

PAIA Manual



This manual has been prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000, and to address the requirements of the Protection of Personal Information Act 4 of 2014.

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Approvals

Name	Role and Department	Signature	Date
George Vorster	POPIA Information Officer		2024/01/16
Santego Govender	Operations Director		2024/01/16

Related Documents and References

Number	Description	File Name of Related Document
	N/A	

Definitions

Term	Description
Client	Any natural or juristic person that received or receives services from Enerweb (Pty) Ltd.
Conditions for Lawful Processing	The conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and in paragraph 12 of this Manual.
Data Subject	The person to whom Personal Information relates.
Information Officer	The individual who is identified in paragraph 3 of this manual.
Manual	This manual.
PAIA	The Promotion of Access to Information Act 2 of 2000.

Definitions	
Term	Description
Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to – <ol style="list-style-type: none"> Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, Colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; Information relating to the education or the medical, financial, criminal or employment history of the person; Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; The biometric information of the person; The personal opinions, views or preferences of the person; Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; The views or opinions of another individual about the person; and The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
Personnel	Any person who works for or provides services to or on behalf of Enerweb and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Enerweb, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers.
POPI	The Protection of Personal Information Act 4 of 2013.
POPI Regulations	The regulations promulgated in terms of section 112(2) of POPI.
Private Body	Means – <ol style="list-style-type: none"> A natural person who carries or has carried on any trade, business or profession, but only in such capacity; A partnership which carries or has carried on any trade, business or profession; or Any former or existing juristic person, but excludes a public body.
Processing	Means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including – <ol style="list-style-type: none"> The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; Dissemination by means of transmission, distribution or making available in any other form; or Merging, linking, as well as restriction, degradation, erasure or destruction of information.
SAHRC	The South African Human Rights Commission.

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

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1. Introduction

- 1.1 For the purpose of POPI and PAIA, Enerweb is defined as a private body. In accordance with Enerweb's obligations in terms of POPI and PAIA, Enerweb has produced this manual.
- 1.2 This manual sets out all information required by both PAIA and POPI.
- 1.3 This manual also deals with how requests are to be made in terms of PAIA.
- 1.4 This manual also establishes how compliance with POPI is to be achieved.

2. Contact Details

Business Name	Enerweb (Pty) Ltd
Registration Number	2020/845275/07
Registered Office	Thornhill Office Park, First Floor, Building 21, 94 Bekker Road, Vorna Valley, Midrand 1686
Contact Number	+27 87 379 5600
Information Officer	George Vorster
E-mail address/es	george.vorster@Enerweb.co.za

Background information about Enerweb and all its subsidiaries as well as its processing activities can be found at <https://www.Enerweb.co.za/index.php/ewabout/privacy-policy>.
https://www.enerweb.co.za/index.php?option=com_content&view=article&id=16&catid=10

3. Guide of Information Regulator

- 3.1 A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.
- 3.2 The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 3.3 Should you wish to access the guide, you may request a copy from the Information Officer by submitting *Annexure A*, attached hereto, to the details specified above.
- 3.4 You may also inspect the guide at Enerweb's offices during ordinary working hours.
- 3.5 You may also request a copy of the guide from the Information Regulator at the following details:

INFORMATION REGULATOR

Postal Address P O Box 31533, Braamfontein, Johannesburg, 2017
Telephone +27 (10) 023-5200
Website <https://info regulator.org.za>
E-mail PAIACompliance@info regulator.org.za

4. Latest Notices in Terms of Section 52(2) of PAIA

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

5. Availability of Certain Records in Terms of PAIA

- 5.1 Enerweb holds and/or processes the following records for the purposes of PAIA and POPI.
- 5.2 The following records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

Products and/or Services

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

Human Resources

- Employment contracts;
- Employee benefits;
- Personnel records and correspondence;
- Training records;
- Internal policies;
- Information pertaining to share options, share incentives, bonus or profit-sharing agreements of each employee;
- Pension and Provident fund records.

Legal

- Agreements with clients;
- Agreement with suppliers;
- Shareholder agreements;
- Partnership agreements;
- Licenses and permits;
- Power of attorneys;
- Sale agreements;
- Lease agreements.

Job Applicants

- Curriculum Vitae;
- Job specifications and descriptions;
- Professional background and reference checking of all potential employees;
- Interview notes and results.

Company Secretarial

Memsre Certificates.

Financial

- Accounting records;
- Annual reports;
- Interim reports;
- Auditor details and reports;
- Tax returns;
- Insurance records.

Client

- Client database;
- Correspondence with clients;
- Documentation prepared for clients;
- Invoices, receipts, credit and debit notes.

Marketing

- Published marketing material.

Miscellaneous

- Internal correspondence;
- Information technology records;
- Trade secrets;
- Domain name registrations;
- Website Information;
- Asset registers;
- Title deeds.

6. Records Available in Terms of Other Legislation

1. Basic Conditions of Employment Act, No; 75 of 1997;
2. Companies Act, No; 71 of 2008;
3. Consumer Protection Act 68 of 2008;
4. Children's Act, No;38 of 2005;
5. Compensation for Occupational Injuries and Diseases Act, No; 130 of 1993;
6. Competition Act, No; 89 of 1998;
7. Constitution of the Republic of South Africa Act, No; 108 of 1996;
8. The Criminal Procedure Act, No; 51 of 1977;
9. Debt Collectors Act, No; 114 of 1998;
10. Deed Registries Act, No; 47 of 1937;
11. Employment Equity Act, No; 55 of 1998;
12. Financial Intelligence Centre Act, No; 38 of 2001;
13. Identification Act, No; 68 of 1997;
14. National Credit Act, No; 34 of 2005;
15. Insolvency Act, No; 24 of 1936;
16. The Labour Relations Act, No; 66 of 1995;

17. Pension Funds Act, No; 24 of 1956;
18. Short Term Insurance Act, No; 53 of 1998;
19. Skills Development Levies Act, No; 9 of 1999;
20. Unemployment Insurance Act, No; 63 of 2001;
21. Value Added Tax Act, No; 89 of 1991;
22. Electronic Communication and Transactions Act, No; 25 of 2002;
23. Patents, Designs and Copyright Merchandise Marks Act, No; 17 of 1941;
24. Income Tax Act, No; 58 of 1962;
25. Occupational Health and Safety Act No; 85 of 1993;
26. Prevention of Organised Crime Act No; 121 of 1998;
27. National Payment Systems Act No; 78 of 1998;
28. Prescription Act No; 68 of 1969;
29. Trademark Act No; 194 of 1993;
30. National Environmental Management Act 107 of 1998;
31. Promotion of Access to Information Act, No; 2 of 2000;
32. Protection of Personal Information Act, No; 4 of 2013;
33. Road Transportation Act No; 74 of 1977;
34. National Road Traffic Act No. 93 of 1996.

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

7. Request Process

- 7.1 An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 7.2 The requester must complete *Annexure B*, which is attached hereto, and submit it to the Information Officer at the details specified above.
- 7.3 The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 7.4 The prescribed form must be completed with enough particularity to enable the information officer to determine:
 - 7.4.1 The record(s) requested;
 - 7.4.2 The identity of the requestor;
 - 7.4.3 What form of access is required; and
 - 7.4.4 The Postal address or fax number of the requestor.
- 7.5 The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.
- 7.6 The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.

- 7.7 The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of Enerweb and the information cannot be reasonably obtained within 30 days. The information officer will notify the requestor in writing should an extension be necessary.
- 7.8 The Information Officer must communicate a response to the request for access using *Annexure E*. This communication shall inform the requestor of:
- 7.8.1 The decision;
- 7.8.2 Fees payable in terms of paragraph 11.
- 7.8.2.1 In the event that the Information Officer is of the opinion that the searching and preparation of the record for disclosure would amount to more than 6 hours, he/she shall inform the requestor to pay a deposit not exceeding one third of the amount payable.
- 7.9 Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the Information Officer for assistance.
- 7.10 An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

8. Grounds for Refusal

- 8.1 The following are grounds upon which Enerweb may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:
- 8.1.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.
- 8.1.2 Mandatory protection of the commercial information of a third party, if the Records contain:
1. Trade secrets of that third party;
 2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 3. Information disclosed in confidence by a third party to Enerweb, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- 8.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 8.1.4 Mandatory protection of the safety of individuals and the protection of property;
- 8.1.5 Mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 8.1.6 Protection of the commercial information of Enerweb, which may include:
1. Trade secrets;
 2. Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Enerweb;
 3. Information which, if disclosed, could put Enerweb at a disadvantage in contractual or other negotiations or prejudice Enerweb in commercial competition; and/or
 4. Computer programmes which are owned by Enerweb, and which are protected by copyright and intellectual property laws;

- 8.1.7 Research information of Enerweb or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 8.1.8 Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

9. Remedies Should a Request be Refused

- 9.1 Enerweb' does not have an internal appeal procedure in light of a denial of a request. Decisions made by the information officer is final.
- 9.2 The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

10. Fees

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

Item	Fee
Request fee (payable on every request).	R140.00
Photocopy of an A4 page or part thereof.	R2.00
Printed copy of an A4 page or part thereof.	R2.00
Hard copy on flash drive (flash drive to be provided by requestor).	R40.00
Hard copy on a compact disc (compact disc to be provided by requestor).	R40.00
Hard copy on a compact disc (compact disc to be provided by Enerweb).	R60.00
Transcription of visual images per A4 page.	As per quotation of service provider
Copy of visual images.	As per quotation of service provider
Transcription of an audio record per A4 page.	R24.00
Copy of an audio record on flash drive (flash drive to be provided by requestor).	R40.00
Copy of an audio on a compact disc (compact disc to be provided by requestor).	R40.00
Copy of an audio on a compact disc (Compact DISC to be provided by Enerweb).	R60.00
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.	R145.00
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation (Cannot exceed total cost).	R435.00
Postage, e-mail or any other electronic transfer.	Actual expense, if any

11. POPI

11.1 Conditions for lawful processing:

11.1.1 POPI has eight conditions for lawful processing and includes:

1. Accountability;
2. Processing limitation;
3. Purpose specification;
4. Further processing limitation;
5. Information quality;
6. Openness;
7. Security safeguards;
8. Data subject participation.

11.1.2 Enerweb is involved in the following types of processing:

1. Collection;
2. Recording;
3. Organisation;
4. Structuring;
5. Storage;
6. Adaptation or alteration;
7. Retrieval;
8. Consultation;
9. Use;
10. Disclosure by transmission;
11. Dissemination or otherwise making available;
12. Alignment or combination;
13. Restriction;
14. Erasure;
15. Destruction.

11.1.3 Enerweb processes information for the following purposes:

1. To fulfil agreements in relation to its employees;
2. to provide services to its Clients in accordance with terms agreed to by the Clients;
3. to undertake activities related to the provision of services, such as
 - a. to fulfil domestic legal, regulatory and compliance requirements;
 - b. to verify the identity of Customer representatives who contact Enerweb or may be contacted by Enerweb;
 - c. for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - d. to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
 - e. to enforce or defend Enerweb or Enerweb affiliates' rights;
 - f. to manage Enerweb's relationship with its clients, which may include providing information to its clients and its clients affiliates about Enerweb's and Enerweb affiliates' products and services;

4. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
5. any additional purposes expressly authorised by Enerweb's client;
6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by Enerweb.

11.2 Enerweb processes personal information the following categories of Data Subjects:

11.2.1 Juristic persons –

1. Corporate Clients;
2. Suppliers.

11.2.2 Natural persons –

1. Individuals;
2. Staff;
3. Clients;
4. Suppliers.

11.3 Enerweb process the following categories personal information:

1. Client profile information;
2. Bank account details;
3. Payment information;
4. Client representatives;
5. Names;
6. E-mail addresses;
7. Telephone numbers;
8. Facsimile numbers;
9. Physical addresses;
10. Tax numbers;
11. Identity numbers;
12. Passport numbers.

11.4 Recipients of Personal Information;

11.4.1 Enerweb, Enerweb's affiliates, their respective representatives.

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

11.6 The following Security measures are implemented by Enerweb:

11.7 Enerweb implements numerous Security measures to protect personal information that is stored electronically and physically.

11.7.1 Enerweb ensures that appropriate security measures are taken and updates these measures on a regular basis.

11.7.2 Enerweb has also implemented various policies for additional security for personal information stored both physically and electronically.

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

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

- 11.8.2 Such physical data records will be 'locked-away' and secured when not in use.
- 11.9 Enerweb may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.
- 11.10 Objection to the processing of personal information by a data subject:
 - 11.10.1 Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as *Annexure C*.
 - 11.11 Request for correction or deletion of personal information:
 - 11.11.1 Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as *Annexure D*.

SIGNATURE INFORMATION

Officer _____

Date _____

Annexure A

FORM 1

Request For a Copy of the Guide

[Regulations 3]

To The Information Officer

I,

Full name _____

In my capacity as (*mark with 'X'*) Information Officer Other

Public/private body (if applicable) _____

Postal address _____

Street address _____

E-mail address _____ Facsimile _____

Telephone (B) _____ Cellular _____

Hereby Request the Following Copy(ies) of the Guide

(*Mark with an 'X'*)

- | | | | |
|------------------------------------|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Afrikaans | <input type="checkbox"/> English | <input type="checkbox"/> isiNdebele | <input type="checkbox"/> isiXhosa |
| <input type="checkbox"/> isiZulu | <input type="checkbox"/> Sesotho | <input type="checkbox"/> Sepedi | <input type="checkbox"/> Setswana |
| <input type="checkbox"/> siSwati | <input type="checkbox"/> Tshivenda | <input type="checkbox"/> Xitsonga | |

Manner of Collection

(*Mark with an 'X'*)

- Personal collection
- Postal address
- Facsimile
- Electronic communication (specify)

Signed at _____ this _____ day of _____ 20 _____.

Signature of Requester

Annexure B

FORM 2

Request for Access to Record

[Regulations 7]

NOTE:

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

To The Information Officer

(Address)

E-mail address _____

Fax number _____

- Mark with an 'X'
- Request is made in my own name
- Request is made on behalf of another person

Personal Information

Full name _____

Identity number _____

Capacity in which request is made (when made on behalf of another person) _____

Postal address _____

Street address _____

E-mail address _____ Facsimile _____

Telephone (B) _____ Cellular _____

Full name of person on whose behalf request is made (if applicable) _____

Identity number _____

Postal address _____

Street address _____

E-mail address _____ Facsimile _____

Telephone (B) _____ Cellular _____

Particulars of Record Requested

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed).

Description of record or relevant part of the record	_____

Reference number, if available	_____
Any further particulars to 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 computer or in an electronic or machine-readable form)
- Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)
- Transcription of soundtrack (written or printed document)
- Copy of 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, 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 _____

(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 the 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 _____

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
- Facsimile
- Electronic communication (specify)

Signed at _____ this _____ day of _____ 20 _____.

Signature of Requester / Person on whose behalf request is made

For Official Use

Reference no. _____

Request received by (*state rank, name and surname of Information Officer*) _____

Date received _____

Access fees _____

Deposit (if any) _____

Signature of Information Officer

Annexure C

FORM 1

Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

Regulations Relating to the Protection of Personal Information, 2017 [Regulation 2(1)]

NOTE:

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

Reference no. _____

Details of Data Subject

Name of Data Subject _____
Residential, postal or business address _____
Contact number(s) _____
Facsimile _____
E-mail address _____

Details of Responsible Party

Name of Responsible Party (if the Responsible Party is a natural person) _____
Residential, postal or business address _____
Contact number(s) _____
Facsimile _____
E-mail address _____
Name of public/private body (if Responsible Party not a natural person) _____
Business address _____
Contact number(s) _____
Facsimile _____
E-mail address _____

Reasons for Objection

Please provide detailed reasons for the objection.

Reason _____

Signed at _____ this _____ day of _____ 20 _____.

Signature of Data Subject (Applicant)

Annexure D

FORM 2

Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information in terms Of Section 24(1) of the Protection of Personal Information Act, 2013 (Act No.4 of 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

NOTE:

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

Reference no. _____

Request for

Mark with an 'X'

- Correction or deletion of personal information about the Data Subject which is in possession or under the control of the Responsible Party
- Destroying or deletion of a record of personal information about the Data Subject which is in possession or under the control of the Responsible Party and who is no longer authorised to retain the record of information

Details of Data Subject

Name of Data Subject _____
Residential, postal or business address _____
Contact number(s) _____
Facsimile _____
E-mail address _____

Details of Responsible Party

Name of Responsible Party *(if the Responsible Party is a natural person)* _____
Residential, postal or business address _____
Contact number(s) _____
Facsimile _____
E-mail address _____
Name of public/private body *(if Responsible Party not a natural person)* _____
Business address _____
Contact number(s) _____
Facsimile _____
E-mail address _____

Reasons for

- * Correction or deletion of the personal information about the Data Subject/
- * Destruction or deletion of a record of personal information about the Data Subject which in the possession or under the control of the responsible party

Please provide detailed reasons for the objection.

Reason

Signed at _____ this _____ day of _____ 20 _____.

Signature of Data Subject

Annexure E

FORM 3

Outcome of Request and of Fees Payable

[Regulation 8]

NOTE:

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

Reference no. _____

To

Your request dated _____ refers

You Requested

- Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you.

If you then require any form of reproduction of the information, you will be liable for the fees in Annexure B.

OR

You Requested

- Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)
- Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)
- Transcription of soundtrack (written or printed document)
- Copy of record on flash drive (including virtual images and soundtracks)
- Copy of information on compact disc drive (including virtual images and soundtracks)
- Copy of record saved on cloud storage server

To be Submitted

- Postal services to postal address
- Postal services to street address
- Courier service to street address
- Facsimile of information in written or printed format (including soundtracks if possible)
- Cloud share/file transfer

Preferred language _____

(If the record is not available in the language you prefer, access may be granted in the language in which the record is available)

Kindly Note that your Request has been

- Approved
- Denied, for the following reasons:

Fees Payable with Regards to Your Request

Item	Cost per A4-size Page or Part Thereof/Item	Number of Pages/Items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
<ul style="list-style-type: none"> • Flash drive To be provided by requestor 	R40.00		
<ul style="list-style-type: none"> • Compact disc If provided by requestor 	R40.00		
<ul style="list-style-type: none"> • Compact disc If provided to the requestor 	R60.00		
For a transcription of visual images per A4-size page Copy of visual images	Service to be outsourced. Will depend on the service provider's quotation.		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
<ul style="list-style-type: none"> • Flash drive To be provided by requestor 	R40.00		
<ul style="list-style-type: none"> • Compact disc If provided by requestor 	R40.00		
<ul style="list-style-type: none"> • Compact disc If provided to the requestor 	R60.00		
Postage, e-mail or any other electronic transfer	Actual costs		
Total			

Deposit Payable (if search exceeds six hours)

- Yes
- No

Hours of search _____

Amount of deposit (*calculated on one third of total amount per request*) _____

The amount must be paid into the following Bank account:

Name of Bank _____

Name of account holder _____

Type of account _____

Account number _____

Branch code _____

Reference no. _____

Submit proof of payment to _____

Signed at _____ this _____ day of _____ 20 _____.

Information Officer