

MANUAL

In terms of –

The Promotion of Access to Information Act 2 of 2000

and

The Protection of Personal Information Act 4 of 2013

23 October 2025

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MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 AND THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

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.

1. Introduction

- 1.1. Thank you for reading this manual, which we make available to you in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000, as amended from time to time ("**PAIA**"), the PAIA Regulations of 2021 and regulation 4(1)(d) of the Protection of Personal Information Act 4 of 2013 ("**POPIA**") Regulations ("**the/this Manual**").
- 1.2. A copy of this Manual is available at –
 - 1.2.1. our website: www.psn.co.za; and
 - 1.2.2. our office, as detailed in paragraph 2.1 below.
- 1.3. A copy of this Manual may be requested and obtained from our Deputy Information Officer in writing and at a prescribed fee.
- 1.4. We are PSN Incorporated, registration number 1992/004629/21, a personal liability company incorporated in accordance with the company laws of the Republic of South Africa, ("**we**" or "**us**" or "**the Company**").
- 1.5. This Manual contains the procedures and relevant legislative provisions applicable to all access to information requests submitted to us.
- 1.6. 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**").



2. Company Details

2.1. Company Contact Details

Company name	PSN Incorporated
Head of company	Mr Lourens Swart
Postal address	Private Bag X041, Vanderbijlpark, 1900
Physical address	PSN Chambers, cnr Louis Trichardt Boulevard & President Hoffman Street, Vanderbijlpark
Telephone number	+27 (0)16 932 9101
Email address	lswart@psn.co.za
Website	www.psn.co.za

2.2. Company Information Officer Details

Information officer	Mr Lourens Swart
Email address	lswart@psn.co.za
Deputy information officer	Dr Nico Herbst
Email address	nherbst@psn.co.za

3. PAIA Guide

3.1. The Information Regulator has, in terms of section 10(1) of PAIA (as amended), updated and made available a guide on how to use PAIA ("**the 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. A copy of the PAIA Guide is available on our website in English, Afrikaans and Sesotho and is also available for inspection at our address stated above during normal business hours.

3.2. A copy of the PAIA Guide may also be requested on the form attached hereto as Annexure A, free of charge.

4. Available Records

4.1. Records are kept in accordance with such other legislation (including amendments thereto) and their accompanying regulations as applicable to the Company, which include the records referred to in the table below.

Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997	<ul style="list-style-type: none"> • Employee personal contact information • Labour relations reports • Information on disability, race, religion, marital status • Employee next of kin or emergency contact details • Conflict-of-interest declarations • Education information • Health and safety records • Pension and provident fund records • Leave records • Internal evaluations and performance records • Disciplinary records • Employment termination records • Training records • Background checks
Broad-Based Black Economic Empowerment Act 53 of 2003	<ul style="list-style-type: none"> • BBBEE status • BBBEE status of suppliers • Supplier information • Contractor and supplier agreements • List of suppliers, products, services, and distributors
Companies Act 61 of 1973	<ul style="list-style-type: none"> • Company registration records • Corporate governance documents • Shareholder and director information • CIPC reporting records • Meeting minutes • Company amendment records
Compensation for Occupational Injuries and Diseases Act 130 of 1993	<ul style="list-style-type: none"> • Records of employees' earnings and particulars • Essential COIDA Claim Forms

Legislation	Category of Records
Cybercrimes Act 19 of 2020	<ul style="list-style-type: none"> • Records of any reported cybercrime • Records of any disciplinary conduct or criminal investigation
Employment Equity Act 55 of 1998	<ul style="list-style-type: none"> • Employment equity plans and records • Records of employment equity assessments and targets • Recruitment and promotion records
Financial Intelligence Centre Act 38 of 2001	<ul style="list-style-type: none"> • Identification and verification records • Client due diligence records • Risk management and compliance programme • Training records • Records of financial transactions conducted on behalf of clients, including details of the transaction, parties involved, and purpose of the transaction • Suspicious Transaction Reports (STRs) • Cash Threshold Reports (CTRs) • Risk assessments • Compliance procedures
Income Tax Act 58 of 1962	<ul style="list-style-type: none"> • Tax returns and filings • Records of income, expenses, and deductions • Tax compliance certificates and correspondence
Labour Relations Act 66 of 1995	<ul style="list-style-type: none"> • Disciplinary records and outcomes • Labour relations reports • Arbitration awards • Retrenchment process records
Legal Practice Act 28 of 2014	<ul style="list-style-type: none"> • Legal practitioner code of conduct • Legal practitioner fidelity fund certificates

Legislation	Category of Records
	<ul style="list-style-type: none"> • Non-disclosure agreements (NDAs) • Candidate legal practitioner agreements • Compliance records with legal practice regulations • Records of professional development and continuing legal education • Client engagement records and agreements
Occupational Health and Safety Act 85 of 1993	<ul style="list-style-type: none"> • OHS agreements and appointment letters • Incident reports • Personal information for workmen's compensation • Personal information of visitors • CCTV footage
Skills Development Act 97 of 1998	<ul style="list-style-type: none"> • Sector Education and Training Authority reports • Workplace Skills and Training reports • Skills development levies • Certificates of completion
Skills Development Levies Act 9 of 1999	<ul style="list-style-type: none"> • Skills development levy deductions • Skills development claims
South African Revenue Service Act 34 of 1997	<ul style="list-style-type: none"> • Tax returns • Tax invoices
Medical Schemes Act 131 of 1998	<ul style="list-style-type: none"> • Employee details and contribution records • Beneficiary details
Pension Funds Act 24 of 1956	<ul style="list-style-type: none"> • Employee withdrawal forms • Beneficiary details
Promotion of Access to Information Act 2 of 2000	<ul style="list-style-type: none"> • PAIA Manual • PAIA guides and forms • Voluntarily available information
Protection of Personal Information Act 4 of 2013	<ul style="list-style-type: none"> • Document retention policy

Legislation	Category of Records
	<ul style="list-style-type: none"> • Data privacy policy • Protection of personal information policy for employees • Data subject access request policy • Data consents
Short Term Insurance Act 53 of 1998	<ul style="list-style-type: none"> • Insurance schedules
Trust Property Control Act 57 of 1988	<ul style="list-style-type: none"> • Trust and trustee registration information • Trust beneficial ownership information • Trust amendment information
Unemployment Insurance Contributions Act 4 of 2002	<ul style="list-style-type: none"> • Tax invoices, credit notes, debit notes • Bank statements, deposit slips • Employee details and employment contracts • Employer registration and contribution records • UIF claims records • Audit and inspection records
Unemployment Insurance Act 63 of 2001	<ul style="list-style-type: none"> • Tax invoices, credit notes, debit notes • Bank statements, deposit slips • Employee details and employment contracts • Employer registration and contribution records • UIF claims records • Audit and inspection records
Value Added Tax Act 89 of 1991	<ul style="list-style-type: none"> • VAT registration documents • Tax invoices and credit notes • VAT returns and filings • VAT payment records • VAT exemption certificates • Input VAT documentation • Records for cross-border transactions • VAT compliance records

- 4.2. Such records will be made available to only those individuals/entities authorised or entitled to request access to such records in terms of the relevant legislation. Any other persons must follow the request for access of records procedure as outlined in this Manual.
- 4.3. While the Company has used its best endeavours to supply you with a complete list of applicable legislation, it is possible that the above list may be incomplete. Wherever it comes to the Company's attention that existing or new legislation allows a requestor access on a basis other than that set out in PAIA or POPIA, the list shall be updated accordingly.

5. **Schedule of Records**

- 5.1. In compliance with section 51(1)(b) of PAIA, a description of the data subjects on which the Company holds records and the categories of the records held can be found in Annexure B of this Manual.
- 5.2. Records of the Company which are not automatically available must be requested in terms of the procedure set out in this Manual, and the Regulations as set out in terms of PAIA and POPIA and which may be subject to the restrictions and a right to refuse to access.

6. **Requesting Access to Information not Publicly Available**

- 6.1. The Requester must comply with the following when submitting a request for information that is not generally available to the public:
 - 6.1.1. All the procedural requirements as set out in section 53 of PAIA.
 - 6.1.2. Complete and submit the prescribed Request for Access to Record 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 Deputy Information Officer as set out in clause 2.2 above.
 - 6.1.3. Provide sufficient details to enable us to identify the –
 - 6.1.3.1. requested record(s);
 - 6.1.3.2. Requester (and proof of capacity to request the record(s) on behalf of someone else);
 - 6.1.3.3. email address, postal address or fax number of the Requester in the Republic;

6.1.3.4. 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.

6.2. The Requester shall be informed of the decision in writing on the form attached hereto as Annexure H.

7. **Grounds for Refusal of Access to Certain Records**

7.1. 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 –

7.1.1. privacy of a third party who is a natural person;

7.1.2. commercial information of a third party;

7.1.3. certain confidential information of a third party;

7.1.4. information relating to the safety of individuals and protection of property;

7.1.5. records privileged from production in legal proceedings;

7.1.6. commercial information of a private body; and

7.1.7. research information of third parties and protection of research information of private bodies.

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

8. **Decision to Grant or Refuse Access**

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

8.2. 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 off-site storage facilities the period may be extended for a further period of up to 30 (thirty) days.

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

9. Remedies for Refusal of Access to Information Request

9.1. *Internal Appeal*

The decision of the 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.

9.2. *External Appeal*

The Requester may in terms of sections 56(3)(c) and 77A submit a complaint with the Information Regulator within 180 (one hundred and eighty) days of notification of the decision for appropriate relief, or upon exhaustion of the complaints procedure, in terms of section 78 of PAIA, apply to a court for appropriate relief.

10. Fees

10.1. *Request Fee*

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

10.2. *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).

10.3. *Payment of Fees*

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

10.4. *Fee Structure*

The fee structure is available in accordance with the Regulations published under PAIA from time to time and may be requested from the Deputy Information Officer.



11. Protection and Processing of Personal Information

- 11.1. Please take note that this Manual is subject to and should be read with our Privacy Policy, which is available at www.psn.co.za.
- 11.2. We respect your right to privacy, as contained in section 14 of the Constitution of the Republic of South Africa 108 of 1996, and which forms the cornerstone of POPIA.
- 11.3. 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 definitions 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.
- 11.4. 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.
- 11.5. As a Responsible Party, we undertake to comply with the relevant provisions of POPIA in relation to the Processing of Personal Information.
- 11.6. 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:
 - 11.6.1. Accountability.
 - 11.6.2. Processing limitation.
 - 11.6.3. Purpose specification.
 - 11.6.4. Further processing limitation.
 - 11.6.5. Information quality.
 - 11.6.6. Openness.
 - 11.6.7. Security safeguards.
 - 11.6.8. Data subject participation.

- 11.7. Personal Information will be Processed by us, our representatives, our affiliates and their representatives for the Company to –
- 11.7.1. engage and render accounts to clients for services provided by the Company;
 - 11.7.2. comply with its obligations in terms of any applicable legislation; and
 - 11.7.3. to enable third party service providers to effectively render their services to the Company or clients of the Company.
- 11.8. In order for the Company to effectively render services to its clients, Personal Information may be shared with third parties, which may include but are not limited to:
- 11.8.1. Advocates;
 - 11.8.2. Cost consultants;
 - 11.8.3. Masters of the High Court and its employees, officials and officers;
 - 11.8.4. Registrars of the Deeds Office and its employees, officials and officers;
 - 11.8.5. The South African Receiver of Revenue and its employees, officials and officers;
 - 11.8.6. The Financial Intelligence Centre and its employees, officials and officers;
 - 11.8.7. The Competition Commission and its employees, officials and officers;
 - 11.8.8. The Companies and Intellectual Property Commission and its employees, officials and officers;
 - 11.8.9. The Broad-Based Black Economic Empowerment Commission and its employees, officials and officers;
 - 11.8.10. The Information Regulator and its employees, officials and officers;
 - 11.8.11. Expert witnesses e.g. to testify on behalf of a client;
 - 11.8.12. Specialist consultants e.g. a tax consultant firm to provide tax advice to a client;

- 11.8.13. Employees, officials and officers of the Magistrates Courts, Commission for Conciliation, Mediation and Arbitration, High Courts, Tax Courts and other legal forums, tribunals or ombuds established by legislation or contract;
- 11.8.14. Other legal firms acting as a correspondent firm to the client.
- 11.9. 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.
- 11.10. We attach as Annexure E hereto, a description of the security measures to be implemented to ensure protection of Personal Information.
- 11.11. 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 the Deputy Information Officer of the Company.
- 11.12. 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 the Deputy Information Officer of the Company. 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.
- 11.13. We have a comprehensive data security 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.

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulation 2]

I,

Full names:			
In my capacity as (mark with "x"):	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 (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at _____ this ___ day of _____ 20__.

_____ Signature of requester

The list(s) below depict records of information which the Company has available in terms of legislation applicable to it. Some of this information and the access thereto may be restricted to protect the privacy and private information of data subjects:

1. Corporate and Governance

- 1.1. Annual reports
- 1.2. Applicable statutory documents
- 1.3. Codes of conduct
- 1.4. Compliance certification
- 1.5. Fraud alerts
- 1.6. Health and safety records
- 1.7. Legal compliance records
- 1.8. Memorandum of Incorporation
- 1.9. Minutes of board of directors and board committee meetings
- 1.10. Minutes of shareholders' meetings
- 1.11. Policies and procedures
- 1.12. Records relating to the appointment of directors/auditor/secretary/public officer and other officers
- 1.13. Share certificates
- 1.14. Share register and other statutory registers
- 1.15. Statutory returns to relevant authorities

2. **Company Policies and Directives**

- 2.1. Internal relating to employees of the Company
- 2.2. External relating to clients and other third parties

3. **Finance and Taxation**

- 3.1. Accounting records
- 3.2. Annual financial statements
- 3.3. Audit reports
- 3.4. Banking records
- 3.5. Bank statements
- 3.6. Business plan and budgets
- 3.7. Documents issued to employees for income tax purposes
- 3.8. Financial policies and procedures
- 3.9. All other statutory compliances:
 - 3.9.1. Income tax returns
 - 3.9.2. Skills development levies returns
 - 3.9.3. UIF returns
 - 3.9.4. VAT returns
 - 3.9.5. Workmen's compensation returns
- 3.10. Leases
- 3.11. Management reports
- 3.12. PAYE records
- 3.13. Records of payments made to SARS on behalf of employees

- 3.14. Rental agreements
- 3.15. Risk management and insurance
- 3.16. Tax records and returns
- 3.17. Treasury dealings
- 4. Employee Documents and Records**
 - 4.1. Advertisements, CVs, application details
 - 4.2. Disciplinary code and records
 - 4.3. Disciplinary procedures, CCMA and court matters, retrenchment and legal processes re-employment matters
 - 4.4. All employment records of employees, education and training records
 - 4.5. Employee benefit records
 - 4.6. Employee relations
 - 4.7. Employment contracts
 - 4.8. Employment equity plan
 - 4.9. Employee information
 - 4.10. Group HR policies and procedures
 - 4.11. IRP5s
 - 4.12. Letters of appointment and employment contracts
 - 4.13. Medical aid records
 - 4.14. Organisational structures
 - 4.15. Payroll reports
 - 4.16. Pension and retirement funding records

4.17. Performance records

4.18. SETA records

4.19. Social responsibility

4.20. Training and development

4.21. Job profiles

5. Information Technology and Infrastructure

5.1. Device management

5.2. License agreements

5.3. Disaster recovery policy and plans

5.4. Maintenance plans

5.5. Email and voicemail

5.6. Network topologies/diagrams

5.7. Equipment specifications

5.8. Facilities

5.9. Performance of IT infrastructure

5.10. Faults, troubleshooting and reporting

5.11. Root cause analyses

5.12. Hardware and software manuals

5.13. Security access

5.14. ICT policies, standards, procedures and templates

5.15. Software licences

5.16. Information, communication and technology policies



- 5.17. Supplier/vendor agreements
- 5.18. Internal systems support and programming
- 5.19. System documentation and manuals
- 6. Corporate Affairs and Investor Relations/Communications**
 - 6.1. Client events
 - 6.2. Newsletters and publications
 - 6.3. Corporate social investment
 - 6.4. Public corporate records
- 7. Legal**
 - 7.1. Agreements and contracts
 - 7.2. Competition notifications
 - 7.3. Documents pertaining to commercial disputes, litigation, arbitration or regulatory investigations
 - 7.4. Disputes with third parties
- 8. Services, Marketing and Communication**
 - 8.1. External publications
 - 8.2. Media and advertising
 - 8.3. Products and services brochures
 - 8.4. Proposals and tenders
 - 8.5. Marketing brochures
- 9. Business Interactions with Other Entities**
 - 9.1. Agreements with third parties (clients, vendors and suppliers)
 - 9.2. Contractual disputes with third parties

9.3. Licensing and maintenance agreements

10. **Insurance**

10.1. Insurance declarations and policies

10.2. Insurance claim files

11. **Environmental**

11.1. Records of disposal of equipment

11.2. Maintenance records

11.3. Standards

12. **Regulatory**

12.1. Applications

12.2. Permits

12.3. Exemptions

12.4. Registrations

12.5. Licenses

12.6. Submissions

13. **Logistics and Procurement**

13.1. Dispatch

13.2. Procurement policy

13.3. Supplier and contractor agreements

13.4. Standard terms and conditions of supply of services, products and software to the Company

13.5. Inventory records



14. **Administrative**

14.1. Correspondence with internal and external parties

14.2. Intranet



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)

Email Address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

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

Full names of person on whose behalf request is made <i>(if applicable)</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record			
Reference number, if available			
Any further particulars of record			

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

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

E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
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>	

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



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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of 20____.

Signature of Requester / Person on whose behalf request is made

FOR OFFICIAL 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

DATA SUBJECTS	PERSONAL INFORMATION PROCESSED
Clients (individuals)	Name, surname, address, identity or passport numbers, citizenship details, marriage status, family tree, employment details, contact details, bank details, UIF details, tax details, source of funds.
Clients (legal entity)	Name, registered address, registration number, country of incorporation, contact details, director / shareholder / trustee / incorporator / founder / member etc. details, bank details, VAT numbers, tax details, beneficial ownership details, source of funds.
Contractors/Suppliers/Service Providers	Name, registered address details, representative name(s), contact details, registration numbers, VAT numbers, bank details, tax details.
Employees	Name, surname, contact details, qualifications, gender, race, age, family status, family tree, employment records, remuneration, bank details, tax details.



Security Measures	Annexure E
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We undertake to put in place, monitor and maintain reasonable technical (electronic) and organisational (physical) security measures in order to safeguard all Personal Information Processed by us and to ensure the integrity and confidentiality of such information.

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, 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 / Email 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 / Email address	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) TO (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of 20 ...

.....
Signature of data subject / designation person

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, 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 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 / Email 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 / Email address	
C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN THE POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF</p>

SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of 20

.....
Signature of data subject / designation person

FORM 2

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

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

Reference number: _____

To: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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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 of virtual images (<i>this includes photographs, slides, videorecordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	

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

Kindly note that your request has been:

- Approved
- Denied, for the following reasons::

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

- Yes No



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

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20____.

Information Officer