

PAIA MANUAL OF PROPER DOCUMENT STORAGE (PTY) LTD

Registration Number:
2000/013297/07

Prepared and compiled on 22/09/2024 in accordance with
Section 51 of the Promotion of Access to Information Act
02 of 2000 (as amended)

Date of revision: **09/12/2025**

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1. List of acronyms and abbreviations

TERM	DEFINITION
“Data Subject”	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
“Deputy Information Officer”	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
“Information Officer”	means in the case of a juristic person, i. the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or ii. the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
“Information Regulator”	means the Information Regulator established in terms of section 39 of POPIA;
“Manual”	means this manual compiled by Proper Document Storage (Pty) Ltd in terms of PAIA and POPIA;
“PAIA”	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
“Personal Information”	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
“Personnel”	means all partners, directors, officers, employees, individual contractors and other personnel of Proper Document Storage (Pty) Ltd;
“POPIA”	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
“Processing”	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
“Private Body”	means any former or existing juristic person, as contemplated in the Act and POPIA;
“Record”	means a record as contemplated in PAIA and includes Personal Information;
“Requester”	means, in relation to a Private Body, iii. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or iv. a person acting on behalf of such person as contemplated in the Act;
“Responsible Party”	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;

2. Purpose of the PAIA Manual

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to “Private Body” in this manual, it will refer to Proper Document Storage (Pty) Ltd.

This PAIA Manual is useful for the public to –

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 2.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key contact details for access to information of the Private Body

3.1. Information Officer

Name: Mindi

Surname: Pieterse

Telephone No: 012 800 4050

E-mail: mindi@ese-sa.co.za

3.2. **Deputy Information Officer(s)**

Name: Melissa

Surname: Kruger

Telephone No: 012 800 4050

E-mail: melissa@ese-sa.co.za

3.3. **Access to information general contact**

Email: mindi@ese-sa.co.za

3.4. **Head Office**

Postal Address: 167 Lanham Street, East Lynne, Pretoria Hatfield 0028

Physical Address: 167 Lanham Street, East Lynne, Pretoria Hatfield 0028

Telephone No: 012 800 4050

E-mail: mindi@ese-sa.co.za

Website: <https://pds-sa.co.za/>

4. Guide on how to use PAIA and how to obtain access to the Guide

4.1. The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of –

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

4.3.3 the manner and form of a request for-

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

- 4.3.3.1 access to a record of a public body contemplated in section 11³; and
- 4.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Information Regulator; and
 - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

- 4.3.10 the regulations made in terms of section 92¹¹.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Information Regulator, during normal working hours.
- 4.5. The Guide can also be obtained -
- 4.5.1 upon request to the Information Officer;
- 4.5.2 from the website of the Information Regulator (<https://info regulator.org.za/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - in English and Afrikaans.

5. Categories of records of the Private Body which are available without a person having to request access

<i>Category of records</i>	<i>Types of the Record</i>	<i>Available on Website</i>	<i>Available upon request</i>
Clients	Invoice		X
	Quotation		X
	Price List		X
	Company Profile	X	X
	Physical Address	X	X
	Contact Details	X	X
	Services	X	X
	News about the Company	X	

¹¹ Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding-

- a) any matter which is required or permitted by this Act to be prescribed;
- b) any matter relating to the fees contemplated in sections 22 and 54;
- c) any notice required by this Act;
- d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

6. Description of the records of the Private Body which are available in accordance with any other legislation

<i>Category of records</i>	<i>Types of the Record</i>
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 02 of 2000
Financial and Tax Legislation	Income Tax Act, No. 58 of 1962
	Value-Added Tax Act, No. 89 of 1991
	Customs and Excise Act, No. 91 of 1964
	Tax Administration Act, No. 28 of 2011
Labour and Employment Legislation	Labour Relations Act, No. 66 of 1995
	Basic Conditions of Employment Act, No. 75 of 1997
	Employment Equity Act, No. 55 of 1998
	Skills Development Act, No. 97 of 1998
	Unemployment Insurance Act, No. 63 of 2001
	Occupational Health and Safety Act, No. 85 of 1993
Financial Reporting and Industry Regulation	Financial Intelligence Centre Act (FICA), No. 38 of 2001
	Protection of Personal Information Act (POPIA), No. 4 of 2013
	Consumer Protection Act, No. 68 of 2008
	Broad-Based Black Economic Empowerment (B-BBEE) Act, No. 53 of 2003
Sector-Specific or Additional Legislation (if applicable)*	National Credit Act, No. 34 of 2005
	Electronic Communications and Transactions Act, No. 25 of 2002
	Environmental Management Act, No. 107 of 1998
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 02 of 2000

7. Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body

<i>Subjects on which the body holds records</i>	<i>Categories of records</i>
Strategic Documents, Plans and Proposals	<ul style="list-style-type: none"> - Annual Reports - Strategic Business Plans - Operational Plans - Health, Safety and Environmental Management Plans - Risk Management Plans - Marketing Strategies and Product Development Proposals
Human Resources	<ul style="list-style-type: none"> - HR Policies and Procedures - Recruitment and Employment Records - Employee Personal Files - Employment Contracts - Leave Records, Payroll Information - Performance Appraisals - Training and Skills Development Records - Disciplinary Records - Occupational Health & Safety Records
PAIA / POPIA Manuals and Internal Compliance Guides	<ul style="list-style-type: none"> - PAIA Manual - POPIA Compliance Framework - Information Officer and Deputy Information Officer documentation - Internal Guides, Policies and Standard Operating Procedures relating to PAIA and POPIA
Information Technology	<ul style="list-style-type: none"> - Incident Reports and Service Requests - Asset Issuing Records & Custodian Assignments - Device and Hardware Inventory - System Event Logs and Security Logs - Network Performance Logs - System Maintenance Checklists - Monthly IT Operations Reports - IT Vendor SLAs - ICT Policies and Procedures

	<ul style="list-style-type: none"> - Backup Logs, Disaster Recovery Documentation
Operational, Manufacturing, SHEQ (Safety, Health, Environment, Quality)	<ul style="list-style-type: none"> - Production Records - Quality Control Reports - Product Safety Data Sheets (SDS) - Health and Safety Compliance Records - Chemical Handling & Hazardous Materials Documentation - Incident and Accident Reports - Environmental Compliance Reports - Stock Management and Inventory Records
Finance	<ul style="list-style-type: none"> - Financial Accounting and Reporting Records - Invoices, Statements, Credit Notes - Contracts and Procurement Documentation - Tender or Supplier Evaluation Records - Asset Registers - Budgets, Forecasts and Management Accounts - Annual Financial Statements - Audit Files - Revenue and Tax Records
Clients / Suppliers / Service Providers	<p><u>Company Information:</u></p> <ul style="list-style-type: none"> - Registered Company Name and Trading Name - Registration Number, CIPC Documents - VAT Number - Physical & Postal Address - Delivery/Collection Address - Director/Representative Identification Details (where required) - BEE Certificates - Banking Details - Contact Person Information (name, phone, email)

	<ul style="list-style-type: none"> - Company Landline and Alternate Numbers <p><u>Personal Information (Designated Contact Persons):</u></p> <ul style="list-style-type: none"> - Title, Full Name, Surname - ID Number and Copy of ID (where required for contractual purposes) - Contact Details (email, mobile, physical/postal address) - Driver's License Information (if required for deliveries) - Employment Information (role, designation) - Next of Kin Details (where required for safety on-site) <p><u>Contractual & Operational Records:</u></p> <ul style="list-style-type: none"> - Purchase Orders, Quotations, Service Level Agreements - Correspondence and Delivery Documentation - Supplier/Vendor Onboarding Documentation
Directors / Shareholders / Employees	<ul style="list-style-type: none"> - Full Name, Surname, ID Number - Contact Details (phone, email, addresses) - Banking Details - Income Tax Number - Qualifications and Professional Information - Driver's License Information - Marital Status (if required for benefits) - Next of Kin Information - Statutory Compliance Information (PAYE, UIF, SDL) <p><u>Special Personal Information:</u></p> <ul style="list-style-type: none"> - Gender, Nationality - Medical Information relevant to employment

	<ul style="list-style-type: none"> - Psychometric or assessment results (if used during employment processes) <p><u>Medical Aid Details (if applicable):</u></p> <ul style="list-style-type: none"> - Medical Aid Name & Plan - Medical Aid Number - Details of Main Member <p>Medical History (limited to what is legally required):</p> <ul style="list-style-type: none"> - Allergies, medical conditions relevant to workplace safety - Occupational health assessments
Product Information and Regulatory Compliance	<ul style="list-style-type: none"> - Product Registration Certificates - Agricultural Chemical Regulatory Documentation - Labels and Technical Data Sheets - Compliance Certificates and Audit Results - Environmental and Hazardous Goods Records
Marketing and Sales Records	<ul style="list-style-type: none"> - Customer Databases - Sales Reports - Promotional Campaigns - Market Research - Social media and Website Analytics
Security and Access Control	<ul style="list-style-type: none"> - CCTV Footage - Access Control Logs - Visitor Registers - Vehicle Entry Records

8. Processing of personal information

8.1. Purpose of processing personal information

<i>Categories of Data Subjects</i>	<i>Purpose for processing Personal Information</i>
Employees	<ul style="list-style-type: none">- To comply with employment, labour, tax, health and safety, and other applicable legislation.- For recruitment, selection, onboarding, and vetting processes.- For managing the employment relationship, including payroll administration, leave management, benefits and remuneration.- For performance management, disciplinary proceedings, and grievances.- For internal communication and operational requirements.- To maintain accurate contact and emergency contact information.- For security, access control, monitoring, and ensuring workplace safety.- For training, skills development, and career planning.- For audit, reporting, and record-keeping purposes.- For IT administration, system access, usage monitoring, and cybersecurity protection.- For compliance with legal obligations placed on Proper Document Storage (Pty) Ltd
Service Providers	<ul style="list-style-type: none">- To evaluate, onboard, and manage suppliers and contractors.- To comply with contractual, financial, procurement, tax, and other regulatory requirements.- For payment processing and maintaining financial records.- To verify qualifications, compliance, and BEE credentials where applicable.- To maintain accurate contact details.

	<ul style="list-style-type: none"> - For security and access control to Proper Document Storage (Pty) Ltd premises and systems. - For operational, logistical, and project-related communication. - For audit, reporting, and compliance documentation.
<p>Clients / Customers</p>	<ul style="list-style-type: none"> - To provide, deliver, and manage Proper Document Storage (Pty) Ltd products and services. - For order processing, fulfilment, invoicing, and account management. - To maintain accurate contact information for operational communication. - For customer support, after-sales assistance, and warranty purposes. - To comply with contractual, financial, and regulatory obligations. - For marketing and promotional communication (subject to consent and opt-out rights). - For credit vetting (where applicable) and financial administration. - For security, fraud prevention, and risk management. - For audit, reporting, and record-keeping purposes.

8.2. **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

<i>Categories of Data Subjects</i>	<i>Personal Information that may be processed</i>
Customers / Clients	<ul style="list-style-type: none"> - Full names or company information - Contact details (address, email, phone numbers) - Delivery addresses and order details - Banking/payment information (where applicable) - Invoicing and account information - Credit history (if credit vetting is performed) - VAT numbers or business registration details (for corporate clients) - Communication records regarding orders or support - CCTV footage and access control records when visiting Proper Document Storage (Pty) Ltd premises
Service Providers / Suppliers	<ul style="list-style-type: none"> - Company name, registration number - Directors', representatives', or owners' full names and ID numbers (where required) - Contact details (email, phone, address) - Banking details (for payments) - BEE certificates, compliance documentation - VAT number, tax clearance documentation - Contractual information - Performance and service-delivery records - Access control and security records
Employees	<ul style="list-style-type: none"> - Full names, ID number, date of birth, nationality, gender - Contact details (addresses, phone numbers, email) - Banking details (for payroll) - Tax numbers, UIF, Provident Fund details - Employment history, qualifications, CVs - Disciplinary records, performance reviews - Next of kin and emergency contact details - Medical information where legally required (e.g., sick notes, COIDA claims) - Access control records, CCTV footage - IT usage data (emails, system login details) - Training and development records

8.3. The recipients or categories of recipients to whom the personal information may be supplied

<i>Category of personal information</i>	<i>Recipients or Categories of Recipients to whom the personal information may be supplied</i>
Identity number, names, criminal checks (employees & contractor vetting)	South African Police Services (SAPS), accredited background-check agencies
Qualifications, professional credentials	South African Qualifications Authority (SAQA), professional bodies, accredited verification agencies
Credit and payment history (clients or suppliers)	Registered Credit Bureaus, financial institutions
Tax numbers, company registration details	South African Revenue Service (SARS), CIPC, auditors
Banking details	Financial institutions for payroll or payment processing
BEE documents, compliance certificates	Verification agencies, regulatory bodies
Contact information	Couriers, logistics providers, service providers required to deliver products or service
CCTV footage and access control records	Security service providers, law enforcement where legally required
Employee records (limited and necessary)	Payroll service providers, benefits administrators, pension/provident fund administrators, medical schemes (where applicable)
Client and supplier information (limited to what is necessary)	Delivery partners, contractors, auditors, legal advisors
IT and system usage data	IT support providers, cybersecurity service providers

8.4. Planned transborder flow of personal information

We do not transfer information to any country outside of the Republic of South Africa.

However, should it become necessary to transfer personal information to another country for any lawful purposes, we will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as we are obliged under POPIA.

8.5. General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information

- Armed response units;
- Computer and network security;
- Access controlled offices to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

9. Request procedure to obtain access to records held by the Private Body

9.1. To access records held by Proper Document Storage (Pty) Ltd, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.

9.2. The form must include enough detail to identify -

9.2.1 the record;

9.2.2 the requester's identity;

9.2.3 the preferred method of access, and the reason the information is needed to exercise or protect a specific right

9.3. Requests submitted on behalf of another person must be accompanied by proof of authority.

- 9.4. Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of Proper Document Storage (Pty) Ltd, and assistance will be provided to record the request.
- 9.5. Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.
- 9.6. If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

10. Availability of the Manual

- 10.1. A copy of the manual is available -
 - 10.1.1 on the website of the Private Body at
[\(https://pds-sa.co.za/\)](https://pds-sa.co.za/);
 - 10.1.2 At the head office of Proper Document Storage (Pty) Ltd for public inspection during normal business hours;
 - 10.1.3 To any person upon request upon the payment of a reasonable prescribed fee; and
 - 10.1.4 To the Information Regulator upon request.
- 10.2. A fee for a copy of the Manual, as contemplated in annexure B of the PAIA Regulations, attached to this PAIA Manual as annexure A, shall be payable per each A4-size photocopy made.

11. Updating of the Manual

The head of Proper Document Storage (Pty) Ltd will on a regular basis update this manual.

Issued by: Mrs. Mindi Pieterse (Information Officer)

12. Annexure A: Applicable fees

The table below sets out the fees applicable to any request for a record of information held by Proper Document Storage (Pty) Ltd:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requester) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requester) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

13. Annexure B: 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 (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile:
	Cellular		

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

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

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right	

FEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

14. Annexure C: Form 3

OUTCOME OF REQUEST AND 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: The Information Officer

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 A.	
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OR

2. You requested:

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

4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			

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

Yes

No

Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No.: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer