SMART OFFICE CONNEXION SOUTH AFRICA (PTY) LTD

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 AND IN TERMS OF THE REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

PAIA AND POPIA MANUAL

Registered Office Address: 820, 16th Road, Randjespark, Midrand, 1685

Phone numbers: 011 266 7000

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POPIA AND PAIA MANUAL

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1 INTERPRETATION

1.1 In this Document, unless the context indicates a contrary intention, the following words and expressions bear the meanings assigned to them –

1.1.1 **"DATA SUBJECT"** means the person to whom personal information relates;

1.1.2 **"COMPANY"** means Smart Office Connexion South Africa (Pty) Ltd;

1.1.3 **"MANUAL"** means this PAIA and POPIA document;

1.1.4 **"PAIA"** means Promotion of Access to Information Act, 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;

1.1.5 **"PERSON"** means a natural person or a juristic person; and

1.1.6 **"POPIA"** means the Promotion of Personal Information Act, 4 of 2013, as amended from time to time including the regulations promulgated in terms of the Act.

1.2 In this document-

1.2.1 reference to any one gender shall also include reference to the other gender; and

1.2.2 the singular includes the plural and vice versa.

2 INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000 ("PAIA") was enacted on 3 February 2000 and came into effect on 9 March 2001. PAIA gives third parties the right to access information held by private and public bodies. The Company is a private body. This Manual informs requestors of procedural and other requirements which a request must meet as prescribed by PAIA.

The right of access to information is enshrined in section 32 of the Constitution of the Republic of South Africa Act, 108 of 1996. The Company is committed to the observance of and compliance with the constitution and national legislation which endorses and gives effect to the constitution , the key principles of good corporate governance, transparency, and accountability.

Section 51 of PAIA obliges private bodies to compile a manual and stipulates the minimum requirements that the manual has to comply with. This manual constitutes the Company's PAIA manual. This manual is compiled in accordance with section 51 of PAIA as amended.

POPIA was enacted in November 2013 and most of its provisions came into operation on 1 July 2020 . POPIA gives effect to the constitutional right of privacy by safeguarding personal

information processed by the Company. POPIA promotes the protection of a Data Subject's personal information processed by private bodies, including certain conditions so as to establish minimum requirements for the processing of such information. POPIA amends certain provisions of PAIA, balancing the need for access to information and the need to ensure the protection of personal information.

This Manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

The Information Regulator is now responsible for regulating both the flow and protection of information in terms of PAIA and POPIA respectively. The Information Regulator is mandated with overseeing compliance.

3 ABOUT US AND OUR CONTACT DETAILS

The Company is a leading office automation company which distributes and sells office automation products, related products and solutions providing value added services in products and support to a vast number of clients in Africa and South Africa to small, medium and large enterprise markets as well as government and non-government bodies.

Name of private body	Smart Office Connexion South Africa (Pty) Ltd
Registered physical address	820, 16th Road, Randjespark, Midrand, 1685
Telephone number	011 266 7000
Email address	POPIA@soxsa.co.za
Fax Number	n/a
Postal address	P.O. Box 4189, Halfway House, 1685
Website	www.smartoffice.co.za
Name of head of private body	Benno Spitholt
Telephone number	011 266 7077
Email address	bennos@soxsa.co.za
Duly authorized Information Officer	Rod Ferreira
Telephone number	011 392 9279
Email address	rodf@soxsa.co.za
Duly authorized Deputy Information Officer1	Johann Bisschoff
Telephone number	011 266 7587
Email address	johannb@soxsa.co.za
Duly authorized Deputy Information Officer2	
Telephone number	
Email address	

4 SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

The South African Human Rights Commission ("SAHRC") is mandated under PAIA to promote the right of access to information, monitor the implementation of PAIA, make recommendations to strengthen PAIA and to report annually to Parliament. The SAHRC has compiled a guide that contains information which would be reasonably required of any person wishing to exercise any rights set out in the Act. The guide is available in all the counties' official languages and can be viewed at www.sahrc.org.za.

Any enquiries regarding the above guide and its contents should be directed to:

The South African Human Rights Commission

PAIA Unit (the Research and Documentation Department)

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 484-8300

Fax: +27 11 484-7146

Website: www.sahrc.org.za

Email: PAIA@sahrc.org.za

5. THE INFORMATION REGULATOR

If you believe that your request has not been dealt with adequately by the Company , if you wish to lodge a complaint against the Company or if you require the guide as referred to above, you can direct your complaint or enquiry to the information Regulator at:

The Information Regulator (South Africa)

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

P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone number: 010 023 5200, Fax number: 011 403 0625

Website: https://www.justice.gov/za/inforeg

Email: registration.IR@justice.gov.za

6. RECORDS HELD BY THE COMPANY

The Company holds information in terms of the following legislation, which includes, but is not limited to:

1. Atmospheric Pollution Prevention Act No. 45 of 1965
2. Basic Conditions of Employment Act No 75 of 1997
3. Broad-Based Economic Empowerment Act No 53 of 2003
4. Companies Act No. 61 of 1973
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 3 of 1994
8. Consumer Affairs (Unfair Business Practices Act), 71 of 1988
9. Consumer Protection Act No. 68 of 2008
10. Copyright Act No. 98 of 1978
11. Customs and Excise Amendment Act, 45 of 1995
12. Deeds Registries Act No. 47 of 1937;
13. Electronic Communications and Transactions Act No. 25 of 2002
14. Employment Equity Act No. 55 of 1998;
15. Financial Intelligence Centre Act No. 38 of 2001
16. Hazardous Substances Act No. 15 of 1973
17. Health Act No. 63 of 1977
18. Income Tax Act No. 58 of 1962
19. Insider Trading Act No. 135 of 1998
20. Labour Relations Act No. 66 of 1995
21. Medical Schemes Act No. 131 of 1998
22. National Credit Act No No.34 of 2005
23. National Environment Management Act No. 107 of 1998
24. Occupational Health and Safety Act No. 85 of 1993
25. Pension Funds Act No. 24 of 1956 Tax on Retirement Funds Act No. 38 of 1996
26. Prevention of Combating of Corrupt Activities Act No. 12 of 2004
27. Prevention of Organised Crime Act No. 121 of 1998
28. Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
29. Protected Disclosures Act No. 26 of 2000
30. Regulation of Interception of Communications and Provision of Communications Related Information Act No. 70 of 2002
31. Skills Development Act No. 97 of 1998
32. Skills Development Levies Act No. 9 of 1999
33. South African Revenue Services Act, 34 of 1997
34. Tobacco Products Control Act No. 83 of 1993
35. Trademarks Act No. 194 of 1993
36. Unemployment Insurance Contributions Act No. 4 of 2002
37. Unemployment Insurance Fund Act No. 63 of 2001
38. Value-Added Tax Act No. 89 of 1991

It may be necessary for the Company to comply with other legislation as a result of the products and services that it provides to customers or clients operating in different sectors of the economy.

7. RECORD CATEGORIES

Below is a description of the subjects on which the Company holds records and the relevant categories. Some of these records include records that may be used in the daily running of the business. Access requests to these records may not be granted.

Core Business Information and Companies Act Records	
Company Documents of Incorporation	Memorandum of Incorporation
Minutes of Meetings of the Board of Directors	Appointment of Directors, Auditors and Secretaries
Public Officer and other Prescribed Officers	Share Register and other Statutory Registers
Annual Reports	Strategic and Business Plans
Management Accounts	Services, Products and pricing
Records held in compliance to specific legislation, regulations and codes	
Finance, Accounting and Supply Chain	
Accounting Records, subledgers, General Ledgers and Trial Balances	Tax Records for the Company and employees
Annual Financial Statements	Remittance Advice
Bank Statements and Records	Asset Register
Payment file with Supporting Documents	Rental Agreements
Invoices	Service Level Agreements
Management Accounts and Records	Budgets
Insurance Policies	Tender documents
Financial Transactions	Purchase and Order Records
Audited Financial Statements	Contracts
Financial Policies and Procedures	Risk Management Records
Internal Audit Records	Statutory Returns Records
Income Tax records	
Statutory Records	Documents Issued to Employees for Income Tax
Payments to SARS on Behalf of Employees	Pay As You Earn (PAYE) Records
Human Resources	
Employment Contracts	Salary and Wage Records
Disciplinary and Incapacity Records	Pension and Provident Fund Records
Employment Equity Plans	Medical Aid Records and Life Cover

Disciplinary Code and Procedure	Leave Records
Training Records and Procedures	Policies, Notices, Codes and Procedures
Bank details , identity number, Address, tax number, phone number, information for EE reporting and next-of-kin details	Background Check (criminal records, employment checks) and recruitment documents
Legal and Regulatory Affairs	
Record of Litigation Matters	Road Accident Investigation Reports
Contract Records	
Standard Agreements	Supplier , Contractor and Customer Contracts
Sales	
Quotes	Pricing
Sales Forecasts	General Correspondence
Product Sales Records/ Statistics	Customer Complaints
Customer Information	Internal Sales Reports
Logistics	
Information Relating to Freight Agents	Inventory
Shipping Information	Delivery Plans
Policies and Procedures	General Correspondence
Customs Documentation	
Information Technology (IT)	
IT Policies and Procedures	Intellectual Property pertaining to Solutions and Products
Configuration Setups	User Certificates and Licences
System Performance Records	General Correspondence
Asset Registers - IT related hardware and software	User Awareness and Training
Security Certifications	Privacy Program
Project Plans	Investment Plans and Budgets
Marketing	
Statistical Information on the Market	Advertising, logos, templates and branding
Purchase Information	Historical Records

Information on Promotions, Products and Services	Strategic Marketing Campaign Documents
Environmental Health and Safety	
Environmental Assessments	Injury on Duty Reports
Internal Health and Safety Procedures	COVID 19 Equipment and Policy
Fire Control Systems	Machinery Tests Records
Contractor Agreements	CCTV Footage
Reference Materials	
Newsletters	Newspaper articles
Magazine articles	Journals

8. INFORMATION THAT IS AUTOMATICALLY AVAILABLE

The following categories are available on our website and need not be formally requested in terms of this Manual.

1. Marketing and promotional material
2. Newsletters and publications
3. Brochures
4. Press releases

9. INFORMATION AVAILABLE IN TERMS OF POPIA

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by the Company will depend on the nature of the data and the particular Data Subject. Generally, personal information is processed for purposes of on-boarding clients, customers, vendors, suppliers, contractors, employees, service or product delivery, records management, security, any other relevant administrative purposes in terms of any other law, code or standard and related matters. Please refer to the Company's Privacy Policy for further information.

Chapter 3 of POPIA provides for the minimum conditions for lawful processing of personal information by a responsible party. The responsible party cannot deviate from these conditions unless specific exclusions apply as set out in POPIA. The 8 conditions for lawful processing are:

1. Accountability: the responsible party must comply with POPIA.

2. Processing limitation: personal information must be collected directly from a Data Subject to the extent applicable, with the consent of the Data Subject and used for the purpose for which it was obtained.
3. Purpose specification: personal information must only be processed for the specific purpose for which it was obtained and must not be retained for longer than is needed to achieve such purpose.
4. Further processing limitation: this must be compatible with the initial purpose for which the information was collected.
5. Information quality: the personal information that is held must be accurate and updated regularly.
6. Openness: responsible parties must maintain information manuals of its processing operation and provide certain information to a Data Subject on request.
7. Security safeguards: responsible parties must apply appropriate, reasonable, technical and organisational steps envisaged by POPIA.
8. Data subject participation: Data Subjects have two core rights namely; the right to access to personal information and the right to correction thereof.

The Company uses the latest technology to ensure confidentiality, integrity and availability of personal information under its care. These measures include firewalls, encryption, virus protection, secure IT systems, strong passwords and secure backups.

The Company secures its data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorised access, disclosure, alteration and destruction.

10. CATEGORIES OF INFORMATION WE COLLECT

The Company may collect information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic persons. The Company uses personal information and where necessary special personal information under its care to render services and to sell its products according to contractual agreements, attend to its administration functions, comply with certain statutes, keep accounts of records and staff administration.

The Company may supply personal information to service providers who provide administrative assistance, storing of data, picking, packing and delivery of products.

DATA SUBJECT CATEGORY	PERSONAL INFORMATION PROCESSED
Natural Persons: clients and customers	Name, address, phone number, Identity number, contact details, tax related information, gender, nationality, and confidential correspondence.
Juristic Persons/Entities: clients and customers	Name, Registration number, contact persons, address and contact details, founding documents, tax related information, directors, beneficiaries,

	signatories and sureties.
Service Providers, Contractors and Suppliers	Names, contact details, address, financial information, registration number, founding documents, tax related information, directors, ultimate beneficial owners and contact persons
Employees	Name, identity number, contact details, age, ethnicity, education, language health and well -being, criminal behaviour, employment history, gender, pregnancy, sex, marital status and disability.

11. CATEGORIES OF DATA SUBJECTS

The Company holds information and records on the following categories of Data Subjects:

1. Clients and customers
2. Employees
3. Contractors
4. Suppliers
5. Any third party with whom we conduct business.

12. CATEGORIES OF REQUESTERS

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of PAIA. Requesters are referred to the Guide in terms of Section 10 which has been compiled by SAHRC. Records held by the Company may be accessed on request only once the requirements for access in terms of the Act and other applicable laws have been met. A requester can be a personal requestor who makes a request about records pertaining to himself.

Another type of requestor, (other than a personal requestor) ,is entitled to request access to information pertaining to third parties. The Company is not obliged to grant access prior to the requester fulfilling requirements for access in terms of PAIA and any other applicable law. The prescribed fee for reproduction of the information requested will be charged by the Company.

13. CATEGORIES OF RECIPIENTS TO WHOM PERSONAL INFORMATION MAY BE SUPLIED

Depending on the nature of the personal information, the Company may supply information or records to the following categories of recipients:

1. A court
2. Administrative or judicial forum
3. Arbitration forum, statutory commission
4. Ombudsman who requests discovery in term of applicable rules
5. Judicial commissions of enquiry
6. South African Revenue Services
7. A person who makes a successful application for access to information under PAIA or POPIA.

14. TRANSBORDER FLOWS OF PERSONAL INFORMATION

The Company may need to transfer a Data Subject's information to service providers in countries outside South Africa, these countries may not have data-protection laws which are similar to those of South Africa. Where this is done, the Company will do so in accordance with POPIA and other applicable laws. **OR**

The Company does not plan to transfer personal information across borders outside of South Africa but may however do so to secure or back up the data, or for operational or technical reasons. The nature of cloud computing means that some data may be transferred across South African borders. Where it is in within the Company's control it will transfer data to other countries who have similar privacy and data protection laws as our own.

15. REQUEST PROCEDURE FOR ACCESS TO RECORDS HELD BY THE COMPANY

A requester must comply with all the procedural requirements contained in PAIA relating to a request for access to a record. A requestor must complete the request form attached as Annexure A and submit it as well as the payment of a request fee ,if applicable to the information officer at the physical address or electronic mail address set out herein. The requester must provide enough information to at least enable the information officer to identify:

1. the record of records requested
2. the identity of the requester
3. what form of access is required
4. the address or email address of the requester.

The requester must state that he requires the information to exercise or protect a right , the nature of the right to be exercised or protected and provide an explanation as to why the requested record is required to exercise or protect that right.

The Company will process a request within 30 days unless the requestor has put forward special reasons which would enable the information officer to decide whether or not this time

period should be complied with. The 30-day period may be extended for a further period of not more than30 days if the request is for a large quantity of information or the request requires a search for information that has been backed up and stored offsite and the information cannot reasonably be obtained within the original 30 days period. The information officer will inform the requester in writing if an extension is necessary.

The requestor shall be informed in writing whether access has been granted or denied. Reasons may be given and the requestor may state the way it is required. If a request is made on behalf of another person the requestor must submit proof of the capacity in which the requestor is making the request to the satisfaction of the information officer.

A requestor may make the request orally due to illiteracy or disability.

Chapter 4 of PAIA applies when the information officer refuses access to a request. These grounds are;

1. mandatory protection of the privacy of a third party who is a natural person as well as a deceased person where such disclosure of personal information would be unreasonable;
2. mandatory protection of the commercial information of a third party if the disclosure would cause harm to the financial or commercial interests of a third party; and/or information disclosed in confidence by a third party to the company and such disclosure would put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
4. Mandatory protection of records that would be regarded as privileged in legal proceedings.
5. Mandatory protection of the safety of individuals and the protection of property.
6. Protection of the Company's commercial information which may include trade secrets, financial, commercial, scientific or technical information the disclosure of which could likely cause harm to the financial or commercial interests of the company; information which if disclosed could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; computer programs which are owned by the Company and which are protected by copyright and intellectual property laws.
7. Research information of a Company or third party if such disclosure would place the research or the researcher at a serious disadvantage.
8. Requests for records that are frivolous or vexatious or which involve an unreasonable diversion of resources.
9. Records that cannot be found or do not exist.

The Company does not have internal appeal procedures . As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the information officer.

In circumstances where a requester is dissatisfied with the information officer's refusal to disclose information may within 180 days of the decision, submit a complaint to the information regulator or apply to court for relief after exhausting the complaints procedures submitted to the information regulator.

A request fee, which is a standard fee and an access fee which must be calculated by considering reproduction costs, search and preparation time and costs, as well as postal costs where applicable. The requester will be notified by the information officer to pay the prescribed fee, if any, before further processing of the request can take place. If a search for the information is necessary and the preparation and disclosure of the information for disclosure requires more time than prescribed in the regulations for this purpose the information officer will notify the requester to pay a deposit if the request is granted.

The following are those exempted from paying access fees: i. A single person whose annual income does not exceedR14,712.00; or ii. Married persons or a person and his/her life partner whose annual income does not exceedR27,192.00

The information officer shall withhold information until the requester has paid the fee indicated . A requester whose request for access to information has been granted may pay an access fee for reproduction, search preparation and for any time in excess of the prescribed hours to prepare the information for disclosure including making arrangements to make it available in the request form. If a deposit has been paid in respect of a request for access, which is refused then the information officer shall repay the deposit to the requester.

16. REQUEST PROCESS IN TERMS OF POPIA

POPIA provides that a Data Subject may, upon proof of identity, request the Company to confirm, all the information it holds about the Data Subject and may request access to such information, including information about the identity of third parties who have or have had access to such information. POPIA provides that a Data Subject may object, at any time, to the processing of personal information on reasonable grounds relating to his particular situation, unless legislation provides for such processing.

A Data Subject may also request the Company to correct or delete personal information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the Data Subject that we are no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.

The forms are attached marked as Annexure B and C .

17. AVAILABILITY OF THIS MANUAL

This manual will be updated as required or when the relevant legislation changes. The latest copy of this manual will soon be available on the public facing SOX SA website www.smartoffice.co.za . Alternatively, this manual can be requested from the information officer. For the latest version please consult our website.

ANNEXURE "A"

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

Section 53(1) of the Promotion of Access to Information Act, 2000

(Act No, 2 of 2000)

Regulation 10

A. Particulars of Private Body

Head / Designated Person:

Telephone:

Cell:

Fax:

E-mail:

B. Particulars of person requesting access to the record

(a)	*The particulars of the person who requests access to the record must be given below.*
(b)	*The address and / or fax number in the Republic of South Africa to which the information is to be sent must be given.*
(c)	*Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____
Identity number: _____
Postal Address: _____
_____
Fax Number: _____
Telephone number: _____
E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

_____

C. Particulars of person on whose behalf request is made

This section must ONLY be completed if a request for information is made on behalf of another person.

Full names and surname: _____
Identity number: _____

D. Particulars of record

(a)	*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.*
(b)	*If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*
	***The requester must sign all the additional folios**.*

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

(a)	*A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid*
(b)	*You will be notified of the amount required to be paid as the request fee.*
(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 for exemption from payment of fees: _____

_____

F Form of access to record

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required: _____

***NOTES**:*

(a) Compliance with your request in the specified form may depend on the form in which the record is available

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested

1. If the record is in written or printed form:

Copy of record*	
Inspection of record	

2. If the record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images	
Copy of the images*	
Transcription of the images*	

3. If record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack (audio cassette)	
Transcription of soundtrack* (written or printed document)	

4. If record is held on computer or in an electronic or machine-readable form:

Printed copy of record	
Printed copy of information derived from the record*	
Copy in computer readable form* (stiffy or compact disc)	

* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? **Postage is payable**

YES	NO

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate folio and attach it to this form. ***The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected: _____

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

_____

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS.

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

_____

Signed at _____ this the___ day of _____ 20____.

WITNESS:

1._____

2._____

SIGNATURE OFREQUESTER/PERSON ON WHOSE BEHALF REQUEST ISMADE

_____

CHARGE SHEET FOR ACCESS TO INFORMATION ACT 2 OF 2000 REQUESTS

REQUESTERS DETAILS:	**PREPARED BY:**
Name:	Name:
Address:	Date:
	Signature:
Ref. No.	Approve

ACCESS FESS FOR REPRODUCTION

1.	For every photocopy of an A4-size page or part thereof	R 1.10
2.	For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
3.	For a copy in a computer-readable form on stiffy disc	R 7.50
4.	For a copy in a computer-readable form on compact disc	R 70.00
5.	For a transcription of visual images for an A4-size page or part thereof	R 40.00
6.	For a copy of visual images	R 60.00
7.	For a transcription of an audio record for an A4-size page or part thereof	R 20.00
8.	For a copy of an audio record	R 30.00
9.	**ACCESS FEE FOR TIME SPENT** - The time reasonably spent required to search for the record for disclosure and preparation	R 30.00 /hr or part thereof
10	**REQUEST FEE -** For a request for access to a record by a person other than a personal request	R 50.00

DEPOSIT		
1.	One third of the access fee is payable as a deposit by the requester	
2.	Six hours as the hours to be exceeded before a deposit is payable	
POSTAL FEE		
1.	When a copy of a record must be posted to the requester (the actual cost thereof)	
		R 500.00
VAT		
1.	Private bodies registered under the Value Added Tax Act 1991, may add VAT to all the above-mentioned fees.	
	TOTAL	

ANNEXURE B

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT 4 OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]

Note:
1 Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3 Complete as is applicable.

A	**DETAILS OF DATA SUBJECT**
Name(s) and surname/registered name of data subject:	
Unique Identifier/Identity Number	
Residential, postal or business address:	.....
	.....
	.....
	Code ( )
Contact number(s):	

Fax number/E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name(s) and surname/Registered name of responsible party:	
Residential, postal or	.....
business address:	.....
	.....
	.....
	Code ( )
Contact number(s):	
Fax number/E-mail address:	
C	**REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)*(d)* to *(f)*** *(Please provide detailed reasons for the objection)*
.....	
.....	
.....	
.....	
.....	
.....	
.....	

.....
.....
.....
.....
.....
.....

Signed at ..... this..... day of ..... 20 .....

.....
Signature of data subject/designated person

ANNEXURE C

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 4 OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]

Note:	
1 Affidavits or other documentary evidence as applicable in support of the request may be attached.	
2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.	
3 Complete as is applicable.	
Mark the appropriate box with an 'x'.	
Request for:	
☐	Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
☐	Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.
A	**DETAILS OF THE DATA SUBJECT**
Name(s) and surname/registered name of data subject:	

Unique identifier/Identity Number:	
	.....
Residential, postal or	.....
business address:	.....
	Code ( )
Contact number(s):	
Fax number/E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name(s) and surname/registered name of responsible party:	
	.....
Residential, postal or	.....
business address:	.....
	Code ( )
Contact number(s):	
Fax number/E-mail address:	
C	**INFORMATION TO BE**

	CORRECTED/DELETED/DESTRUCTED/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 REASONS FOR *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)*
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.....	
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.....	
Signed at ..... this..... day of 20	

Signature of data subject/designated person