

**PROMOTION OF ACCESS TO INFORMATION ACT, 2000
&
THE PROTECTION OF PERSONAL INFORMATION ACT,
2013**

**MANUAL OF RED TAPE COMPLIANCE SERVICES (PTY)
LIMITED
REGISTRATION NUMBER 2023/916853/07
("COMPANY")**

Prepared in accordance with section 51 of the Promotion of Access to Information Act No. 2 of 2000 (as amended) and the Protection of Personal Information Act No. 4 of 2013

(In this Manual, all references to sections are to the Promotion of Access to Information Act, 2000 unless otherwise specified)

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1. INTRODUCTION

- 1.1. The Promotion of Access to Information Act, No. 2 of 2000 (the “**PAIA**”) seeks to give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.
- 1.2. The PAIA establishes certain statutory rights of requesters to access records of a private body if:
 - 1.2.1. that record is required for the exercise or protection of any rights;
 - 1.2.2. that requester complies with all the procedural requirements; and
 - 1.2.3. access is not refused in terms of any ground referred to in the PAIA.
- 1.3. The Protection of Personal Information Act, No. 4 of 2013 (the “**POPIA**”) seeks to give effect to the constitutional right to privacy as contained in section 14 of the Bill of Rights. The POPIA seeks to safeguard personal information by regulating the manner in which it may be processed by public and private bodies.
- 1.4. The POPIA provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPIA.
- 1.5. One of the requirements specified in the PAIA, is the compilation of an information manual that provides information which includes the types and categories of records held by a private body (this relates to PAIA) as well certain information relating to the processing of personal information (this relates to the POPIA).
- 1.6. The PAIA and the POPIA are collectively referred to in this document as the “**Acts**”.

2. SCOPE

- 2.1. This document serves as the Company’s information manual and provides reference to the records held by the Company as well as the personal information processed by the Company from time to time.

3. PURPOSE OF THE MANUAL

3.1. This Manual allows members of the public to-

- 3.1.1. check the categories of records held by the Company which are available without a person having to submit a formal PAIA request;
- 3.1.2. have a sufficient understanding of how to make a request for access to a record of the Company, by providing a description of the subjects on which the Company holds records and the categories of records held on each subject;
- 3.1.3. know the description of the records of the Company which are available in accordance with any other legislation;
- 3.1.4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;

- 3.1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.1.6. know if the Company 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;
- 3.1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.1.9. know if the Company have 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
- 3.1.10. know whether the Company have appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. ABOUT COMPANY

Company is a legal, compliance and business support provider. Further general information on Company, its operations and activities can be obtained from its website at www.redtapeocs.co.za.

5. AVAILABILITY OF THE MANUAL

This manual is available for inspection on the Company website at website and during normal business hours at the physical address of the Company as recorded in paragraph 6 below.

6. CONTACT PERSONS – INFORMATION OFFICER

The responsibility for the administration of, and compliance with the Acts has been delegated as set out below. Requests pursuant to the provisions of the Acts should be directed to email address and to the relevant Information Officer as follows:

6.1. Company:

Information Officer (authorised)	:	Nolene Kandasamy
Postal address	:	2 nd Floor, Grosvenor Gate, Hyde Lane, Hyde Park
Physical address	:	Same as above
Business phone	:	+27 84 435 6716
E-mail address for submitting requests	:	cose@capcentric.io

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 7.1. The 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.
- 7.2. The Guide is available in each of the official languages and in braille.
- 7.3. The aforesaid Guide contains the description of:
- 7.3.1. the objects of PAIA and POPIA;
 - 7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 7.3.2.1. the Information Officer of every public body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 7.3.3. the manner and form of a request for-
 - 7.3.3.1. access to a record of a public body contemplated in section 11;¹ and
 - 7.3.3.2. access to a record of a private body contemplated in section 50².
 - 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 7.3.6. 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-
 - 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. 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 Regulator or a decision of the head of a private body;
 - 7.3.7. the provisions of sections 14³ and 51⁴ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 7.3.8. the provisions of sections 15⁵ and 52⁶ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

¹ 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.

² 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.

³ 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.

⁴ 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.

⁵ 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

⁶ 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

- 7.3.9. the notices issued in terms of sections 22⁷ and 54⁸ regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92.⁹
- 7.4. 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 Regulator, during normal working hours.
- 7.5. The Guide can be obtained-
 - 7.5.1. upon request to the Information Officers recorded in paragraph 6 above;
 - 7.5.2. from the website of the [Regulator](#).

8. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

The information available on our website may be automatically accessed by you without having to go through the formal PAIA request process.

9. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

- 9.1. Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in [Annexure 3](#) to this manual (as amended from time to time); however, due to the number of laws applicable to the Company, the list of legislation may not be exhaustive.
- 9.2. Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the relevant Information Officer the opportunity to consider the request in light thereof.

10. RECORDS – CATEGORIES AND SUBJECT OF RECORDS

- 10.1. The information contained in this section is intended to identify the main categories of records held by the Company and to help the requester to gain a better understanding of the main business activities of the Company. Further assistance in identifying the records held by the Company can be obtained from the relevant Information Officer.
- 10.2. Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the following (non-exhaustive) aspects of the Company' businesses and operations:
 - 10.3. Statutory information/records**
 - 10.3.1. Memorandum & Articles of Association, copies of all CK and/or CM forms lodged with the CIPC;
 - 10.3.2. Records relating to the appointment of directors/ auditor and secretary;
 - 10.3.3. The public officer and other officers; and
 - 10.3.4. Share register and other statutory registers.

⁷ 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.

⁸ 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.

⁹ any notice required by this Act;

(a) 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

(b) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

10.4. Financial Records

- 10.4.1. Tax Records;
- 10.4.2. Debtors' Records;
- 10.4.3. Creditors' Records;
- 10.4.4. Insurance Records;
- 10.4.5. Auditors' Reports;
- 10.4.6. Interim and annual financial statements;
- 10.4.7. Bank statements and other banking records;
- 10.4.8. Invoices issued in respect of debtors and billing information;
- 10.4.9. Records regarding the Company's financial commitments.

10.5. Accounting Records

- 10.5.1. Books of account including journals and ledgers;
- 10.5.2. Delivery notes, orders, invoices, statements, receipts and vouchers.

10.6. Taxation Records

- 10.6.1. Employee tax information;
- 10.6.2. Company tax information.

10.7. Statutory Employee Records including internal policies and procedures

- 10.7.1. Personnel Records of Employees;
- 10.7.2. Conditions of employment;
- 10.7.3. Employment contracts;
- 10.7.4. Employment policies and procedures;
- 10.7.5. Salary and wage register and other payroll records;
- 10.7.6. Leave / absence from work records;
- 10.7.7. Registrations with Department of Labour, Unemployment Insurance Fund, Compensation Fund and in terms of the Skills Development Levies Act;
- 10.7.8. Records of Unemployment Insurance Fund contributions;
- 10.7.9. Records relating to employee benefits;
- 10.7.10. Health and safety records;
- 10.7.11. Protected characteristics (equality and diversity) data;
- 10.7.12. Building security, surveillance and monitoring data;
- 10.7.13. Workplace skills plans and training records;
- 10.7.14. Time keeping records; and
- 10.7.15. Other internal records.

10.8. Buildings or premises

- 10.8.1. Visitor access records;
- 10.8.2. Maintenance records; and
- 10.8.3. Security, surveillance and monitoring data.

10.9. Agreements and contracts

All agreements of a material nature.

10.10. Administration, secretarial and legal records (where applicable)

- 10.10.1. Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;
- 10.10.2. Minutes of meetings of committees and sub-committees;
- 10.10.3. Powers of Attorney;
- 10.10.4. Trade mark, copyright, patent, service mark certificates and registrations;
- 10.10.5. Material licences, permits and authorisations.

10.11. Insurance

- 10.11.1. Insurance policies;
- 10.11.2. Claim Records;
- 10.11.3. Details of insurance coverage, limits and insurers.

10.12. Information Technology

- 10.12.1. Hardware;
- 10.12.2. Operating systems and other operational records;
- 10.12.3. Telephone and other lines;
- 10.12.4. Software packages;
- 10.12.5. Databases;
- 10.12.6. Agreements;
- 10.12.7. Support and maintenance agreements; and
- 10.12.8. User manuals and licences.

10.13. Sales, advertising, promotional and marketing materials;

10.14. Records pertaining to health and safety and the environment.

11. ACCESS REQUESTS

11.1. Access Request Procedure

11.1.1. Completion of Access Request Form

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

11.1.1.1.1. The Access Request Form, attached as [Annexure 1](#) hereto, must be completed.

11.1.1.1.2. Proof of identity is required to authenticate the identity of the requester – in addition to the Access Request Form, requesters will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate.

11.1.1.1.3. Type or print in BLOCK LETTERS an answer to every question.

11.1.1.1.4. If a question does not apply, state “N/A” in response to that question.

11.1.1.1.5. If there is nothing to disclose in reply to a particular question state “NIL” in response to that question.

11.1.1.1.6. If there is insufficient space on the printed form, additional information may be provided on an additional attached folio.

11.1.1.1.7. When the use of an additional folio is required, precede each answer with the applicable title.

Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the PAIA.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

11.1.2. Submission of Access Request Form

11.1.2.1. The completed Access Request Form, together with a certified copy of the requester’s identity document, must be addressed to the relevant Information Officer and submitted via the contact details stated in **paragraph 6**.

11.1.2.2. An initial **request fee** based on the **Prescribed Fees** as set out in [Annexure 2](#) is payable on submission of the Access Request Form.

11.1.3. Payment of Fees

11.1.3.1. Payment details can be obtained from the relevant Information Officer indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied via the contact details stated in **paragraph 6**.

11.1.3.2. If the request for access is successful an **access fee** may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the **Prescribed Fees** as set out in [Annexure 2](#) hereto. The access fee must be paid prior to access being given to the requested record.

11.1.4. **Notification**

11.1.4.1. The relevant Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

11.1.4.2. This 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Company and the information cannot reasonably be obtained within the original 30 (thirty) day period. The requester will be notified in writing should an extension be sought.

11.2. **Grounds for Refusal of Access to Records**

11.2.1. The main grounds for refusal of a request for information are:

11.2.1.1. 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;

11.2.1.2. Mandatory protection of the commercial information of a third party, if the record contains:

11.2.1.2.1. Trade secrets of that party;

11.2.1.2.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party; and

11.2.1.2.3. Information disclosed by a third party to any of the Company if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

11.2.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties;

11.2.1.4. Mandatory protection of the safety of individuals and the protection of property;

11.2.1.5. Mandatory protection of records which could be regarded as privileged in legal proceedings; and

11.2.1.6. The commercial activities of the Company, which may include:

11.2.1.6.1. Trade secrets of the Company; and

11.2.1.6.2. Financial, commercial, scientific or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of the Company.

11.3. **Appeal against Refusal to Grant Access**

If a requester is aggrieved by the refusal of the relevant Information Officer to grant a request for a record, the requester may, upon notification of the relevant Information Officer's decision or upon deemed refusal, lodge a complaint to the Information Regulator, using a form which corresponds substantially with Form 5, or apply to court for appropriate relief within the timeframes

as prescribed by the PAIA.

12. PERSONAL INFORMATION

12.1. Purpose of Processing

The purpose for which personal information is processed by the Company will depend on the nature of the information. In general, personal information is processed by the Company for business administration purposes, including:

- 12.1.1. to carry out actions for the conclusion or performance of a contract;
- 12.1.2. to comply with obligations imposed by law;
- 12.1.3. to protect the legitimate interests of the data subjects; or
- 12.1.4. where it is necessary for pursuing the legitimate interests of the Company.

The above list is non-exhaustive.

12.2. Categories of Data Subjects and Information

- 12.2.1. The Company process personal information relating to the following categories of data subjects and information:

12.3. Categories of Data Subjects

- 12.3.1.1. Personnel / employees;
- 12.3.1.2. Non-executive directors;
- 12.3.1.3. Candidates;
- 12.3.1.4. Visitors
- 12.3.1.5. Consultants;
- 12.3.1.6. Contractors;
- 12.3.1.7. Customers;
- 12.3.1.8. Investors;
- 12.3.1.9. Patients;
- 12.3.1.10. Service providers;
- 12.3.1.11. Suppliers;
- 12.3.1.12. Website users; and
- 12.3.1.13. Other third parties with whom the Company conducts business.

The above list is non-exhaustive.

12.3.2. Categories of Information

- 12.3.2.1. In respect of natural persons may include: name, identifying number (identity or passport number), date of birth, citizenship, age, gender, race, marital status, language, telephone number(s), email address(es), physical and postal addresses, income tax number, banking information, disability information, employment history, background checks, fingerprints, CVs, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures.

- 12.3.2.2. In respect of juristic persons may include: name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, BEE certificates, payment details (including bank accounts), invoices and contractual agreements.

The above lists are non-exhaustive.

12.4. Categories of Recipients to whom the Personal Information may be supplied

The categories of recipients to whom the Company may supply the personal information will depend on the nature of the information. In general, such categories of recipients would include:

- 12.4.1. Other Company in the Group;
- 12.4.2. Service providers;
- 12.4.3. Medical aid, pension or provident funds;
- 12.4.4. Auditing and accounting bodies (internal and external);
- 12.4.5. Third parties with whom the Company have contracted for the retention of data;
- 12.4.6. Relevant authorities, government departments, statutory bodies or regulators; and
- 12.4.7. A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules.

The above list is non-exhaustive.

12.5. Planned Transborder Flows of Personal Information

The Company envisages that they may transfer personal information to third parties or other Companies in the Group, who are situated in a foreign country and such transfers would be subject to the relevant provisions of the POPIA.

12.6. Information Security Measures

The Company strives to take appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in their possession or under their control.

12.7. Objection to the Processing of Personal Information by a Data Subject

A data subject may at any time object to the processing of his / her / its personal information in the prescribed form attached to this manual as [Annexure 4](#), subject to exceptions contained in the POPIA.

12.8. Request for Correction or Deletion of Personal Information

A Data Subject may request that his / her / its personal information be corrected or in the prescribed form attached as [Annexure 5](#).

Document Control

Version	Date	Author	Description of changes
01	October 2024	Marizan van der Walt/ Nolene Kandasamy	Draft Policy

Review

Frequency of review	Next review date	Last review date
Every 1 year or as required	October 2025	October 2024

ANNEXURE 1

FORMS

Form 1 - Request for a Copy of the Guide
[Regulations 2 and 3]

TO: The Information Regulator

P.O. Box 31533 Braamfontein 2017
Email address:

Tel number: +27 (0) 10 023 5200

OR

The Information Officer

I,

Full names:			
In my capacity as (mark with "X")	Information Officer		Other
Name of public / private body (if applicable)			
Postal Address:			
Street Address:			
Email Address:			
Facsimile:			
Contact numbers:			
Tel. (B):		Cellular:	

hereby request the following copy(ies) of the guide:

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "X")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of _____ 20____

Signature of Requester

Form 2 - Request for Access to Record
[Regulation 7]

Note:

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

TO: The Information Officer

(Address)

E-mail address: _____

Fax: number: _____

Mark with an "X"

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

PERSONAL INFORMATION							
Full names:							
Identity number:							
Capacity in which request is made (when made on behalf of another person):							
Postal Address:							
Street Address:							
E-mail Address:							
Contact numbers:	<table border="1"> <tr> <td style="background-color: #cccccc;">Tel. (B):</td> <td></td> </tr> <tr> <td style="background-color: #cccccc;">Facsimile:</td> <td></td> </tr> <tr> <td style="background-color: #cccccc;">Cellular:</td> <td></td> </tr> </table>	Tel. (B):		Facsimile:		Cellular:	
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	<input type="checkbox"/>
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic or machine-readable form	<input type="checkbox"/>

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>	<input type="checkbox"/>
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	<input type="checkbox"/>
Transcription of soundtrack <i>(written or printed document)</i>	<input type="checkbox"/>
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	<input type="checkbox"/>
Copy of record on compact disk <i>(including virtual images and soundtracks)</i>	<input type="checkbox"/>
Copy of record saved on cloud storage server	<input type="checkbox"/>

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

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 at 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

Form 3 - Outcome of Request and of Fees Payable
[Regulation 8]

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

You requested:

Personal inspection of information at the registered address of Company (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) 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 are liable for the fees prescribed in Annexure B.	
OR	
You requested:	
Printed copies of the information (including copies of 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	
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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language:	
(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)	

Kindly note that your request has been:

- Approved
 Denied for the following reasons:

--

Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof / item	Number of pages / items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(a) Flash drive (to be provided by requestor)	R40.00		
(b) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		

Copy of an audio record on:			
(a) Flash drive (to be provided by requestor)	R40.00		
(b) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer	Actual costs		
TOTAL			

Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
-----------------	--	--	--

The amount must be paid into the following Bank account:

Name of bank:

Name of account holder:

Type of account:

Account number:

Branch code:

Reference number:

Submit proof of payment to:

Signed at _____ on this _____ day of _____ 20_____

Signature of Information Officer

Form 5 - Lodging of Complaint
[Regulation 10]

Note:

1. This form is designed to assist the Requester (hereinafter referred to as “the Complainant”) in requesting a review of a public or private body’s response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“PAIA”). Please fill out this form and send it to the Information Regulator or complete the online complaint form available at <https://www.justice.gov.za/infoereg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part E of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as “the Body”) an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.
4. A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. Please attach copies of the following documents, if you have them:
 - a) Copy of the form to the Body requesting access to records;
 - b) The Body’s response to your complaint or access request;
 - c) Any other correspondence between you and the Body regarding your request;
 - d) Copy of the appeal form, if your complaint relates to a public body;
 - e) The Body’s response to your appeal;
 - f) Any other correspondence between you and the Body regarding your appeal;
 - g) Documentation authorizing you to act on behalf of another person (if applicable);
 - h) Court order or court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

TO: The Information Regulator

P.O. Box 31533 Braamfontein 2017

Email address:

Tel number: +27 (0) 10 023 5200

E-mail address: infoereg@justice.gov.za

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an “X”)

- | | |
|--------------------------|-------------------------------|
| <input type="checkbox"/> | Complainant personally |
| <input type="checkbox"/> | Representative of complainant |
| <input type="checkbox"/> | Third party |

PREREQUISITES		
	Yes	No
Did you submit request (PAIA form) for access to record of a public/private body?	<input type="checkbox"/>	<input type="checkbox"/>
Has 30 days lapsed from the date on which you submitted your PAIA form?	<input type="checkbox"/>	<input type="checkbox"/>
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	<input type="checkbox"/>	<input type="checkbox"/>
Have you applied to Court for appropriate relief regarding this matter?	<input type="checkbox"/>	<input type="checkbox"/>

FOR INFORMATION REGULATOR'S USE ONLY	
Received by: (Full names)	
Position:	
Signature:	
Complaint accepted:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Reference Number:	
<i>Date stamp</i>	

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT			
Full names:			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		

**PART B
REPRESENTATIVE INFORMATION**

(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)

Full names of representative:			
Nature of representation:			
Identity number / Registration number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		

**PART C
THIRD PARTY INFORMATION**

(Please attach letter of authorisation)

Type of body:	<input type="checkbox"/> Private <input type="checkbox"/> Public		
Name of *public / private body:			
Registration number (if any):			
Name, surname and title of person authorised to lodge complaint:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		

**PART D
BODY AGAINST WHICH THE COMPLAINT IS LODGED**

Type of body:	<input type="checkbox"/> Private <input type="checkbox"/> Public		
Name of *public / private body:			

Registration number (if any):			
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
Reference number given (if any):			
PART E COMPLAINT <i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)</i>			
Date on which request for access to records submitted:			
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:			
Have you attempted to resolve the matter with the organisation?	<input type="checkbox"/>	Yes	<input type="checkbox"/> No
If yes, when did you receive it? (Please attach the letter to this application.)			
Did you appeal against a decision of the information officer of the public body?	<input type="checkbox"/>	Yes	<input type="checkbox"/> No
If yes, when did you lodge an appeal?			

Have you applied to Court for appropriate relief regarding this matter?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.		
PART F		
DETAILED TYPE OF ACCESS TO RECORDS		
(Please select one or more of the following to describe your complaint to the Information Regulator)		
Unsuccessful appeal: (Section 77A (2) (a) or section 77A (3) (a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	<input type="checkbox"/>
Unsuccessful application for condonation: (Sections 77A (2) (b) and 75 (2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	<input type="checkbox"/>
Refusal of a request for access: (Section 77A (2) (c) (i) or 77A (2) (d) (i) or 77A (3) (b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	<input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	<input type="checkbox"/>
	<i>The tender or payment of a deposit.</i>	<input type="checkbox"/>
Repayment of the deposit: (Section 22 (4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	<input type="checkbox"/>
Disagree with time extension: (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	<input type="checkbox"/>
Form of access denied: (Section 29 (3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	<input type="checkbox"/>
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	<input type="checkbox"/>
	<i>Extension period has expired and no response was received.</i>	<input type="checkbox"/>
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	<input type="checkbox"/>

No adequate reasons for the refusal of access: (Section 56 (3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	<input type="checkbox"/>
Partial access to record: (Section 28 (2) or 59 (2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	<input type="checkbox"/>
Fee waiver: (Section 22 (8) or 54 (8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	<input type="checkbox"/>
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	<input type="checkbox"/>
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	<input type="checkbox"/>
No jurisdiction (exercise or protection of any rights): (Section 50 (1) (a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	<input type="checkbox"/>
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	<input type="checkbox"/>
Other: (Please explain):		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

- I agree that the information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.
- The information in this Complaint Form is true to the best of my knowledge and belief.

- I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.*
- I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*
- If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.*

Signed at _____ on this _____ day of _____ 20_____

Complainant / Representative / Authorised Person of Third party

ANNEXURE 2

PRESCRIBED FEES IN TERMS OF REGULATION 11

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy / printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on:	
	(i) Flash drive (to be provided by requestor)	R40.00
	(ii) Compact disk	
	- If provided by requestor	R40.00
	- If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	(i) Flash drive (to be provided by the requestor)	R40.00
	(ii) Compact disk	
	- If provided by requestor	R40.00
	- If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of the hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
	To not exceed the total cost of	R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

ANNEXURE 3

RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

Records are available in terms of the following legislation, as amended from time to time:

1. Basic Conditions of Employment Act, 75 of 1997, as amended
2. Board Based Black Economic Empowerment Act, No 53 of 2003
3. Collective Investments Schemes Control Act, 45 of 2002
4. Companies Act, 71 of 2008
5. Competition Act, 89 of 1998
6. Copyright Act, 98 of 1978
7. Electronic Communication and Transactions Act, 25 of 2002
8. Employment Equity Act No. 55 of 1998
9. Financial Advisory and Intermediary Services Act, 37 of 2002, as amended
10. Financial Intelligence Centre Act No. 38 of 2001, as amended
11. Financial Institutions (Protection of Funds) Act, 28 of 2001
12. Friendly Societies Act, 25 of 1956
13. Income Tax Act, 58 of 1962
14. Insurance Act, 18 of 2017
15. Labour Relations Act, 66 of 1995
16. Long-term Insurance Act, 52 of 1998
17. Medical Schemes Act, 131 of 1998
18. Occupational Health and Safety Act, 85 of 1993
19. Pension Funds Act, 24 of 1956
20. Short Term Insurance Act, 53 of 1998
21. Skills Development Act, 97 of 1998
22. Unemployment Contributions Act, 4 of 2002
23. Unemployment Insurance Act No. 63 of 2001
24. Value Added Tax Act No. 89 of 1991

PLEASE NOTE:

Whilst all reasonable endeavours have been made to provide a complete list of applicable legislation above, it is possible that the above list may be incomplete. Wherever it comes to the Company' attention that existing or new legislation allows a requester access on a basis other than that set out in the PAIA, the above list will be updated.

Schedule of records held in accordance with any other legislation:

- Statutory company information including:
 - Incorporation Documents
 - Memorandum of Incorporation
 - Minute's
 - Records of all subsidiary and associated companies
 - Register of Directors and Officers
 - Share registers and other statutory registers
 - Statutory returns to relevant authorities
 - Financial and Accounting Records including:
 - Accounting Records (inclusive of books of account)
 - Administrative Records
 - Internal and external audit reports
 - Schedules and documentation in support of clause 1 – 3 above.
 - Tax Records including:
 - Income tax returns and other documentation
 - PAYE Records
 - Skills Development Levies Records
 - Value Added Tax Record.
 - Legal Records including:
 - Documentation pertaining to litigation and arbitration
 - General agreements
 - Licenses, permits and authorizations
 - Insurance Records including records in respect of insurance coverage, limits and insurers
 - Claims Records
 - Employee Records including:
 - Attendance register
 - Company tax submissions in respect of employee
 - Employment Agreements
 - Confidentiality agreements
 - Restraint of Trade Agreements
 - Disciplinary Records
 - Employee personal details
 - Employment conditions and policies
 - Employment equity plan
 - Medical aid Records
 - Remuneration and benefits records
 - Retirement fund records
 - Training manuals and material
 - Dividend payment list
 - Marketing Records including:
 - Marketing and advertising records
 - Customer Records including
 - Agreements and Forms
 - Payment details
 - Sales Records
 - Policy documents and wordings
 - Transaction records
 - Disclosures
 - Supplier, Service Provider and Landlord records including
 - Terms and conditions, service level agreements and rental agreements
 - Transactional Records and supporting information
 - Information technology including
 - Business and data information
 - Domain name registrations

- IT technology capabilities
 - Asset Registers
- Intellectual property
 - Trademarks, trade names and protected names
 - Agreements pertaining to intellectual property

ANNEXURE 4

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS 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 at _____ on this _____ day of _____ 20_____

Signature of Data Subject / Designated Person

ANNEXURE 5

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR
DELETION OF RECORD OF PERSONAL INFORMATION OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

1. Affidavits or other documentary evidence as applicable in support of the request 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.

Mark the appropriate box with an "X".

Request for:

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

A. DETAILS OF THE 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: <input type="text"/>
Contact number(s):	
Fax number/E-mail address:	

C. INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ 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 DATA 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 at _____ on this _____ day of _____ 20_____

Signature of Data Subject / Designated Person