                                                                                                                                             |
| E-mail address:                                                                    |                                                                                                                                                                                                                                                                                                             |
| <b>C</b>                                                                           | <b>REASONS FOR *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 IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)</b> |
|                                                                                    |                                                                                                                                                                                                                                                                                                             |

\* Delete whichever is not applicable

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

\_\_\_\_\_  
**Signature of Data subject**