

**PFERD SA (PTY) LTD**

Registration Number: 1966/004800/07

# **PAIA MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act 2 of  
2000 (as amended)**

**DATE OF COMPILATION: 2021-10-12**

# TABLE OF CONTENTS

1.	ABOUT PAIA AND THIS MANUAL.....	3
2.	PURPOSE OF PROMOTION OF ACCESS TO INFORMATION ACT, 2000 PAIA MANUAL .....	4
3.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF PFERD SA (PTY) LTD. (SECTION 51 (1) (a) (i) PAIA).....	5
4.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE (SECTION 51 (1) (b) (i) PAIA) .....	6
5.	CATEGORIES OF RECORDS OF PFERD SA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS (SECTION 51 (1) (b) (ii) PAIA) .....	9
6.	DESCRIPTION OF THE RECORDS OF PFERD SA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION (SECTION 51 (1) (b) (iii) PAIA) .....	9
7.	DESCRIPTION OF THE SUBJECTS ON WHICH PFERD SA (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY PFERD SA (PTY) LTD (SECTION 51 (1) (b) (iv) PAIA)	10
8.	PROCESSING OF PERSONAL INFORMATION (SECTION 51 (1) (c) PAIA).....	13
9.	DETAIL TO FACILITATE A REQUEST FOR ACCESS TO A RECORD .....	16
10.	GROUND TO REFUSE ACCESS TO RECORDS .....	17
11.	AVAILABILITY OF THE MANUAL .....	19
12.	UPDATING OF THE MANUAL .....	19
	ANNEXURE A – FORM 2.....	20
	ANNEXURE B.....	25

## **1. ABOUT PAIA AND THIS MANUAL**

- 1.1 The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001.
- 1.2 PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.
- 1.3 Section 51 of PAIA obliges private bodies to compile a Manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the Manual has to comply with. Where a person is desirous of obtaining information from a private body, in terms of PAIA, such request must be made in the format as prescribed and described under the private body's PAIA Manual, and, following receipt of the request, such private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable.
- 1.4 This Manual constitutes Pferd SA (Pty) Ltd's PAIA Manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and

automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

- 1.5 We have compiled this Manual to inform you of and guide you through the procedural and other requirements with which a PAIA request must comply.

## **2. PURPOSE OF PROMOTION OF ACCESS TO INFORMATION ACT, 2000 PAIA MANUAL**

This PAIA Manual provides for members of the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF PFERD SA (PTY) LTD. (SECTION 51 (1) (a) (i) PAIA)**

#### **3.1. Information Officer**

Name: Horst Louis Frenzel  
Tel: 011 230 4000  
Email: [horst.frenzel@pferd.co.za](mailto:horst.frenzel@pferd.co.za)

#### **3.2. Deputy Information Officers**

Name: Johannes Albertus Jacobus Nortman  
Tel: 011 230 4000  
Email: [hannes.nortman@pferd.co.za](mailto:hannes.nortman@pferd.co.za)

Name: Jacques Burger  
Tel: 011 230 4000  
Email: [jacques.burger@pferd.co.za](mailto:jacques.burger@pferd.co.za)

Name: Dennis Jameson Phillips  
Tel: 011 230 4000  
Email: [dennis.phillips@pferd.com](mailto:dennis.phillips@pferd.com)

### 3.3 Access to information general contacts

Email: [info@pferd.co.za](mailto:info@pferd.co.za)

### 3.4 National or Head Office

Postal Address: 32 Derrick Road, Spartan, Kempton Park, 1620

Physical Address: 32 Derrick Road, Spartan, Kempton Park, 1620

Telephone: 011 230 4000

Email: [info@pferd.co.za](mailto:info@pferd.co.za)

Website: <https://www.pferd.com/za-en/>

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE (SECTION 51 (1) (b) (i) PAIA)

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

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

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

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

4.3.2.1. the Information Officer of every public body, and

- 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 4.3.3. the manner and form of a request for-
  - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 4.3.6.1. an internal appeal;
  - 4.3.6.2. a complaint to the Information Regulator; and

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

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

<sup>3</sup> 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.*

<sup>4</sup> 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.*

- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a Manual, and how to obtain access to a Manual;
- 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Information Regulator, during normal working hours.

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<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

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

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



4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

**5. CATEGORIES OF RECORDS OF PFERD SA (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS (SECTION 51 (1) (b) (ii) PAIA)**

5.1. No notice has been published in terms of Section 52 (1) of PAIA on the categories of records that are available to a person without having to request access.

**6. DESCRIPTION OF THE RECORDS OF PFERD SA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION (SECTION 51 (1) (b) (iii) PAIA)**

6.1 Where applicable to its operations, Pferd SA (Pty) Ltd also retains records and documents in terms of the legislation below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreements or otherwise, records that are required to be made available in terms of these Acts shall be made available for inspection by interested parties in terms of the requirements and conditions of PAIA. A request to access must be done in accordance with the prescriptions of PAIA.

- a. Auditing Professions Act, No 26 of 2005;
- b. Basic Conditions of Employment Act, No 75 of 1997;
- c. Companies Act, No 71 of 2008;
- d. Compensation for Occupational Injuries & Diseases Act, No 130 of 1993;
- e. Constitution of the Republic of South Africa, No 108 of 2008;
- f. Copyright Act, No 98 of 1978;
- g. Electronic Communications Act, No 36 of 2005;
- h. Electronic Communications and Transactions Act, No 25 of 2002;
- i. Employment Equity Act, No 55 of 1998;
- j. Financial Intelligence Centre Act, No 38 of 2001;
- k. Income Tax Act, No 58 of 1962;
- l. Labour Relations Act, No 66 of 1995;
- m. Long Term Insurance Act, No 52 of 1998;

- n. Occupational Health & Safety Act, No 85 of 1993;
- o. Pension Funds Act, No 24 of 1956;
- p. Prescription Act, No 68 of 1969;
- q. Promotion of Access to Information Act, No 2 of 2000;
- r. Protection of Personal Information Act, No 4 of 2013;
- s. Regulation of Interception of Communications and Provision of Communication Related Information Act, No 70 of 2002;
- t. Value Added Tax Act, No 89 of 1991
- u. Revenue laws Second Amendment Act, No 61 of 2008;
- v. Skills Development Levies Act, No 9 of 1999;
- w. Skills Development Act, No 97 of 1998;
- x. Short-term Insurance Act, No 53 of 1998;
- y. Unemployment Insurance Contributions Act, No 4 of 2002;
- z. Unemployment Insurance Act, No 30 of 1966.

**7. DESCRIPTION OF THE SUBJECTS ON WHICH PFERD SA (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY PFERD SA (PTY) LTD (SECTION 51 (1) (b) (iv) PAIA)**

The information is classified and grouped according to records relating to the following subjects and categories:

<b>Subjects</b>	<b>Categories</b>
Companies Act Records	Documents of Incorporation Names and addresses of Directors Memorandum of Incorporation Minutes of meetings of the Board of Directors
Financial Records	Accounting Records Annual Financial Reports Annual Financial Statements Asset Registers Bank Statements Banking details and bank accounts Banking Records

Subjects	Categories
	Debtors and Creditors lists Statements and invoices Ledgers General reconciliation Policies and procedures Rental Agreements Tax Returns
Income Tax Records	PAYE Records Documents issued to employees for income tax purposes Records of payments made to SARS on behalf of employees All other statutory compliances: VAT, Skills Development Levies, UIF, COIDA
Personnel Documents and Records	Address and contact detail lists Disciplinary Policy and Procedure Record of Disciplinary Procedures Employee Benefits Employment Contracts Employment Equity Documents Grievance Procedure Leave Records Medical Aid Records Medical Records Payroll reports Pension Fund Records Safety, Health and Environmental records Salary Records SETA records Skills Development Documents Organisational policies and codes of conduct Training records Training Manuals

<b>Subjects</b>	<b>Categories</b>
Procurement Department	Standard Terms and Conditions for supply of services and products Service Level, Contractor and Supplier Agreements Lists of suppliers, products and services Policies and Procedures
Risk Management and Audit	Audit reports Risk management frameworks Risk management plans
IT Department	Computer / mobile device usage policy documentation Disaster Recovery and Business Continuity Plans Hardware asset registers Information Security and General ICT Policy Software licensing System documentation and Manuals
Other documents	Prescribed Complaint Forms and Annexures Record of litigation matters Electronic Newsletters General Information Brochures

Note that the accessibility of the records may be subject to the grounds of refusal set out in this Manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before Pferd SA (Pty) Ltd will consider access.

## 8. PROCESSING OF PERSONAL INFORMATION (SECTION 51 (1) (c) PAIA)

### 8.1 Purpose of Processing Personal Information

Personal Information is processed to comply with an obligation imposed by law, for the conclusion or performance of a contract, or to protect a legitimate interest of a data subject, or of Pferd SA (Pty) Ltd, or of a third party to whom the information is supplied.

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

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race, identity number, tax details, bank details, emergency contacts

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

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for account applications	Credit Bureaus

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names for Staff Clocking system	ERS Bio VIP
Identity number, names employee information required for Employment Equity Skill development, Interviews and Assesments and Disciplinary hearings	Kusile Consulting Services
Identity number, names and personal home address for FML Leasing and Traffic fines	Eqstra
Identity number, names and personal home address for salary deductions	Discovery Medical Aid and Discovery Life BDO – Momentum Retirement fund Garnishee's FNB Home Loans Old Mutual and Avbob – Funeral Plans Trade Union memberships
Customer's Company registration number for bank code	Nedbank First National Bank Investec
Customer account info incl. years trading, credit limit, payment history, payment terms and settlement discount allowed for trade references	Companies who have authorisation from our customer whereby we can request a trade reference for their account application with us
All customer account information on file when there is a default in payment i.e. handover of account	SVG Legal Forensic Investigative Services
Customer's Company registration number for tax compliance check	SARS

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity number, names and personal home address for FICA legislation	First National Bank Nedbank Investec
Identity number and names for Suppliers	Application for credit facilities with suppliers

#### 8.4 Planned trans-border flows of personal information

<b>Categories of Data Subjects</b>	<b>Personal Information that flows transborder</b>
Customers – Country Germany	name, address, business registration numbers or identity numbers and business bank details
Service Providers – Country Germany	names, business registration number, vat numbers, address, trade secrets and business bank details
Employees	No data flows transborder.

#### 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Refer to document “Technical and organizational measures (TOM)” regarding the information security measures.

## **9. DETAIL TO FACILITATE A REQUEST FOR ACCESS TO A RECORD**

- 9.1 The requester must comply with all the procedural requirements contained in PAIA and POPIA relating to the request for access to a record.
- 9.2 The requester must complete the prescribed form enclosed herewith, and submit same as well as payment of the request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as noted above.
- 9.3 The prescribed form must be completed with sufficient information to enable the Information Officer to identify the record or records requested and the identity of the requester.
- 9.4 The requester must specify a postal address or email address of the requester in the Republic and indicate which form of access is required.
- 9.5 The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right.
- 9.6 Pferd SA (Pty) Ltd will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 9.7 The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 9.8 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer, subject to the provisions of PAIA and POPIA.



9.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

9.10 The requester must pay the prescribed fee, before any further processing can take place.

9.11 All information as listed in this clause shall be provided, failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

## **10. GROUNDS TO REFUSE ACCESS TO RECORDS**

10.1 Pferd SA (Pty) Ltd is entitled to refuse a request for information.

10.2 The main grounds for Pferd SA (Pty) Ltd to refuse a request for information relates to the:

10.2.1 Mandatory protection of the privacy of a third party who is a natural person or a deceased person or a juristic person, as included in POPIA, which would involve the unreasonable disclosure of personal information of that natural or juristic person;

10.2.2 Mandatory protection of personal information and the disclosure of personal information in compliance with the provisions of POPIA, in addition to any other legislative, regulatory or contractual obligations;

10.2.3 Mandatory protection of the commercial information of a third party if the record contains:

- i Trade secrets of the relevant third party;
- ii Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the relevant third party;
- iii Information disclosed in confidence by a third party to the Company;

10.2.4 protection of confidential information of third parties if it is protected in terms of any agreement;

10.2.5 Mandatory protection of the safety of individuals and the protection of property;

10.2.6 Mandatory protection of records which would be regarded as privileged in legal proceedings; or

10.2.7 The operational activities of Pferd SA (Pty) Ltd, which may include:

- i. Financial, scientific or technical information which disclosure may cause harm to the financial position or interest of Pferd SA (Pty) Ltd;
- ii. A computer program or application which was developed for Pferd SA (Pty) Ltd, and which is protected by copyright;
- iii. Research information of the Company or a third party, if its disclosure would disclose the identity of the researcher or the subject matter of the research and would place the research at a serious disadvantage;
- iv. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, shall be refused.

10.3 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

10.4 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of PAIA and POPIA. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

## 11. AVAILABILITY OF THE MANUAL

11.1. A copy of the Manual (per the fees in Annexure B) is available-

11.1.1. on <https://www.pferd.com/za-en/>

11.1.2. at the head office of Pferd SA (Pty) Ltd for public inspection during normal business hours;

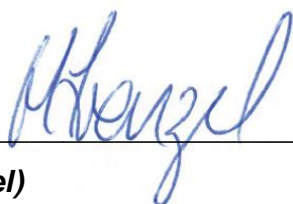
11.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and

11.1.4. to the Information Regulator upon request.

## 12. UPDATING OF THE MANUAL

The head of Pferd SA (Pty) Ltd will on a regular basis update this Manual.

**Issued by**



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**(Mr H L Frenzel)**

**ANNEXURE A – FORM 2**

**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 (when made on behalf of another person):				
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:		
<b>PARTICULARS OF RECORD REQUESTED</b>			
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 the record:			
<b>TYPE OF RECORD</b>			

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

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

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

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

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*Signature of requester / person on whose behalf request is made*

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**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fee:	
Deposit (if any):	

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*Signature of information officer*



## ANNEXURE B

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: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>	R40.00  R40.00 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: (v) Flash drive (to be provided by requestor) (vi) Compact disc <ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>	R40.00  R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00  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