



# Penryn

## **PAIA MANUAL**

**in terms of**

**The Promotion of Access to Information Act 2 of 2000**

**and**

**The Protection of Personal Information Act 4 of 2013**

**2025**

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A beacon of educational excellence since 1991



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**NOTICE: PLEASE READ THIS MANUAL CAREFULLY BEFORE REQUESTING INFORMATION FROM US. NO INFORMATION WILL BE PROVIDED IF THE REQUIREMENTS AND PROCESSES SET OUT HEREIN ARE NOT ADHERED TO**

## DEFINITIONS

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

	<ul style="list-style-type: none"> <li>d. The biometric information of the person;</li> <li>e. The personal opinions, views or preferences of the person;</li> <li>f. Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;</li> <li>g. The views or opinions of another individual about the person; and</li> <li>h. The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.</li> </ul>
Personnel	Any person who works for or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers.
POPI	The Protection of Personal Information Act 4 of 2013.
POPI Regulations	The regulations promulgated in terms of section 112(2) of POPI.
Private Body	Means – <ul style="list-style-type: none"> <li>a. A natural person who carries or has carried on any trade, business or profession, but only in such capacity;</li> <li>b. A partnership which carries or has carried on any trade, business or profession; or</li> </ul>

	c. Any former or existing juristic person, but excludes a public body.
Processing	Means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including – <ul style="list-style-type: none"> <li>a. The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;</li> <li>b. Dissemination by means of transmission, distribution or making available in any other form; or</li> <li>c. Merging, linking, as well as restriction, degradation, erasure or destruction of information.</li> </ul>
SAHRC	The South African Human Rights Commission.

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

## INTRODUCTION

Thank you for reading this manual, which we make available to you in accordance with section 51 of Promotion of Access to Information Act 2 of 2000, as amended from time to time (“PAIA”) and regulation 4(1)(d) of the Protection of Personal Information Act 4 of 2013 (“POPIA”) Regulations (the/this “Manual”).

A copy of this manual is available at -

our website: <https://www.penryn.co.za/>

our office, as detailed in paragraph 2.1 below, and you will be required to give us at least 7 (SEVEN) days prior written notice of your intention to come in and view this; and the offices of the Commission, as described in paragraph 3.2 below.

A copy of this Manual may be requested and obtained from our Deputy Information Officer in writing and at a prescribed fee.

Company details: We are Penryn NPC, registration number 2012/223540/08 a facility incorporated in accordance with the company laws of the Republic of South Africa, (“**we**” / “**us**”).

This Manual contains the procedures and relevant legislative provisions applicable to all access to information requests submitted to us.

Prior to any access to information requests being granted, the requester (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; and includes a person acting on behalf of such a person) must comply with all relevant requirements in PAIA and to the extent applicable, POPIA (the “Requester”).

## COMPANY DETAILS

Business Name	Penryn NPC
Registration Number	2012/223540/08
Registered Office	Boschrand Farm R40 between Nelspruit and Whiteriver Nelspruit, 1200
Postal Address	P.O. Box 2835 Nelspruit 1200,
Contact Number	0137589000
Information Officer	Michael Maluveya Eisen
Deputy Information Officer/s	Jacqueline Small Annanda Pauli Lombard
Email address/es	<a href="mailto:humanresources@penryn.co.za">humanresources@penryn.co.za</a> or <a href="mailto:finance@penryn.co.za">finance@penryn.co.za</a>

Background information of how the Company processes information can be found at:

<https://www.penryn.co.za/>

## GUIDE OF INFORMATION REGULATOR

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

4.5 You may also request a copy of the guide from Information Regulator at the following details:

Information Regulator:  
Postal Address: P O Box 31533, Braamfontein, Johannesburg, 2017  
Telephone: +27 (10) 023-5200  
Website: [www.inforegulator.gov.za](http://www.inforegulator.gov.za)  
Email: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

## THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission (the “Commission”) has compiled a guide in terms of section 10 of the South African Human Rights Commission Act 40 of 2013 (the “Act”). This guide contains information which will assist any person who wishes to exercise any of their rights in terms of the Act and PAIA.

The contact details of the Commission are as follows:

Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: (+27)11 877 3600  
Fax Number: (+27)11 403 0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

## LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

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

## APPLICABLE LEGISLATION

In compliance with section 51(1)(c) of PAIA, a list of legislation applicable to us is attached as Annexure A hereto.

## AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

The Company holds and/or processes the following records for the purposes of PAIA and POPI.

The following records may be requested; however, it should be noted that there is no guarantee that the request will be honored. Each request will be evaluated in terms of PAIA and any other applicable legislation.

**Products and/or Services:**

- All products and/or services are available freely on the Company's website as set out above.

**Human Resources:**

- Employment Contracts
- Employee Benefits
- Personnel Records and Correspondence
- Training Records
- Internal Policies
- Information pertaining to share options, share incentives, bonus or profit-sharing agreements of each employee
- Pension and Provident Fund Records

**Legal:**

- Agreements with Clients
- Agreement with Suppliers
- Shareholder Agreements
- Partnership Agreements
- Licenses and Permits
- Power of Attorneys
- Sale Agreements
- Lease Agreements

**Company Secretarial:**

- Memorandum of Incorporation
- Secretarial Records
- Tradename Registrations
- Trademark Registrations
- Company Registration Documents
- Statutory Registers
- Minutes of Shareholder's meetings
- Minutes of Director's meetings
- Register of Directors
- Share Certificates

**Financial:**

- Accounting Records
- Annual Reports
- Interim Reports
- Auditor Details and Reports
- Tax Returns
- Insurance Records

**Students:**

- Student/Parent/Legal Guardian database
- Credit Applications /Bursaries/Scholarships
- Correspondence with Parents/Legal Guardians
- Student records: special permission/exemptions, mark summaries, correspondence, complaints, interviews/appointments of student supervision.
- Tuition material: Study guides, tutorials, manuals, submission schedules, prescribed and recommended book lists, examination papers (of previous

years), tests, assignments, mark summaries, lectures, workbooks, transparencies.

- Certificate ceremonies: copies of certificates, best student of the year awards
- Course and curriculum development: prescribed forms

**Marketing:**

- Published Marketing Material

**Miscellaneous:**

- Internal Correspondence
- Information Technology Records
- Trade secrets
- Domain Name Registrations
- Website Information
- Asset Registers
- Title Deeds

## **SCHEDULE OF RECORDS**

In compliance with section 51(1)(d) of PAIA, a list of records kept by us is attached as Annexure B hereto.

Kindly note that the table in Annexure B indicates the availability of such records, these may either be available freely to the public or will be made available the Requester, subject to a successful request in terms of the relevant PAIA or POPIA sections.

## **REQUESTING ACCESS TO INFORMATION NOT PUBLICLY AVAILABLE**

The Requester must comply with the following when submitting a request for information that is not generally available to the public:

All the procedural requirements as set out in section 53 of PAIA.

Complete and submit the prescribed Request for Access form, attached as Annexure C hereto. This form should be accompanied by payment of a request fee (if applicable) and a deposit (if applicable). Submission must be made to the Information Officer as set out in clause 2.2 above.

Provide sufficient details to enable us to identify the -  
requested record(s);

Requester (and proof of capacity to request the record(s) on behalf of someone else);  
postal address or fax number of the Requester in the Republic;

right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

If the Requester wishes to be informed of the decision in any manner (in addition to writing) the manner and particulars thereof should also be provided to us.

## **RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

- 11.1 Basic Conditions of Employment Act, No. 75 of 1997
- 11.2 Companies Act, No. 71 of 2008
- 11.3 Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- 11.4 Competition Act, No. 89 of 1998
- 11.5 Consumer Protection Act, No. 68 of 2008
- 11.6 Constitution of the Republic of South Africa Act, No. 108 of 1996
- 11.7 Co-operatives Act No. 14 of 2005
- 11.8 Credit Agreement Act, No. 75 of 1980
- 11.9 Customs and Excise Act No. 91 of 1964
- 11.10 Debt Collectors Act, No. 114 of 1998
- 11.11 Deed Registries Act, No. 47 of 1937
- 11.12 Electronic Communication and Transactions Act, No. 25 of 2002
- 11.13 Employment Equity Act, No. 55 of 1998
- 11.14 Financial Advisory and Intermediary Service Act, No. 37 of 2002
- 11.15 Financial Intelligence Centre Act, No. 38 of 2001
- 11.16 Financial Markets Act No. 19 of 2012
- 11.17 Identification Act, No. 68 of 1997
- 11.18 Income Tax Act, No. 58 of 1962
- 11.19 Insider Trading Act No. 135 of 1998
- 11.20 Insolvency Act, No. 24 of 1936
- 11.21 Inspection of Financial Institutions Act, No. 18 of 1998
- 11.22 Intellectual Property Laws Amendment Act No.38 of 1997
- 11.23 Machinery and Occupational Safety Amendment Act No. 181 of 1993
- 11.24 National Credit Act, No. 34 of 2005
- 11.25 National Payment Systems Act No. 78 of 1998
- 11.26 National Water Act No. 36 of 1998
- 11.27 Occupational Health and Safety Act No. 85 of 1993
- 11.28 Patents, Designs and Copyright Merchandise Marks Act, No. 17 of 1941
- 11.29 Pension Funds Act, No. 24 of 1956
- 11.30 Prescription Act No. 68 of 1969
- 11.31 Prevention of Organised Crime Act No. 121 of 1998
- 11.32 Promotion of Access to Information Act, No. 2 of 2000
- 11.33 Protection of Personal Information Act, No. 4 of 2013
- 11.34 Road Transportation Act No. 74 of 1977
- 11.35 Short Term Insurance Act, No. 53 of 1998
- 11.36 Skills Development Levies Act, No. 9 of 1999

11.37	Stock Exchanges Control Act No. 54 of 1995
11.38	The Criminal Procedure Act, No. 51 of 1977
11.39	The Labour Relations Act, No. 66 of 1995
11.40	The Long-Term Insurance Act, No. 52 of 1998
11.41	Trademark Act No. 194 of 1993
11.42	Transfer Duty Act No. 40 of 1949
11.43	Unemployment Insurance Act, No. 63 of 2001
11.44	Unit Trust Control Act, No. 54 of 1981
11.45	Value Added Tax Act, No. 89 of 1991
11.46	South African Schools Act 84 of 1996
11.47	Gauteng School Education Act 6 of 1995
11.48	Further Education and Training Colleges Act 16 of 2006
11.49	Higher Education Act 101 of 1997

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

## **GROUNDINGS FOR REFUSAL OF ACCESS TO CERTAIN RECORDS**

In terms of Part 3, Chapter 4 of PAIA there are a number of grounds that warrant the refusal to release certain records. Such instances include mandatory protection of -

- privacy of a third party who is natural person;
- commercial information of a third party;
- certain confidential information of a third party;
- information relating to the safety of individuals, and protection of property;
- records privileged from production in legal proceedings;
- commercial information of a private body; and
- research information of third parties, and protection of research information of private bodies.

Requests for records which are clearly frivolous, vexatious or involve an unreasonable diversion of resources may also be refused.

## **DECISION TO GRANT OR DENY ACCESS**

Our Information Officer will deliberate and decide on the request of the Requester within 30 (THIRTY) days of receipt of the request for access.

In cases where the request for access is for a large number of records or the request requires a search at more than one of our offices the period may be extended for a further period of up to 30 (THIRTY) days.

The company will make use of the information provided in Annexure C hereto to inform the relevant Requester of such an extension in writing.

## **REMEDIES FOR REFUSAL OF ACCESS TO INFORMATION REQUEST**

### **Internal Appeal**

The decision of the Information Officer or Deputy Information Officer is final in terms of our internal procedures for access to information. The external remedies set out below remain available to the Requester, however there is no internal appeal procedure.

### **External Appeal**

The Requester may in terms of sections 56(3)(c) and 78 of PAIA apply to a court within 180 days of notification of the decision for appropriate relief.

## **FEES**

### **Request Fee**

The Request Fee is a standard fee, which is payable before the request of the Requester will be processed.

### **Deposit**

In the event that the preparation of the records requested exceed 6 (SIX) hours, a deposit is payable equal to not more than one third of the access fees (which would be payable if the request were to be granted).

### **Payment of fees**

Records successfully requested will only be released to the Requester once all fees have been paid in full.

## Fee structure

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

Request fee (Payable on every request)	<b>R140.00</b>
Photocopy of an A4 page or part thereof	<b>R2.00</b>
Printed copy of an A4 page or part thereof	<b>R2.00</b>
Hard copy on flash drive (Flash drive to be provided by requestor)	<b>R40.00</b>
Hard copy on a compact disc (Compact disc to be provided by requestor)	<b>R40.00</b>
Hard copy on a compact disc (Compact disc to be provided by the Company)	<b>R60.00</b>
Transcription of visual images per A4 page	<b>As per quotation of service provider</b>
Copy of visual images	<b>As per quotation of service provider</b>
Transcription of an audio record per A4 page	<b>R24.00</b>
Copy of an audio record on flash drive (Flash drive to be provided by requestor)	<b>R40.00</b>
Copy of an audio on a compact disc (Compact disc to be provided by requestor)	<b>R40.00</b>
Copy of an audio on a compact disc (Compact disc to be provided by the Company)	<b>R60.00</b>
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	<b>R145.00</b>
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 (Cannot exceed total cost)	<b>R435.00</b>
Postage, email or any other electronic transfer	<b>Actual expense, if any</b>

The fee structure is available on the website of the Commission at: [www.sahrc.org.za](http://www.sahrc.org.za).

## **PROTECTION AND PROCESSING OF PERSONAL INFORMATION IN LINE WITH POPIA**

Please take note that this Manual is subject to and should be read with our Privacy Policy, which is available on request to the Deputy Information Officers

We respect your right to privacy, as contained in section 14 of the Constitution of the Republic of South Africa of 1996, and which forms the cornerstone of POPIA. In order for us to assist you, it may be necessary for you to share some of your Personal Information with us from time to time.

We will take all reasonable steps to protect the Personal Information of any Data Subjects which is in our possession. For the purposes of this section, "Data Subject", "Personal Information", "Processing" and "Responsible Party" will be understood in accordance with the definition provided in POPIA. Any such Personal Information that you may share with us, and the reasons why such information is required, will depend on the nature and scope of your relationship with us.

We attach as Annexure D hereto the types of Personal Information we Process as well as the purpose for which such Personal Information is Processed.

As a Responsible Party, we undertake to comply with the relevant provisions of POPIA in relation to the Processing of Personal Information.

In particular, we undertake and are committed to comply with the 8 (EIGHT) conditions for the lawful Processing of Personal Information contained in Chapter 3 of POPIA, as set out below:

Accountability.

Processing limitation.

Purpose specification.

Further processing limitation.

Information quality.

Openness.

Security safeguards.

Data subject participation.

Personal Information will be Processed by us, our representatives, our affiliates and their representatives.

Should the cross-border flow of Personal Information be necessary in the course of business and the purpose for which the Personal Information is Processed, it will only take place if all the conditions as set out in section 72 of POPIA are complied with.

We attach as Annexure E hereto a description of the security measures to be implemented to ensure protection of Personal Information.

Should any Data Subject object to the Processing of their Personal Information, they may lodge such objection by completing the form attached as Annexure F hereto and email the completed form to [humanresources@penryn.co.za](mailto:humanresources@penryn.co.za) or [finance@penryn.co.za](mailto:finance@penryn.co.za).

Should any Data Subject wish to request that we destroy Personal Information in our possession, they may complete the form attached as Annexure G hereto and email the completed form to [humanresources@penryn.co.za](mailto:humanresources@penryn.co.za) or [finance@penryn.co.za](mailto:finance@penryn.co.za).

In the event that such a request is lodged, Data Subjects should take note of the fact that we may not be able to continue our relationship with you if we cannot Process your Personal Information. Of course, should any law require us to not destroy your Personal Information, a request of this nature cannot be complied with.

We have a comprehensive data management framework in place in order to comply with POPIA and ensure that the best efforts are employed to ensure the protection of Personal Information Processed by us. We employ up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under our care.

## **POPI**

Conditions for lawful processing:

POPI has eight conditions for lawful processing and includes:

- Accountability
- Processing limitation
- Purpose specification
- Further processing limitation
- Information quality
- Openness
- Security safeguards
- Data subject participation

The Company is involved in the following types of processing:

- Collection
- Recording
- Organization
- Structuring
- Storage
- Adaptation or alteration
- Retrieval
- Consultation
- Use
- Disclosure by transmission
- Dissemination or otherwise making available
- Alignment or combination
- Restriction
- Erasure
- Destruction

The Company processes information for the following purposes:

- To fulfil agreements in relation to its employees;
- to provide services to its Clients in accordance with terms agreed to by the Clients;
- to undertake activities related to the provision of services, such as
- to fulfil domestic legal, regulatory and compliance requirements;
- to verify the identity of Customer representatives who contact the Company or may be contacted by The Company;
- for risk assessment, information security management, statistical, trend analysis and planning purposes;
- to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
- to enforce or defend the Company or the Company affiliates' rights;
- to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company's and the Company affiliates' products and services;
- the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
- any additional purposes expressly authorised by the Company's client;
- any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.

The Company processes personal information the following categories of Data Subjects:

Juristic persons –

Corporate Clients

Suppliers

Natural persons –

Individuals

Staff

Clients

Suppliers

The Company process the following categories personal information:

Client profile information;

Bank account details;

Payment information;

Client representatives;

Names;

Email addresses;

Telephone numbers;

Facsimile numbers;

Physical addresses;

Tax numbers;

Identity numbers;

Passport numbers;

Recipients of Personal Information;

The Company, the Company's affiliates, their respective representatives.

When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.

The following Security measures are implemented by the Company:

The Company implements numerous Security measures to protect personal information that is stored electronically and physically.

The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.

The Company have also implemented various policies for additional security for personal information stored both physically and electronically.

The personal information that is stored physically is protected as follows:

Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.

Such physical data records will be 'locked-away' and secured when not in use.

The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.

Objection to the processing of personal information by a data subject:

Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a

data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as **ANNEXURE "C"**.

Request for correction or deletion of personal information:

Section 24 of POPI and regulation 3 of the POPI regulations provides that a

data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE "D"**.

Regulation 8 of the POPI regulations provides for requests the outcomes of

requests and of fees payable in the prescribed form attached hereto as **ANNEXURE "E"**.

# ANNEXURE A

## FORM 1

### REQUEST FOR A COPY OF THE GUIDE [Regulations 3]

**TO:** The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I,

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

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

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

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

Personal Collection	Postal Address	Facsimile	Electronic Communication (Please Specify)

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

\_\_\_\_\_  
**Signature of Requester**

# ANNEXURE B

## FORM 2

### REQUEST FOR ACCESS TO RECORD [Regulations 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Address)

E-mail Address: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Mark with an "X"

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

<b>PERSONAL INFORMATION</b>				
Full Names:				
Identity Number:				
Capacity in which request is made <i>(when made on behalf of another person):</i>				
Postal Address:				
Street Address:				
E-mail Address:				
Contact Numbers:	Tel. (B):		Facsimile:	
	Cellular:			
Full Name of person on whose behalf request is made <i>(if applicable):</i>				
Identity Number:				
Postal Address:				
Street Address:				
E-mail Address:				
	Tel. (B):		Facsimile:	

Contact Numbers:				
	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 <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	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

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

<b>FEEES</b>	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i></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 (Please Specify)

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

\_\_\_\_\_  
**Signature of Requester / Person on whose behalf request is made**

**FOR OFFICAL USE**

<i>Reference Number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date Received:</i>	
<i>Access Fees:</i>	
<i>Deposit (if any):</i>	

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

# ANNEXURE C

## FORM 1

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 2(1)]

**Note:**

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

Reference Number

\_\_\_\_\_

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

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

**REASONS FOR OBJECTION**

*(Please provide detailed reasons for the objection)*

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

\_\_\_\_\_  
**Signature of Data Subject (Applicant)**

# ANNEXURE D

## FORM 2

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 3(2)]

**NOTE:**

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

Reference Number

\_\_\_\_\_

Mark the appropriate box with an "x"

**1. Request For:**

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

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

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

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

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

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

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

\_\_\_\_\_  
**Signature of Data Subject**

**ANNEXURE E**

**FORM 3**

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

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

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

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

Your request dated \_\_\_\_\_ refers

## 1. You Requested

<p>Personal Inspection of information at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you.</p> <p>If you then require any form of reproduction of the information, you will be liable for the fees in Annexure B</p>	
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OR

## 2. You Requested

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 or virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

## 3. To be Submitted

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

#### 4. Fees payable with regard to your request:

Item	Cost per A4-sizepage 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 A4-sizepage	Service to be outsourced. Will		
Copy of visual images	depend on the quotation of the		
	service provider		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronictransfer:	Actual costs		
<b>TOTAL:</b>			

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

Yes

No

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

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment to:

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

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Information officer