



## EFFICIENT GROUP (PTY) LTD

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## THE PROMOTION OF ACCESS TO INFORMATION MANUAL

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## 1. INTRODUCTION

The Promotion of Access to Information Manual ("Manual") is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA"), as amended by the Protection of Personal Information Act, No. 4 of 2013 ("POPIA"). This Manual gives effect to the constitutional right of access to information but recognises limitations to this right including, but not limited to, the reasonable protection of privacy, commercial confidentiality, and good governance.

The following annexures form part of this manual:

Annexure A: Request for a Copy of the Guide from the Information Regulator

Annexure B: Request for Access to Records in Terms of PAIA

Annexure C: Fees in Respect of Access to Records

Annexure D: Outcome of Request and Fees Payable

Annexure E: Request for Record/Description of Personal Information in Terms of POPIA

Annexure F: Objection to the Processing of Personal Information in Terms of POPIA

Annexure G: Request for Correction/Deletion/Destruction of Personal Information in Terms of POPIA

## 2. OBJECTIVE

This Manual will enable you to know:

- + what types of information we hold;
- + the manner and form in which a request for information must be submitted in terms of PAIA and POPIA;
- + the grounds on which a request may be denied;
- + how to object to the processing of your personal information; and/or
- + how to request a correction or deletion of your personal information.

## 3. SCOPE AND OVERVIEW

The Efficient Group (Pty) Ltd is a private company duly incorporated in the Republic of South Africa and is the holding company of subsidiaries providing diversified financial services. The Efficient Group and its subsidiaries will collectively be referred to as "the Efficient Group" in this Manual.

## 4. DEFINITIONS

In this Manual, unless the context otherwise indicates:

|                             |  |
|-----------------------------|--|
| <b>Client</b>               | means any natural or juristic entity that receives services from the Efficient Group;  |
| <b>Data subject</b>         | means the person to whom personal information relates as defined in POPIA;   |
| <b>Employee</b>             | means full-time and part-time employees of the Efficient Group, whether temporary or permanent, including directors, contract workers, interns, and representatives;   |
| <b>Personal information</b> | <p>means information relating to you that includes, but is not limited to:</p> <ul style="list-style-type: none"><li>a. information relating to race, gender, sex, pregnancy, marital status, nationality, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth;</li><li>b. information relating to education, medical-, financial-, criminal- or employment history;</li><li>c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to you;</li><li>d. biometric information;</li><li>e. personal opinions, views, or preferences;</li><li>f. correspondence sent by you that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence;</li><li>g. your opinions or views about another individual; and</li><li>h. your name, if it appears with other personal information relating to you, or if the disclosure of your name itself would reveal information about you.</li></ul> |
| <b>Record</b>               | <p>means any recorded information:</p> <ul style="list-style-type: none"><li>a. regardless of form or medium;</li><li>b. in the possession or under the control of the Efficient Group, respectively; and</li><li>c. whether or not it was created by the Efficient Group, respectively.</li></ul>   |

|                  |  |
|------------------|--|
| <b>Requestor</b> | means the person requesting access to the records. |
|------------------|--|

## 5. CONTACT DETAILS

For any information or procedures referenced in this Manual, please contact the Information Officer at the Efficient Group using the details provided below:

| Telephone number  | E-mail address     | Website address   | Head office physical address            |
|-------------------|--------------------|-------------------|---|
| +27 (87) 944 7999 | info@efgroup.co.za | www.efgroup.co.za | 81 Dely Road, Hazelwood, Pretoria, 0081 |

## 6. INFORMATION REGULATOR'S GUIDE

The Information Regulator compiled an official guide, which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. The guide is available in English and Afrikaans at the offices of the Efficient Group or by requesting it from the Information Officer. Any request for public inspection of the guide at the office of the Information Regulator or a request for a copy of the guide from the Information Officer must substantially correspond with **ANNEXURE A**.

## 7. CATEGORIES OF RECORDS HELD BY THE EFFICIENT GROUP

The categories of records held by the Efficient Group are listed in the table that follows, according to the respective departments. A category of record in this Manual does not imply that a request for access to such a record will be granted. All requests for access are evaluated on a case-by-case basis by the Information Officer or Deputy Information Officer. All information on our website is automatically available and there is no need to formally request this in terms of this Manual.

| DEPARTMENT                           | CATEGORY   |
|--------------------------------------|--|
| <b>Company secretarial and legal</b> | <ul style="list-style-type: none"> <li>+ Statutory company records</li> <li>+ Minutes and related meeting information</li> <li>+ Records of executive-, board-, and shareholder decisions, and related documentation</li> <li>+ Trademark information</li> <li>+ General agreement documentation</li> <li>+ Securities and equities</li> <li>+ Terms of reference for the Board and board committees</li> <li>+ Shareholder information</li> </ul> |

|                         |  |
|-------------------------|--|
|                         | <ul style="list-style-type: none"> <li>+ Legally privileged material</li> <li>+ Internal legal opinions</li> <li>+ Legal policies and procedures</li> </ul>  |
| <b>Compliance</b>       | <ul style="list-style-type: none"> <li>+ Compliance policies and procedures</li> <li>+ Regulatory and industry body reports</li> <li>+ Compliance reports</li> <li>+ Complaints register</li> <li>+ Gifts register</li> <li>+ Training register</li> <li>+ Conflict of interest register</li> </ul>  |
| <b>Executive office</b> | <ul style="list-style-type: none"> <li>+ Strategic plans</li> <li>+ Research information belonging to the Efficient Group, whether conducted itself or commissioned from a third party</li> <li>+ Succession plans</li> </ul>  |
| <b>Finance</b>          | <ul style="list-style-type: none"> <li>+ Invoices</li> <li>+ Finance-related policies and procedures</li> <li>+ Audit records</li> <li>+ Annual financial statements</li> <li>+ Asset register</li> <li>+ Rental agreements</li> <li>+ Bank statements</li> <li>+ Management accounts</li> <li>+ Tax, VAT and PAYE records</li> <li>+ Payroll</li> <li>+ Procurement records</li> <li>+ Service provider information</li> <li>+ Professional indemnity insurance</li> <li>+ Going concern assessments</li> </ul> |
| <b>Human resources</b>  | <ul style="list-style-type: none"> <li>+ Employee records</li> </ul>   |

|                               |   |
|-------------------------------|---|
|                               | <ul style="list-style-type: none"> <li>+ Employment contracts</li> <li>+ Employment-related policies and procedures</li> <li>+ Employment equity records</li> <li>+ Training/learning and development records</li> <li>+ Reports to industry body and government</li> </ul>   |
| <b>Information technology</b> | <ul style="list-style-type: none"> <li>+ Information technology policies and procedures</li> <li>+ System and data management records</li> <li>+ Security and access control records</li> <li>+ Records of data processes</li> <li>+ Contracts or vendor information</li> </ul>   |
| <b>Marketing</b>              | <ul style="list-style-type: none"> <li>+ Market information</li> <li>+ Media releases</li> <li>+ Marketing and communication policies</li> <li>+ Internal publications and newsletters</li> <li>+ Client communication by e-mail or SMS</li> <li>+ Advertising and promotional material</li> <li>+ Social Media and brand reputation management guidelines</li> </ul> |
| <b>Operations</b>             | <ul style="list-style-type: none"> <li>+ Policies and procedure</li> <li>+ Operational records</li> <li>+ Personal information records</li> <li>+ Transactional records</li> <li>+ Service agreements entered into with third parties</li> </ul>  |
| <b>Risk</b>                   | <ul style="list-style-type: none"> <li>+ Enterprise Risk Management Framework</li> <li>+ Risk reports and monitoring</li> <li>+ Risk policies and procedures</li> <li>+ Risk register and assessments</li> <li>+ Business continuity plan</li> <li>+ Insurance and mitigation</li> <li>+ Health Safety and Environment records</li> </ul>                             |

## 8. RECORDS AVAILABLE IN TERMS OF OTHER APPLICABLE LEGISLATION

Records may also be available in terms of, among others, the following list of legislation:

- + Basic Conditions of Employment Act, No. 75 of 1997
- + Broad-Based Black Economic Empowerment Act, No. 53 of 2003
- + Companies Act, No. 71 of 2008
- + Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993.
- + Employment Equity Act, No. 55 of 1998
- + Financial Advisory and Intermediary Services Act, No. 37 of 2002
- + Financial Intelligence Centre Act, No. 38 of 2001
- + Financial Markets Act, No. 19 of 2012
- + Financial Sector Regulation Act, No. 9 of 2017
- + Income Tax Act, No. 58 of 1962
- + Insurance Act, No. 18 of 2017
- + Labour Relations Act, No. 66 of 1995
- + Long-Term Insurance Act, No. 52 of 1998
- + Medical Schemes Act, No. 131 of 1998
- + Occupational Health and Safety Act, No. 85 of 1993
- + Pension Funds Act, No. 24 of 1956
- + Prevention and Combating of Corrupt Activities Act, No. 12 of 2004
- + Prevention of Organised Crime Act, No. 121 of 1998
- + Protected Disclosures Act, No. 26 of 2000
- + Protection of Constitutional Democracy Against Terrorist and Related Activities Act, No. 33 of 2004
- + Short-Term Insurance Act, No. 53 of 1998
- + Skills Development Act, No. 97 of 1998
- + Tax Administration Act, No. 28 of 2011
- + Unemployment Insurance Act, No. 63 of 2001
- + Value-Added Tax Act, No. 89 of 1991

## 9. REQUEST PROCEDURE FOR ACCESS TO RECORDS IN TERMS OF PAIA

- 9.1. The requestor must complete the prescribed form, included in **ANNEXURE B** of this Manual. The request form must be addressed to the Information Officer using the contact details in

this Manual. All requests will be evaluated and considered by the Information Officer or Deputy Information Officer.

- 9.2. The request form must be completed in full. Any request for access to a record that does not comply with the formalities as prescribed by PAIA will be returned to the requestor.
- 9.3. The Efficient Group will not be held liable for delays owing to the receipt of incomplete forms.
- 9.4. Proof of identity is required to authenticate the identity of the requestor. If the requestor acts as an agent, proof of the identity of the agent and of the requestor is required, as well as the authority or mandate given to the agent of the requestor.
- 9.5. The Efficient Group requests a fee to enable it to recover the cost of processing a request for records and providing access to records. The fees are outlined in **ANNEXURE C** of this Manual.
- 9.6. A bank deposit is the only accepted payment method for record requests. The Information Officer or Deputy Information Officer will provide banking details and an estimate of the fees payable upon receipt of a request for access to a record. A request for access to records will only be considered once a fully completed form and the prescribed request fee have been received by the Information Officer or Deputy Information Officer.
- 9.7. Requests for access to records will be processed within 30 (thirty) days, unless a request contains considerations that are of such a nature that an extension of the time limit is needed.
  - 9.7.1. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.
  - 9.7.2. If the Information Officer or Deputy Information Officer decides to grant you access to the record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 9.8. The Information Officer or Deputy Information Officer shall decide whether to grant the requested access to records and inform the requestor accordingly.
  - 9.8.1. Section 17 of PAIA stipulates that the disclosure of a record is compulsory if:
    - + the disclosure reveals evidence of a substantial contravention of, or failure to comply with, the law; or
    - + there is an imminent and serious public-safety or environmental risk and the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.
  - 9.8.2. The requestor shall be notified of the decision in the most expedient manner possible.
  - 9.8.3. If the Information Officer or Deputy Information Officer has searched for a record and it is believed that the record either does not exist or cannot be found, the requestor will be notified accordingly. The notification will include a summary of



all the steps taken to find the record in question or to determine whether the record exists.

- 9.9. If the request for access to a record affects a third party, then such third party must first be informed of the request by the Information Officer or Deputy Information Officer as soon as possible within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record. If the request for access to information is refused by the Information Officer or Deputy Information Officer, the requestor shall be provided with written reasons for such refusal.

## **10. GROUNDS FOR THE REFUSAL OF ACCESS IN TERMS OF PAIA**

There are various grounds upon which a request for access to a record may be refused in terms of PAIA. These grounds include:

- 10.1. The protection of personal information of a third party (who is a natural person) from unreasonable disclosure if the record contains:
  - 10.1.1. trade secrets of that third party;
  - 10.1.2. financial, commercial, scientific, or technical information, of which disclosure could likely cause harm to the financial or commercial interests of that third party; and/or
  - 10.1.3. information disclosed in confidence by a third party to the Efficient Group.
- 10.2. The disclosure of the record could put a third party at a disadvantage in negotiations or commercial competition.
- 10.3. The protection of confidential information if the disclosure would constitute a breach of a duty or confidence to a third party in terms of an agreement.
- 10.4. The protection of confidential information of third parties if it is protected in terms of any agreement or legislation.
- 10.5. The protection of the safety of individuals and the protection of property.
- 10.6. The protection of records which would be regarded as privileged in legal proceedings.
- 10.7. The protection of commercial activities of the Efficient Group, which may include:
  - 10.7.1. trade secrets;
  - 10.7.2. financial, commercial, scientific, or technical information, of which disclosure could likely cause harm to the financial or commercial interests of the Efficient Group;
  - 10.7.3. information which, if disclosed, could put the Efficient Group at a disadvantage in negotiations or commercial competition; and
  - 10.7.4. a computer program which is owned by the Efficient Group and which is protected by copyright.

- 10.8. The protection of research information of the Efficient Group or a third party, which disclosure would disclose the identity of the institution, the researcher, or the subject matter of the research, and would place the research at a serious disadvantage.
- 10.9. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## **11. REMEDIES AVAILABLE TO A REQUESTOR ON THE REFUSAL OF ACCESS**

- 11.1. There is no internal appeal procedure after a request to access information has been refused. The decision made by the Information Officer or Deputy Information Officer is final. If a requestor is not satisfied with the outcome of the request, they are entitled take the matter further by applying to the Information Regulator or a court of competent jurisdiction, within 180 (one-hundred-and-eighty) days of the decision.
- 11.2. Where a third party is affected by the request for access, and the Information Officer or Deputy Information Officer has decided to grant access to a record, the third party has 180 (one-hundred-and-eighty) days to appeal the decision in court.

## **12. PROCESSING PERSONAL INFORMATION IN TERMS OF POPIA**

- 12.1. The Efficient Group will collect, use, and share your personal information in accordance with its Privacy Policy. The Privacy Policy is also available on our website or upon request from the Information Officer or Deputy Information Officer.
- 12.2. In terms of POPIA you may, upon proof of identity, request the Efficient Group to confirm, free of charge, the personal information we hold about you. To exercise this right, please contact our Information Officer.
- 12.3. You may request a record, or a description of the personal information held by the Efficient Group about you, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to your personal information. To do so, complete the request form in **ANNEXURE E** to this Manual and submit the request to the Information Officer. You may be required to pay a fee for this service, as indicated in **ANNEXURE C**. The Information Officer or Deputy Information Officer will provide you with the amount payable before providing the service, including the banking details that the fees must be paid into.
- 12.4. You may object at any time, free of charge, to the processing of personal information by the Efficient Group, on reasonable grounds, unless legislation provides for such processing. If you want to object to the processing of your personal information, please complete the prescribed form attached hereto as **ANNEXURE F** and submit it to the Information Officer.
- 12.5. You may request the Efficient Group to correct the personal information held about you if it is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or has been obtained unlawfully. To request the correction of your personal information you would need to complete **ANNEXURE G** to the Manual. This form must be submitted to the Information Officer.

- 12.6. If you wish the Efficient Group to destroy or delete a record of personal information about you that we are no longer authorised to retain in terms of POPIA, please complete **ANNEXURE G** to this Manual and submit it to the Information Officer.

### **13. AVAILABILITY OF THIS MANUAL**

This Manual will be available on [our website](#) or by submitting a request for a copy thereof to the Information Officer. To do so, use the contact details in clause 5 of this Manual.

#### 14. ANNEXURE A – REQUEST FOR A COPY OF THE GUIDE FROM THE INFORMATION REGULATOR

TO The Information Regulator  
P.O. Box 31533  
Braamfontein 2017

E-mail address enquiries@inforegulator.org.za

Tel. number +27 (0) 10 023 5200

OR

TO The Information Officer

#### REQUESTOR INFORMATION

I, full names and surname \_\_\_\_\_

In my capacity as \_\_\_\_\_  
(mark with "X") Information Officer Other

Name of public/private body  
(if applicable) \_\_\_\_\_

Postal address \_\_\_\_\_

Street address \_\_\_\_\_

E-mail address \_\_\_\_\_

Contact numbers Tel. (B) \_\_\_\_\_ Tel. (mobile) \_\_\_\_\_

| 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                       | E-mail address |
|                                      |                |

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

\_\_\_\_\_  
Signature of requestor

15. ANNEXURE B – REQUEST FOR ACCESS TO RECORDS IN TERMS OF PAIA

Note:

- 1. Proof of the requestor’s identity must be attached.
- 2. If a request is made on behalf of another person, proof of such authorisation must be attached to this form.

TO The Information Officer

Mark with an "X"

|                          |                                     |                          |  |
|--------------------------|-------------------------------------|--------------------------|--|
| <input type="checkbox"/> | This request is made in my own name | <input type="checkbox"/> | This request is made on behalf of another person |
|--------------------------|-------------------------------------|--------------------------|--|

PERSONAL INFORMATION

|  |  |
|--|--|
| Full names   |  |
| Identity number  |  |
| Capacity in which request is made<br>(when made on behalf of another person) |  |
| Postal address   |  |
| Street address   |  |
| E-mail address   |  |
| Tel. (B)   |  |
| Tel. (mobile)  |  |
| Full names of person on whose behalf request is made (if applicable)         |  |
| Identity number  |  |
| Postal address   |  |
| Street address   |  |
| E-mail address   |  |
| Tel. (B)   |  |
| Tel. (mobile)  |  |

## PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested. If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.

Description of record or relevant part  
of the record

Reference number (if available)

Any further particulars of record

## TYPE OF RECORD (Mark the applicable box with an "X")

Record is in written or printed form

Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

Record consists of recorded words or information which can be reproduced in sound

Record is held on a computer, or in an electronic, or machine-readable form

## FORM OF ACCESS (Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions, and information held on a computer or in an electronic or machine-readable form)

Written or printed transcription or virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

Transcription of soundtrack (written or printed document)

Copy of record on flash drive (including virtual images and soundtracks)

Copy of record on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud-storage server

## MANNER OF ACCESS (Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words or information which can be reproduced in sound, or information held on computer, or in an electronic, or machine-readable form)

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 (please provide)

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

## PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requestor 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

## FEES

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

|        |  |
|--------|--|
| Reason |  |
|--------|--|

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

| Postal address | Email address |
|----------------|---------------|
|                |               |

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

Signature of requestor/person on whose behalf the request is made

Name of requestor in capital letters

## 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 or Deputy Information Officer*

## 16. ANNEXURE C – FEES IN RESPECT OF ACCESS TO RECORDS

| Item | Description   | Amount   |
|------|---|--|
| 1    | The request fee payable by every requestor  | R100.00  |
| 2    | Photocopy of A4-size page   | R1.50 per page or part thereof   |
| 3    | Printed copy of A4-size page  | R1.50 per page or part thereof   |
| 4    | For a copy in a computer-readable form on: <ul style="list-style-type: none"> <li>(i) Flash drive (to be provided by requestor)</li> <li>(ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul> </li> </ul> | R40.00<br>R40.00<br>R60.00   |
| 5    | For a transcription of visual images per A4-size page   | Service to be outsourced. Will depend on quotation from the service provider |
| 6    | Copy of visual images   | Service to be outsourced. Will depend on quotation from the service provider |
| 7    | Transcription of an audio record, per A4-size page  | R24.00   |
| 8    | Copy of an audio record on: <ul style="list-style-type: none"> <li>(i) Flash drive (to be provided by requestor)</li> <li>(ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul> </li> </ul>                | R40.00<br>R40.00<br>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.<br>To not exceed a total cost of   | R100.00<br>R300.00   |
| 10   | Deposit ( <i>if search exceeds 6 hours</i> )  | 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   |

## 17. ANNEXURE D – OUTCOME OF REQUEST AND OF FEES PAYABLE

### Note:

1. If your request is granted, the requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number below in all future correspondence.
3. Reference number: \_\_\_\_\_

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

Your request dated \_\_\_\_\_, refers.

### YOU REQUESTED

Personal inspection of information at the registered address of the Efficient Group (including listening to recorded words, information which can be reproduced in sound, or information held on a 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 corresponding fees listed in the table below.

OR

### YOU REQUESTED

|  |  |
|--|--|
| Printed copies of the information ( <i>including copies of any virtual images, transcriptions, and information held on a computer or in an electronic or machine-readable form</i> ) |  |
| Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i> )                         |  |
| Transcription of soundtrack ( <i>written or printed document</i> )   |  |
| Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )   |  |
| Copy of information on compact disc ( <i>including virtual images and soundtracks</i> )  |  |
| 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 ( <i>including transcriptions</i> )  |  |
| E-mail of information ( <i>including soundtracks if possible</i> )   |  |
| Cloud share/file transfer  |  |
| Preferred language ( <i>please provide</i> )<br><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:

|  |
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|  |
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**FEES PAYABLE WITH REGARDS TO YOUR REQUEST:**

| Item  | Cost per A4-size page or part thereof/item | Number of pages/items | Total |
|---|--|-----------------------|-------|
| Photocopy   | R1.50                                      |                       |       |
| Printed copy  | R1.50                                      |                       |       |
| For a copy in a computer-readable form on:            |  |                       |       |
| (iii) Flash drive (to be provided by requestor)       | R40.00                                     |                       |       |
| (iv) 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 | Services may be outsourced. Will           |                       |       |
| Copy of visual images                                 | depend on quotation                        |                       |       |
|   | From the service provider                  |                       |       |
| Transcription of an audio record, per A4-size page    | R24.00                                     |                       |       |
| Copy of an audio record on:                           |  |                       |       |
| (iii) Flash drive (to be provided by requestor)       | R40.00                                     |                       |       |
| (iv) 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                               |                       |       |
| <b>TOTAL</b>  |  |                       |       |

**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 or Deputy Information Officer*

18. ANNEXURE E – REQUEST FOR RECORD/DESCRIPTION OF PERSONAL INFORMATION IN TERMS OF POPIA

Note:

- 1. A request for access to or a description of personal information may entail a fee as outlined in ANNEXURE E.
- 2. You will be notified if a fee is payable, the amount of the request fee, as well as the banking details into which the fees must be paid.
- 3. The fee payable for access to or a description of a record depends on the form in which access is required, and the reasonable time required to search for and prepare a record.
- 4. Proof of identity and authority to act (if applicable) should accompany this request.

Full names and  
surname/registered name if a  
company

Identity number/unique identifier

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Residential or business address

Code (      )

Contact number(s)

E-mail address

Full names and surname  
of representative

Identity number of representative

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Authority to act (resolution,  
mandate, birth certificate, etc)

## DETAILS OF RESPONSIBLE PARTY

Registered name of the  
responsible party

E-mail address

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

\_\_\_\_\_  
Signature of data subject or representative

19. ANNEXURE F – OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

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 the information as an Annexure to this form and sign each page.
- 3. Complete below as is applicable.

A - DETAILS OF DATA SUBJECT

Full names and surname/  
registered name of data subject

Unique identifier/identity number

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Residential, postal or business  
address

Code (      )

Contact number(s)

E-mail address

B - DETAILS OF RESPONSIBLE PARTY

Registered name of responsible  
party

Business address

Code (      )

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 \_\_\_\_\_

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Signature of data subject or representative

**20. ANNEXURE G – REQUEST FOR CORRECTION/DELETION/DESTRUCTION OF PERSONAL INFORMATION IN TERMS OF POPIA**

Note:

- 1. Affidavits or other documentary evidence applicable in support of the objection may be attached.
- 2. Proof of identification and authority to act should be submitted together with the completed form.
- 3. If the space provided in this form is inadequate, please submit information on a separate page as an annexure to this form and sign each page.
- 4. Complete the below as applicable.

**A - DETAILS OF DATA SUBJECT**

Full names and surname/  
registered name of data subject

Unique identifier/identity number

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Residential, postal or business  
address

Code (      )

Contact number(s)

E-mail address

**B - DETAILS OF RESPONSIBLE PARTY**

Registered name of responsible  
party

Business address

Code (      )

**C - INFORMATION TO BE CORRECTED/DELETED/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**
- **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 or representative