



# PAIA MANUAL

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

|  |                              |                    |                     |
|--|------------------------------|--------------------|---------------------|
| <b>Functional Area:</b>                    | Compliance                   |                    |                     |
| <b>Process:</b>                            | Compliance                   |                    |                     |
| <b>Document type:</b>                      | Manual                       |                    |                     |
| <b>Document title:</b>                     | PAIA Manual                  |                    |                     |
| <b>Reference number:</b>                   | Compliance_01                |                    |                     |
| <b>Revision number:</b>                    | 01                           |                    |                     |
| <b>Frequency of review:</b>                | Annually                     |                    |                     |
| <b>Sign-off, implementation and review</b> |                              |                    |                     |
| <b>Compiled by:</b>                        |                              |                    |                     |
| <b>Reviewed by:</b>                        |                              |                    |                     |
| <b>Approved by:</b>                        | Chief Executive Officer      |                    |                     |
| <b>Date of Approval</b>                    |                              |                    |                     |
| <b>Implementation:</b>                     | Compliance Unit              |                    |                     |
|  |                              |                    |                     |
| <b>DISTRIBUTION</b>                        | All operations and divisions |                    |                     |
|  |                              |                    |                     |
| <b>Version History:</b>                    |                              |                    |                     |
| <b>Date:</b>                               | <b>Version:</b>              | <b>Originator:</b> | <b>Description:</b> |
| January 2024                               | 1.0                          | Compliance Officer | PAIA Manual         |
|  |                              |                    |                     |
|  |                              |                    |                     |

## **1. INTRODUCTION**

The Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) was enacted on 3 February 2000 and among other things;

- 1.1 Seeks to give effect to the Constitutional rights of access to information held by another person and that is required for the exercise or protection of any rights. If a public body is the requester, the public body must be acting in the public interest. If a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act provides that the information may or must not be released. Requests in terms of the Act must be made in accordance with the prescribed procedures, at the rates provided;
- 1.2 Sets out the requisite procedural issues relating to information requests, including the obligation to compile a PAIA Manual; and
- 1.3 Obliges both public and private bodies to compile a manual which sets out how a person may go about requesting certain personal information.

## **2. PURPOSE OF PAIA MANUAL**

The purpose of the PAIA Manual is useful for 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. DEFINITIONS, ACRONYMS AND ABBREVIATIONS**

3.1 **Consent:** means any voluntary, specific, and informed expression of will in terms of which permission is given for the processing of personal information.

3.2 **Data Subject** means the person to whom personal information relates.

3.3 **Head**, in relation to, a private body means:

- in the case of a natural person, that natural person or any person duly authorised by that natural person,
- in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership,
- in the case of a juristic person:
  - the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or
  - the person who is acting as such or any person duly authorised by such acting person.

3.4 **Information Regulator** means the Regulator established in terms of Section 39 of POPIA.

3.5 **Information Officer** means the Head of a private body.

3.6 **Deputy Information Officer** means the person to whom any power or duty conferred or imposed on an Information Officer by POPIA has been delegated.

3.6 **PAIA** means the Promotion of Access to Information Act 2 of 2000.

3.7 **POPIA** means the Promotion of Personal Information Act 4 of 2013.

3.8 **Person** means a natural person or a juristic person.

3.9 **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: 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.

3.10 **Processing** means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including 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.

3.11 **Private body** means:

- 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.

3.12 **Public body** means:

- any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- any other functionary or institution when:
  - exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
  - exercising a public power or performing a public function in terms of any legislation

3.13 **Requester** in relation to a private body, means any person, including, but not limited to public body or an official thereof, making a request for access to a record of the organisation or a person acting on behalf of such person.

3.14 **Personal Requester** means a Requester seeking access to a record containing personal information about the Requester.

3.15 **Request for access** means a request for access to a record of the organisation in terms of section 50 of PAIA.

3.16 **Record** means any recorded information regardless of the form or medium, in the possession or under the control of the organisation irrespective of whether or not it was created by the organisation.

3.17 **Special Personal Information:** the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject. The prohibition on processing special personal information does not apply if the processing is carried out with the consent of a data subject or if processing is necessary for the establishment, exercise or defence of a right or obligation in law or information has deliberately been made public by the data subject.

3.18 **Third Party** in relation to a request for access to a record held by the organisation, means any person other than the Requester.

#### **4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF ATLEHANG LIFE**

Any person who wishes to request any information from Atlehang Life (Pty)Ltd order to protect or exercise a right may contact the Information Officer and the Deputy Information officer.

##### **4.1 Information Officer**

Name: Lawrence Lehlohonolo Konyana

Tel: 0103126191

Email: [lawrence@atlehanglife.co.za](mailto:lawrence@atlehanglife.co.za)

##### **4.2 Deputy Information Officer as designated in terms of section 17 (1) of PAIA.**

Name: Awelani Segonyane

Tel: 0103126191

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

##### **4.3 Access to information general contacts**

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

##### **4.4 FSPs contact details**

Physical Address: 57 Western Service Road, Wendywood, Sandton

Telephone: 0103126191

Email: [letstalk@atlehanglife.co.za](mailto:letstalk@atlehanglife.co.za)

Website: [www.atlehanglife.co.za](http://www.atlehanglife.co.za)

In order to assist those who are not familiar with the PAIA, a guide that contains information to assist the requester in understanding his or her rights under PAIA ("Guide") is available in all the South African official languages. The 'guide is currently available on the following site:

<https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-GUIDE>

In case of any queries, or should you need a copy of the Guide, please contact the information regulator at

The Information Regulator(South Africa)

JD House,27 Stiemens Street,Braamfontein,Johannesburg,2001

P.O Box 31533, Braamfontein,Johannesburg,2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

## 5. Procedure for requests

### 5.1 Who may make a request

In terms of PAIA, the following persons may request access to records held by Atlehang Life -

5.1.1 A person requesting information about him/herself;

5.1.2. An agent requesting information on behalf of someone else;

5.1.3 A third party requesting information of someone else; or

5.1.4. A public body requesting information for the exercise or protection of its rights or in the interest of the public.

5.1.5 A request for access to a record of Atlehang Life must be made in the prescribed form (**Form 2**) to Atlehang Life at the address and e-mail address provided above. The form must be addressed to the Information Officer using the contact details described above. You can access this form from the Atlehang Life website.

### 5.2 The requester must when requesting information :

5.2.1 provide sufficient particulars to enable the Information Officer to identify the record/s requested and must contain the name and contact details of the requester;

5.2.2 indicate which form of access is required; specify a postal address or email address of the requester in South Africa;

5.2.3 indicate the right exercised or to be protected and why the record is required to protect or exercise the right;

5.2.4 where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and

5.2.5 if the request is made on behalf of a person, submit proof in the form of an affidavit or signed letter of consent, of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

5.3 Where a request for access has been received, the Information Officer and/or Deputy Information Officer will notify the Requester of receipt and the prescribed fee (if any) that is payable prior to processing the request. Please refer to **Form 3** for a full breakdown of fees payable. **Personal Requesters will not be charged a request fee.**

Except to the extent that the provisions regarding third party notification may apply, the Information Officer and/or Deputy Information Officer to whom the request is made, must as soon as reasonably possible, but in any event **within 30 days**, after the request has been received in the prescribed format:

- Decide in accordance with PAIA whether to grant the request, and
- Notify the Requester of the decision and, if the Requester stated that he or she wishes to be informed of the decision in any other manner, inform him or her in that manner, if it is reasonably possible.

5.4 If the **request for access is granted**, the notification must state:

- The access fee (and or deposit) (if any) to be paid upon access,
- The form in which access will be given, and
- That the Requester may lodge a complaint with the Information Regulator or an application with a court against the access fee (or deposit) to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or the application.

5.5 If the **request for access is refused**, the notice must:

- State adequate reasons for the refusal, including the relevant provision of PAIA that was relied on,
- Exclude, from any such reasons, any reference to the content of the records' and



- State that the Requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or the application.

5.6 Should all reasonable steps have been taken to find a record requested, and there are reasonable grounds for believing that the record:

- Is in the organisation/FSP's possession, but cannot be found, or
- Simply does not exist,

The Head of the organisation/FSP (Information Officer) must, by way of affidavit or affirmation, notify the Requester that it is not possible to provide access to that record. The affidavit or affirmation must provide full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communication with every person who conducted the search on behalf of the head / information officer.

## 6. Category of records maintained by Atlehang Life

Atlehang maintains the following category of records and related subject matter. The status of the record's availability, the purpose for processing and the relevant data subject category to who the record relates are as follows:

| Categories of Records  |                  |                       |              |
|--|------------------|-----------------------|--------------|
| 1. Records Publicly available (Published)  | Availability     | Purpose               | Data Subject |
| License & other Information as published by Regulators on websites and gazette                             | Freely Available | Public Information    | Organization |
| Public Product Information   | Freely Available | Public Information    | Organization |
| Public Corporate Records   | Freely Available | Public Information    | Organization |
| Media Releases   | Freely Available | Public Information    | Organization |
| Published Newsletters  | Freely Available | Public Information    | Organization |
| Magazine Articles  | Freely Available | Public Information    | Organization |
| <b>2. Company Records:</b>   |                  |                       |              |
| Documents of incorporation   | PAIA Request     | Statutory Requirement | Organization |
| Memorandum of Incorporation  | PAIA Request     | Statutory Requirement | Organization |
| Minutes of Board of Directors meetings   | PAIA Request     | Statutory Requirement | Organization |
| Records relating to the appointment of directors / auditor / secretary / public officer and other officers | PAIA Request     | Statutory Requirement | Organization |
| Share Register and other statutory registers   | PAIA Request     | Statutory Requirement | Organization |
| <b>3. Financial Records:</b>   |                  |                       |              |

|   |              |                       |                          |
|---|--------------|-----------------------|--------------------------|
| Annual Financial Statements   | PAIA Request | Internal Referencing  | Organization             |
| Tax Returns   | PAIA Request | Statutory Requirement | Organization             |
| Accounting Records (Management Accounts & Reports),                               | PAIA Request | Internal Referencing  | Organization             |
| Banking Record  | PAIA Request | Internal Referencing  | Organization             |
| Bank Statements   | PAIA Request | Internal Referencing  | Organization             |
| Electronic banking records  | PAIA Request | Internal Referencing  | Organization             |
| Asset Register  | PAIA Request | Internal Referencing  | Organization             |
| Invoices  | PAIA Request | Internal Referencing  | Organization             |
| Tax & Financial Records   | PAIA Request | Statutory Requirement | Organization             |
| Vouchers, Cash Books & Ledgers  | PAIA Request | Internal Referencing  | Organization             |
|   |              |                       |                          |
| <b>4. Human Resources Records:</b>  |              |                       |                          |
| PAYE Records  | PAIA Request | Statutory Requirement | Employees                |
| Records of payments made to SARS on behalf of employees                           | PAIA Request | Statutory Requirement | Employees                |
| <b>All other statutory compliances:</b>   |              |                       |                          |
| VAT   | PAIA Request | Statutory Requirement | Employees                |
| Skills Development Levies   | PAIA Request | Statutory Requirement | Employees                |
| UIF   | PAIA Request | Statutory Requirement | Employees                |
| Workmen's Compensation  | PAIA Request | Statutory Requirement | Employees                |
| Personnel Documents and Records (including personal information on all personnel) | PAIA Request | Internal Referencing  | Employees                |
| Employment contracts  | PAIA Request | Contractual Agreement | Employees                |
| Employment Applications   | PAIA Request | Internal Referencing  | Employees                |
| Employment Equity Plan (if applicable)  | PAIA Request | Statutory Requirement | Organization             |
| Disciplinary records  | PAIA Request | Statutory Requirement | Employees                |
| Salary records  | PAIA Request | Internal Referencing  | Employees                |
| Disciplinary code   | PAIA Request | Statutory Requirement | Organization             |
| Leave records   | PAIA Request | Internal Referencing  | Employees                |
| Training & Seta records   | PAIA Request | Internal Referencing  | Employees & Organization |
| Training Manuals  | PAIA Request | Internal Referencing  | Organization             |

|  |                  |                         |              |
|--|------------------|-------------------------|--------------|
| Pension Fund Records   | PAIA Request     | Internal Referencing    | Employees    |
| Medical Aid Records  | PAIA Request     | Internal Referencing    | Employees    |
| Employee Benefit Records   | PAIA Request     | Internal Referencing    | Employees    |
|  |                  |                         |              |
| <b>Categories of Records (Cont.)</b>   |                  |                         |              |
| <b>5. Client Documents and Records:</b>  |                  |                         |              |
| Client Database (Personal Information & Consent for Processing of Personal Information)  | PAIA Request     | Internal Referencing    | Customers    |
| Client Agreements  | PAIA Request     | Contractual Agreement   | Customers    |
| Client Files   | PAIA Request     | Internal Referencing    | Customers    |
| Client Instructions  | PAIA Request     | Internal Communications | Customers    |
| Client Correspondence  | PAIA Request     | External Communications | Customers    |
| Required Compliance Records such as Advice Records, Debit Order Mandates, Broker Appointment & Disclosure documents etc.             | PAIA Request     | Statutory Requirements  | Customers    |
|  |                  |                         |              |
| <b>6. Regulatory &amp; Administrative Records:</b>   |                  |                         |              |
| Permits, Licenses of Authorities   | Freely Available | Statutory Requirement   | Organization |
| Required Policies & Procedures such as a Conflict of Interest & Complaints Policy, a Disaster Recovery & Health and Safety Plan etc. | Freely Available | Statutory Requirement   | Organization |
| FICA Risk Management & Compliance Programme (RMCP)   | PAIA Request     | Statutory Requirement   | Organization |
| Internal Correspondence (Emails etc.)  | PAIA Request     | Internal Communications | Employees    |
| Insurance Policies held by the FSP.  | PAIA Request     | Risk Management         | Organization |
|  |                  |                         |              |
| <b>7. Marketing Records:</b>   |                  |                         |              |
| Marketing Information & Strategies   | PAIA Request     | Internal Referencing    | Organization |
| Product Brochures  | PAIA Request     | Internal Referencing    | Organization |
| Performance Records  | PAIA Request     | Internal Referencing    | Organization |
| Advertisements   | PAIA Request     | Internal Referencing    | Organization |
| Sales Records  | PAIA Request     | Internal Referencing    | Organization |

|   |              |                       |              |
|---|--------------|-----------------------|--------------|
|   |              |                       |              |
| <b>8. Third Party Records:</b>                |              |                       |              |
| Rental Agreements                             | PAIA Request | Contractual Agreement | Organization |
| Non- Disclosure Agreements                    | PAIA Request | Risk Management       | Organization |
| Letters of Intent                             | PAIA Request | Contractual Agreement | Organization |
| Product Providers & other Suppliers Contracts | PAIA Request | Contractual Agreement | Organization |

## 7. List of Applicable Legislation:

The FSP maintains statutory records and information in terms of the following legislation:

| <b>Statutory Records:</b>   | <b>Applicable – Yes or No:</b> |
|---|--------------------------------|
| Arbitration Act   | Yes                            |
| Broad-based Black Economic Empowerment Act                        | Yes                            |
| Basic Conditions of Employment Act                                | Yes                            |
| Companies or Close Corporation Act                                | Yes                            |
| Compensation of Occupational Injuries & Diseases Act              | Yes                            |
| Consumer Protection Act   | Yes                            |
| Copyright Act   | Yes                            |
| Electronic Communications and Transactions Act                    | Yes                            |
| Employment Equity Act   | Yes                            |
| Financial Advisory & Intermediary Services Act                    | Yes                            |
| Financial Intelligence Centre Act                                 | Yes                            |
| Friendly Societies Act  | Yes                            |
| Income Tax Act  | Yes                            |
| Income Tax Act  | Yes                            |
| Insolvency Act  | No                             |
| Labour Relations Act  | Yes                            |
| Long-term Insurance Act   | Yes                            |
| National Consumers Act  | Yes                            |
| Occupational Health and Safety Act                                | Yes                            |
| Prevention of Organized Crime Act                                 | Yes                            |
| Prevention and Combating of Corrupt Activities Act                | Yes                            |
| Promotion of Equality and Prevention of Unfair Discrimination Act | Yes                            |

|   |     |
|---|-----|
| Promotion of Access to Information Act  | Yes |
| Protection of Personal Information Act  | Yes |
| Protected Disclosures Act   | Yes |
| Protection of Constitutional Democracy against Terrorist and related Activities Act | Yes |
| Skills Development Act & Skills Development Levy Act                                | Yes |
| Unemployment Insurance Act & Unemployment Contributions Act                         | Yes |
| Value Added Tax Act   | Yes |

### **9. Planned transborder flow of Information**

Atlehang Life may disclose personal information it processes to any of its overseas third party service providers, with whom Atlehang engages in business or whose services or products Atlehang elects to use including cloud services hosted in international jurisdictions. Personal information may also be disclosed where Atlehang Life has a legal duty or legal right to do so. Atlehang Life will in this regard enter into written agreements to ensure that other parties comply with POPIA AD Atlehang Life confidentiality and privacy requirements.

### **10. General description of Information Security measures**

Atlehang Life employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorized destruction of personal information and unlawful access thereto or the processing of information.

These measures include and are not limited to;

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control
- Outsourced service providers who are contracted to implement security controls

### **11. Availability of the Manual**

This Manual may be obtained by the requester through the following manners:

- On the Atlehang Life website ([www.atlehanglife.co.za](http://www.atlehanglife.co.za))
- Through a submission of a written to the Information Regulator or the Deputy Information Regulator

### **11. Updating the Manual**

The Manual shall be reviewed and updated as and when changes in legislation occur.

# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

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

**TO:** The Information Officer

|  |
|--|
|  |
|  |
|  |
|  |

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

| PERSONAL INFORMATION  |           |  |                                 |
|---|-----------|--|---------------------------------|
| Full Names  |           |  |                                 |
| Identity Number   |           |  |                                 |
| Capacity in which request is made<br><i>(when made on behalf of another person)</i> |           |  |                                 |
| Postal Address  |           |  |                                 |
| Street Address  |           |  |                                 |
| E-mail Address  |           |  |                                 |
| Contact Numbers   | Tel. (B): |  | Facsimile: <input type="text"/> |
|   | Cellular: |  |                                 |
| Full names of person on whose behalf request is made<br><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>   |          |  |           |
| <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i> |          |  |           |
| Description of record or relevant part of the record:  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
| Reference number, if available   |          |  |           |
| Any further particulars of record  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
|  |          |  |           |
| <b>TYPE OF RECORD</b><br><i>(Mark the applicable box with an "X")</i>  |          |  |           |
| Record is in written or printed form   |          |  |           |
| Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>   |          |  |           |
| Record consists of recorded words or information which can be reproduced in sound  |          |  |           |
| Record is held on a computer or in an electronic, or machine-readable form   |          |  |           |

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

|  |  |
|--|--|
| Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i> |  |
| 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 record on flash drive <i>(including virtual images and soundtracks)</i>  |  |
| Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>   |  |
| Copy of record saved on cloud storage server   |  |

**MANNER OF ACCESS**  
*(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 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<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>  |  |

**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 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>FEEES</b> |  |
|--------------|--|
| a)           | <i>A request fee must be paid before the request will be considered.</i>   |
| b)           | <i>You will be notified of the amount of the access fee to be paid.</i>  |
| c)           | <i>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.</i> |
| d)           | <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>   |
| 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<br><i>(Please specify)</i> |
|----------------|-----------|---|
|                |           |   |

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

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

|  |  |
|--|--|
| Reference number:  |  |
| Request received by:<br><i>(State Rank, Name And Surname of Information Officer)</i> |  |
| Date received:   |  |
| Access fees:   |  |
| Deposit (if any):  |  |

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

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

Reference number: \_\_\_\_\_

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

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

**1. You requested:**

|   |  |
|---|--|
| Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B. |  |
|---|--|

**OR**

**2. You requested:**

|   |  |
|---|--|
| Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> ) |  |
| Written or printed transcription of virtual images ( <i>this includes photographs, slides, 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 drive ( <i>including virtual images and soundtracks</i> )   |  |
| Copy of record saved on cloud storage server  |  |

**3. To be submitted:**

|   |  |
|---|--|
| Postal services to postal address   |  |
| Postal services to street address   |  |
| Courier service to street address   |  |
| Facsimile of information in written or printed format ( <i>including transcriptions</i> )   |  |
| E-mail of information ( <i>including soundtracks if possible</i> )  |  |
| Cloud share/file transfer   |  |
| Preferred language:<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:

|  |
|--|
|  |
|--|

**4. Fees payable with regards to your request:**

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

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

Yes

No

| Hours of search | Amount of deposit<br>(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 Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
 Information officer