

RABIA



TRANSITIONS

RABIA TRANSITIONS INITIATIVE NPC PAIA AND POPIA MANUAL

Version: 1.0
Approved by: Information Officer
Date Approved: 6 April 2023

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1. **INTRODUCTION**

- 1.1. This Manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and updated in the light of the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 1.2. This manual has been prepared for Rabia Transitions Initiative NPC and any entities under its control. All entities will be collectively referred to as "Rabia".

2. **PURPOSE OF PAIA**

- 2.1. PAIA is an act that was passed to give effect to the constitutional right, held by everyone in South Africa, of access to information which is held by the State or by another person and which is required for the exercise or protection of any right. Where a request is made in terms of PAIA, the body to which the request is made is obliged to give access to the requested information, except where the Act expressly provides that the information may or must not be released.
- 2.2. It is important to note that PAIA recognises certain limitations to the right of access to information, including, but not exclusively, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 2.3. POPIA was enacted in November 2013, to promote the protection of personal information processed by public and private bodies. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

3. **INFORMATION MANUAL**

- 3.1. One of the main requirements specified in PAIA is the compilation of an information manual that provides information on both the types and categories of records held by a private body. This document serves as Rabia's information manual.
- 3.2. This Manual is compiled in accordance with section 51 of PAIA and the Schedule to POPIA. It is intended to give a description of the records held by and on behalf of Rabia, to outline the procedure to be followed and the fees payable when requesting access to any of these records in the exercise of the right of access to information, with a view of enabling requesters to obtain records which they are entitled to in a quick, easy and accessible manner.
- 3.3. A copy of this manual is available -
 - 3.3.1. at our reception desk at our office / offices at Workshop 17, Office 2.23, The Bank, 24 Cradock Avenue, Rosebank
 - 3.3.2. on request from our Information Officer, details below;
 - 3.3.3. on our website: www.rabiatransitions.org;

- 3.3.4. on request from the South African Human Rights Commission (“SAHRC”) at paia@sahrc.org.za; and/or
- 3.3.5. the Information Regulator at <https://www.justice.gov.za/inforeg/index.html>
- 3.4. This Manual will be updated from time to time, as and when required.

4. CONTACT DETAILS

4.1. Details of the Company

Name	Rabia Transitions Initiative NPC
Registered address	Workshop 17, Office 2.23, The Bank, 24 Cradock Avenue, Rosebank, Johannesburg, 2196.
Postal Address	Workshop 17, Office 2.23, The Bank, 24 Cradock Avenue, Rosebank, Johannesburg, 2196.
Executive Director	Dr Chantal Naidoo
Website	www.rabiatransitions.org

4.2. Details of the Information Officer

Name	Chantal Pauline Naidoo
Designation in practice	Executive Director
Telephone	+27 795048724
Email	chantal.aidoo@rabiatransitions.org

4.3. Details of the Deputy Information Officer

Name	Tanya Snyman
Designation in practice	Office manager
Telephone	+27 83 545 9399
Email	office@rabiatransitions.org

- 4.4. The responsibility for administration of, and compliance with, PAIA and POPIA has been delegated to the primary and deputy Information Officers.

5. INFORMATION REGULATOR’S GUIDE

- 5.1. An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA.
- 5.2. This Guide is made available by the Information Regulator (established in terms of POPIA).
- 5.3. Copies of the updated Guide are available from Information Regulator in the manner prescribed by the applicable regulations, namely:
 - 5.3.1. Postal Address: The Information Regulator (South Africa)
33 Hoofd Street Forum III, 3rd Floor Braampark
P.O Box 31533 Braamfontein, Johannesburg, 2017
 - 5.3.2. Telephone Number: +27 (0) 10 023 5207
 - 5.3.3. Fax Number: (011) 403-0668
 - 5.3.4. Complaints email: complaints.IR@justice.gov.za
 - 5.3.5. General enquiries email: inforeg@justice.gov.za

6. HOW THE PROTECTION OF PERSONAL INFORMATION ACT WORKS

- 6.1. The Act provides that a Requester may be provided access to records of a private body if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the interest of the public.
- 6.2. Requests under the Act must be made in terms of the procedures prescribed by the Act, at the rates provided. The forms and tariff are dealt with under section 53 and 54 of the Act.
- 6.3. More information on how the Act works and all other information including the Section 10 Guide can be obtained from the South African Human Rights Commission at:

The South African Human Rights Commission (“SAHRC”)

Postal Address: Private Bag 2700, Houghton, 20141

Telephone Number: +27 11 877 3600

Fax number: +27 11 403 0625

Website: www.sahrc.org.za

Other sources: There are also provincial SAHRC offices in all provinces.

7. **AUTOMATIC DISCLOSURE**

- 7.1. A private body may, on a voluntary basis, make available a description of categories of records that are automatically available without a person having to request access in terms of PAIA.
- 7.2. The only fee for access to these records may be a prescribed fee for reproduction.
- 7.3. Such information typically includes:
- 7.3.1. Documents already on the website;
 - 7.3.2. Terms and conditions forms; and
 - 7.3.3. Publications and related web content.

8. **TYPES AND CATEGORIES OF RECORDS**

8.1. **Records held in accordance with other legislation**

- 8.1.1. A requester may also request information that is available in terms of other legislation, including but not limited to:
- Competition Act 89 of 1998;
 - The Companies Act 71 of 2008;
 - The Labour Relations Act 66 of 1995;
 - Employment Equity Act 55 of 1998;
 - Basic Conditions of Employment Act 75 of 1997;
 - Compensation for Occupational Injuries and Diseases Act 130 of 1993;
 - Employment Equity Act 55 of 1998;
 - Income Tax Act 58 of 1962;
 - Occupational Health and Safety Act 85 of 1993;
 - Unemployment Insurance Act 63 of 2001;
 - Value-added Tax Act 89 of 1991; and
 - Consumer Protection Act 68 of 2008.

8.2. **Subject categories of records**

This refers to information that is classified and grouped according to records relating to the following subjects and categories:

8.2.1. ***Personnel Records***

- 8.2.1.1. "Personnel" refers to any person who works for or provides services to or on behalf of Rabia and receives, or is entitled to receive, remuneration and any other person who assists in carrying out or conducting the business of Rabia. It includes, without limitation, shareholders, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.
- 8.2.1.2. Personal records provided by personnel include:

- Records provided by a third party relating to Rabia personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records, including job applications;
- Internal evaluation records and other internal records;
- Correspondence relating to, or emanating from, personnel (internal and external to the organization); and
- Training schedules and material; and
- Payment records (and beneficiary payments), including banking details.

8.2.2. ***Client Related Records***

8.2.2.1. "Client" refers to any natural or juristic entity that receives services from Rabia.

8.2.2.2. This includes prospective clients who submit request for information to Rabia, but which or who ultimately do not become Rabia clients.

8.2.2.3. Client related records include:

- Records provided by a client to a third party acting for or on behalf of Rabia;
- Records provided by a third party (for example, records from related entities);
- Records generated by or within Rabia relating to its clients;
- Transactional records;
- Correspondence with a client that is implicitly or explicitly of a private or confidential nature; and
- Records pertaining to a client retrieved from "other sources", such as any credit bureau or credit provider's industry association.

8.2.3. ***Private Body Records***

These records include, but are not limited to, the records which pertain to Rabia's own affairs. These include:

- Financial records;
- Operational records;
- Information technology;
- Communication;
- Administrative records such as contracts and service level agreements;
- Product records;
- Statutory records;
- Internal Policies and procedures; and
- Human resources records.

9. **PURPOSE OF PROCESSING DATA**

9.1. In terms of POPIA, data must be processed for a specified purpose. The purpose for which data are processed by Rabia will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data are collected.

9.2. ***Personnel data***

9.2.1. Rabia processes personnel data for business administration purposes. For example, personnel data is processed for payroll purposes.

9.2.2. Personnel data is also processed to the extent required by legislation and regulation. For example, Rabia may disclose employees' financial information to the Commissioner for the South African Revenue Service, in terms of the Income Tax Act 58 of 1962 and employee's sensitive personal information in terms of the Employment Equity Act 55 of 1998.

9.3. ***Client related and third party data***

9.3.1. Rabia processes client related records as an integral party of its commercial services. For example, Rabia processes client related records during the client application process, in assessing a client's profile and risk, in administering a client's service request.

9.3.2. Rabia may also process data provided to it by credit bureaus or industry regulatory bodies.

9.3.3. Rabia may also process third party records for business administration purposes.

9.4. ***Categories of data subjects***

9.5. Rabia holds information and records on the following category of data subjects, including but not limited to:

- Employees / personnel;
- Clients;
- Any third party with whom Rabia conducts its business services;
- Contractors;
- Suppliers;
- Service providers;
- And similar categories of data subjects as needed.

10. **RECIPIENTS TO WHOM PERSONAL INFORMATION WILL BE SUPPLIED**

10.1. Depending on the nature of the data, Rabia may supply information or records to the following categories of recipients:

10.1.1. Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data (i.e. the National Credit Regulator in terms of the National Credit Act 34 of 2005);

- 10.1.2. Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules (i.e. the Competition Commission in terms of the Competition Act 89 of 1998);
- 10.1.3. South African Revenue Services, or another similar authority;
- 10.1.4. Third parties with whom Rabia has a contractual relationship for the retention of data (for example, a third party archiving services);
- 10.1.5. Auditing and accounting bodies (internal and external); and
- 10.1.6. Anyone making a successful application for access in terms of PAIA.

11. **PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION**

- 11.1. Rabia may transfer personal information to a third party who is in a foreign country in order to administer certain services, but may only do so subject to the provisions of POPIA.

12. **HOW WE TREAT YOUR PERSONAL INFORMATION AND DATA SECURITY**

- 12.1. We will ensure that all of our employees, third party service providers, divisions and partners (including their employees and third-party service providers) having access to your Personal Information are bound by appropriate and legally binding confidentiality obligations and Process your Personal Information at standards equal to or higher than the Company's in relation to your Personal Information.
- 12.2. We will:
 - 12.2.1. treat your Personal Information as strictly confidential, save where we are entitled to share it as set out in this Policy;
 - 12.2.2. take appropriate technical, security and organisational measures to ensure that your Personal Information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
 - 12.2.3. provide you with reasonable access to your Personal Information to view and/or update personal details;
 - 12.2.4. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your Personal Information;
 - 12.2.5. provide you with reasonable evidence of our compliance with our obligations under this Policy on reasonable notice and request; and
 - 12.2.6. upon your request, promptly correct, transfer, return or destroy any and all of your Personal Information in our possession or control, save for that which we are legally obliged or entitled to retain (acknowledging that some Website and / or Service functionality might be lost if certain Personal Information is amended or destroyed).

- 12.3. We will not retain your Personal Information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period. In some circumstances, other applicable national laws require us to retain your data beyond your request for its deletion, or beyond your direct engagement with the Company. As such, we may retain your Personal Information in adherence with compulsory instructions from other applicable national laws, notwithstanding your application to have it deleted or amended.
- 12.4. Whilst we will do all things reasonably necessary to protect your rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your Personal Information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence or fraud.
- 12.5. If you disclose your Personal Information to a third party, such as an entity which operates a website linked to the Website or anyone other than the Company, the Company shall not be liable for any loss or damage, howsoever arising, suffered by you as a result of the disclosure of such information to the third party, including another user. This is because we do not regulate or control how that third party uses your Personal Information. You should always ensure that you read the privacy policy of any third party.
- 12.6. We are committed to implementing the necessary measures to keep your data secure, where we have implemented current industry-setting standards to keep your data secure.

13. **GROUNDINGS FOR REFUSAL OF ACCESS TO RECORDS**

- 13.1. Rabia may refuse a request for information on the following basis:
- 13.1.1. Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 13.1.2. Mandatory protection of the commercial information of a third party, if the record contains:
- Trade secrets of that third party;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
 - Information disclosed in confidence by a third party to Rabia, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- 13.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation;
- 13.1.4. Mandatory protection of the safety of individuals and the protection of property;
- 13.1.5. Mandatory protection of records which would be regarded as privileged in legal proceedings;
- 13.1.6. The commercial activities of Rabia, which may include:

- Trade secrets of Rabia;
- Financial, which, if disclosed, could put Rabia at a disadvantage in negotiations or commercial competition;
- A computer program/software/application which is owned by Rabia and which is protected by copyright.

13.1.7. The research information of Rabia or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage; and

13.1.8. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

14. **ACCESS PROCEDURE**

14.1. A requester is any person making a request for access to a record of, or held by, Rabia.

14.2. The requester is entitled to request access to information, including information pertaining to third parties, but Rabia is not obliged to grant such access. Apart from the fact that access to a record can be refused based on the grounds set out in paragraph 12 above, to successfully access information, the requester must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.

14.3. A requester requiring access to information held by Rabia must complete the prescribed form, enclosed herewith as Annexure 2 ("Access Request Form"), submit it to the Information Officer at the postal or physical address, or electronic mail address recorded in paragraph 4 and pay a request fee (and a deposit, if applicable).

14.4. To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form:

- The Access Request Form must be comprehensively completed.
- Proof of identity is required to authenticate the identity of the requester. Therefore, in addition to the access request form, requesters will be required to supply a certified copy of their identification document.
- Every applicable question must be answered. If a question does not apply "N/A" should be stated in response to that question. If there is nothing to disclose in reply to a particular question "Nil" should be stated in response to that question.

14.5. The Access Request Form must be completed with enough particularity to enable the Information Officer to identify:

- The record(s) requested;
- The identity number of the requester;
- The form of access required if the request is granted;
- The postal address of the requester.
- The requester must also state that he or she requires the information in order to exercise or protect a right, and clearly state the nature of the right to be exercised or protected.

14.6. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

- 14.7. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 14.7.1. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 14.7.2. The requester will be informed in writing whether access has been granted or denied.
- 14.7.3. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.

15. PAYMENT OF FEES

- 15.1. Payment details can be obtained from the Information Officer and can be made either via a direct deposit, by bank guaranteed cheque.
- 15.2. Proof of payment must be supplied when the Access Request Form is submitted.
- 15.3. The following fees are (or may be) payable:
- 15.3.1. Request fee: An initial "request fee" is payable on submission of the Access Request Form. The prescribed fee is set out below in Annexure 1. Note that the requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the request fee
- 15.3.2. Access fee: If the request for access is successful, an access fee must be paid. This fee is for the search, reproduction and/or preparation of the record(s). The access fee will be calculated based on the prescribed fees set out below in Annexure 1. Note that the requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the access fee.
- 15.3.3. Reproduction fee: This fee is applicable in respect of documents/records which are voluntarily disclosed (see 'Automatic Disclosure' above). This is for reproduction, copying and transcribing the relevant documents / records. The reproduction fee will be calculated based on the prescribed fees set out below in Annexure 1.
- 15.3.4. Deposit: If the search for, and the preparation of, the record for disclosure would, in the opinion of the Information Officer, require more than 6 hours, the requester may be required to pay as a deposit one third of the access fee (the fee which will be payable if the request is granted). Note that the requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the deposit. If a deposit has been paid in respect of a request for

access which is subsequently refused, then the Information Officer must refund the deposit to the requester. The requester must pay the prescribed fee before any processing, or any further processing, can take place.

16. THIRD PARTY NOTIFICATION

- 16.1. Rabia must take all reasonable steps to inform a third party to whom or which a requested record relates if the disclosure of those records would:
 - 16.1.1. involve the disclosure of personal information about that third party;
 - 16.1.2. involve the disclosure of trade secrets of that third party; financial, commercial, scientific or technical information (other than trade secrets) of that third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party;
 - 16.1.3. information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations; or to prejudice that third party in commercial competition;
 - 16.1.4. constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement; or
 - 16.1.5. involve the disclosure of information about research being, or to be, carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research, to serious disadvantage.
- 16.2. Rabia will inform the third party as soon as reasonably possible, but in any event, within 21 days after that request is received. Within 21 days of being informed of the request, the third party may:
 - 16.2.1. make written or oral representations to the Information Officer why the request for access should be refused; or
 - 16.2.2. give written consent for the disclosure of the record to the requester.
- 16.3. Rabia will notify the third party of the outcome of the request. If the request is not granted, adequate reasons for not granting the request will be given. The third party may lodge a complaint to the Information Regulator or an application with a court against the decision within 30 days after notice is given, after which the requester will be given access to the record after the expiry of the 30-day period.

17. NOTIFICATION OF DECISION

- 17.1. The Information Officer will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 17.2. The 30 day period, within which Rabia has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the information cannot reasonably be obtained within the original 30 day period.
- 17.3. For example, the time period may be extended if the request is for a large amount of information, or the request requires Rabia to search for information held at another office of Rabia.
- 17.4. The Information Officer will notify the requester in writing should an extension be required.
- 17.5. The requester may lodge a complaint to the Information Regulator or an application with a court against the extension.

18. REMEDIES AVAILABLE WHEN RABIA REFUSES A REQUEST FOR INFORMATION

- 18.1.1. **Internal Remedies:** Rabia does not have internal appeal procedures. Therefore, the decision made by the Information Officer is final. Requesters who are dissatisfied with a decision of the Information Officer will have to exercise external remedies at their disposal.
- 18.1.2. **External Remedies:** All complaints, by a requester or a third party, can be made to the Information Regulator or a court, in the manner prescribed below.
- 18.1.3. **Complaints to the Information Regulator**
 - The requester or third party, as the case may be, may submit a complaint in writing to the Information Regulator, within 180 days of the decision, alleging that the decision was not in compliance with the provisions of PAIA.
 - The Information Regulator will investigate the complaint and reach a decision, which may include a decision to investigate, to take no further action or to refer the complaint to the Enforcement Committee established in terms of POPIA.
 - The Information Regulator may serve an enforcement notice confirming, amending or setting aside the impugned decision, which must be accompanied by reasons.
- 18.1.4. **Application to Court:** An application to court maybe brought in the ordinary course. For purposes of PAIA, any reference to an application to court includes an application to a Magistrates' Court.

Signed on this 6th day of April in year 2023 by:

Dr Chantal Naidoo
RABIA TRANSITIONS INITIATIVE NPC
Information Officer

ANNEXURE 1

FEES IN RESPECT OF RECORDS REQUESTED FROM PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.
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 R1.10
 - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0.75
 - (c) For a copy in a computer-readable form on—
 - (i) stifty disc R7.50
 - (ii) compact disc R70.00
 - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40.00
 - (ii) For a copy of visual images R60
 - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20
 - (ii) For a copy of an audio record R30
3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

ANNEXURE 2

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53 (1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)) [Regulation 10]

A. Particulars of private body

The Head: _____

B. Particulars of person requesting access to the record

*(a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____
Identity number: _____
Postal address: _____
Fax number: _____
Telephone number: _____
Capacity in which request is made, when made on behalf of another person: _____

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____
Identity number: _____

D. Particulars of record

*(a) 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.
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____
3. Any further particulars of record: _____

E. Fees

*(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
(b) You will be notified of the amount required to be paid as the request fee.
(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.
(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees: _____

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:

Mark the appropriate box with an X. NOTES:
 (a) *Compliance with your request in the specified form may depend on the form in which the record is available.*
 (b) *Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.*
 (c) *The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

1. If the record is in written or printed form:					
	copy of record		inspection of record		
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images		transcription of the
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)			transcription of soundtrack (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record		printed copy of information derived from the record		copy in computer readable form* (stiffy or compact disc)
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES	NO

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ on this ____ day of _____ in year ____ .

SIGNATURE OF REQUESTER
/ PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE 3

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11 (3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 2.]

Note:

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

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

Signed on this _____ day of _____ in year _____ by:

Signature of data subject / designated person

ANNEXURE 4

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24 (1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4
OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

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

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

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

D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24 (1) (a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATE SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN (please provide detailed reasons for the request)

Signed on this _____ day of _____ in year _____ by:

Signature of data subject / designated person

ANNEXURE 5

**APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF
PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF
SECTION 69 (2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4
OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 6]**

PART A

TO: _____

(Name of data subject)

FROM: _____

(Name, address and contact details of responsible party)

Contact number(s): _____

Fax number: _____

E-mail address: _____

Full names and designation of person signing on behalf of responsible party:

Date: _____

PART B

I, _____

(full names of data subject)

hereby:

Give my consent to receive direct marketing of goods or services to be marketed by means of electronic communication.

SPECIFY GOODS or SERVICES: _____

SPECIFY METHOD OF COMMUNICATION:

FAX: _____

E - MAIL: _____

SMS: _____

OTHERS – SPECIFY: _____

Signed on this _____ day of _____ in year _____ by:

Signature of data subject / designated person