



Sbv Services (PTY) LTD PAIA and POPI Information Manual

This is a Manual as prescribed by:

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA); and
The Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPI)

This is a manual as prescribed by the Act and will be lodged with the South African Human Rights Commission. As it is not a policy it is not in the standard format.

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1. PURPOSE OF THE MANUAL

This Manual:

- 1.1 for the purposes of PAIA, details the procedure to be followed by a REQUESTER and the manner in which a Request for Access will be facilitated; and
- 1.2 for the purposes of POPIA, amongst other things, details the purpose for which Personal Information may be processed; a description of the categories of Data Subjects for whom the Company Processes Personal Information as well as the categories of Personal Information relating to such Data Subjects; and the recipients to whom Personal Information may be supplied.

2. COMPANY INFORMATION

NAME	SBV SERVICES (PTY) LTD
GROUP CHIEF EXECUTIVE OFFICER	MARK BARRETT
POSTAL ADDRESS	PN SUITE 48, PRIVATE BAG X1, MELROSE ARCH 2076
STREET ADDRESS	SBV HOUSE, CNR 11TH AVENUE & 8TH STREET, HOUGHTON, JHB
PHONE NUMBER	+27 011 283 2000
FAX NUMBER	+27 011 283 2201
EMAIL	supportoffice@sbv.co.za
INFORMATION OFFICER	VASAN NAIDU HEAD: IT SECURITY AND DATA PRIVACY
WEBSITE	www.sbv.co.za

3. DEFINITIONS AND INTERPRETATION

In this Manual, the following words and expressions have the following meanings:

- 3.1 Company means SBV Services (Pty) Ltd (registration number 1986/003865/07), a company duly registered and incorporated with limited liability in accordance with the company laws of the Republic of South Africa and having its principal place of business situated at SBV House, Cnr 11th Avenue & 8th Street, Houghton, Johannesburg, Republic of South Africa;
- 3.2 Conditions for Lawful Processing means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;
- 3.3 Constitution means the Constitution of the Republic of South Africa, 1996;
- 3.4 Customer refers to any natural or juristic person that received or receives services from the Company;
- 3.5 Data Subject has the meaning ascribed thereto in section 1 of POPIA;
- 3.6 Head of the Company means the "head" as defined in section 1 of PAIA and referred to in clause 4;
- 3.7 Information Officer means the SBV Information Officer as appointed by the SBV Chief Executive Officer as referred to in clause 4;
- 3.8 Manual means this manual prepared in accordance with section 51 of PAIA and regulation 4(1) (d) of the POPIA Regulations;
- 3.9 PAIA means the Promotion of Access to Information Act, 2000;
- 3.10 Personal Information has the meaning ascribed thereto in section 1 of POPIA;
- 3.11 Personnel refers to any person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;
- 3.12 POPIA means the Protection of Personal Information Act, 2013;
- 3.13 POPIA Regulations mean the regulations promulgated in terms of section 112(2) of POPIA;
- 3.14 Private Body has the meaning ascribed thereto in sections 1 of both PAIA and POPIA;
- 3.15 Processing has the meaning ascribed thereto in section 1 of POPIA;
- 3.16 Responsible Party has the meaning ascribed thereto in section 1 of POPIA;
- 3.17 Record has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information;
- 3.18 Requester has the meaning ascribed thereto in section 1 of PAIA;
- 3.19 Request for Access has the meaning ascribed thereto in section 1 of PAIA; and
- 3.20 SAHRC means the South African Human Rights Commission.

Capitalised terms used in this Manual have the meanings ascribed thereto in section 1 of POPIA and PAIA as the context specifically requires, unless otherwise defined herein.

4. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

- 4.1 The SAHRC has compiled a guide, as contemplated in section 10 of the South African Human Rights Commission Act, 2013 ("the Act") containing information to assist any person who wishes to exercise any right as contemplated in the Act.
- 4.2 This guide is available from the SAHRC at:

POSTAL ADDRESS	Private Bag 2700 Houghton 2041
WEBSITE	www.sahrc.org.za
TELEPHONE NUMBER	011 877 3600
FAX NUMBER	011 403 0684

5. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

5.1 Schedule of Records

The Schedule of Records as contained in Annexure 1 of this Manual details the Records that are held and/or Processed by the Company for the purposes of PAIA and POPIA respectively. Such Access to such Records may not be granted if they are subject to the grounds of refusal which are specified in clause 7 below.

5.2 List of applicable legislation

The Company retains records which are required in terms of legislation other than PAIA. Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Legislation that may be consulted to establish whether the REQUESTER has a right of access to a record other than in terms of the procedure set out in the PAIA are set out in Annexure 2.

6. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA

The following are the grounds on which the Company may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

- 6.1 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;
- 6.2 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
- 6.3 Information disclosed in confidence by a third party to the Company, 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;
- 6.4 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 6.5 Mandatory protection of the safety of individuals and the protection of property;
- 6.6 Mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 6.7 Protection of the commercial information of the Company, 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 the Company;
 - (3) information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
 - (4) computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;
 - (5) research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
 - (6) requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

7. INFORMATION OR RECORDS NOT FOUND

If the Company cannot find the records that the requester is looking for despite reasonable and diligent searches being conducted and it believes either that the records are lost or that the records are in its possession but unattainable, the Requester will receive a notice in this regard from the Information Officer in the form of an affidavit setting out the measures taken to locate the document and accordingly the inability to locate the document.

8. REMEDIES AVAILABLE TO THE REQUESTER UPON REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA

- 8.1 The Company does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and Requesters will have to exercise such external remedies at their disposal if the Request for Access is refused.

8.2 In accordance with sections 56(3) (c) and 78 of PAIA, a Requester may apply to a court for relief within 180 (one hundred and eighty) days of notification of the decision for appropriate relief.

9. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA

- 9.1 A Requester must comply with all the procedural requirements as contained in section 53 of PAIA relating to a Request for Access to a Record.
- 9.2 A Requester must complete the prescribed Request for Access form attached as Annexure 3, and submit the completed Request for Access form as well as payment of a request fee (if applicable) and a deposit (if applicable), to the Information Officer at the postal or physical address, facsimile number or electronic mail address stated in clause 4 above.
- 9.3 The Request for Access form must be completed with enough detail so as to enable the Information Officer to identify the following:
- (1) the Record/s requested;
 - (2) the identity of the Requester;
 - (3) the form of access that is required, if the request is granted;
 - (4) the postal address or fax number of the Requester; and
 - (5) the right that the Requester is seeking to protect and an explanation as to why the Record is necessary to exercise or protect such a right.
- 9.4 If a Request for Access is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer.
- 9.5 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 9.6 The Company will voluntarily provide the requested Records to a Personal Requester (as defined in section 1 of PAIA). The prescribed fee for reproduction of the Record requested by a Personal Requester will be charged in accordance with section 54(6) of PAIA and paragraph 11 below.

10. FEES

- 10.1 When the Request for Access is received by the Information Officer, the Information Officer will by notice require the Requester, other than a Personal Requester, to pay the prescribed request fee (if any), before further processing of the Request for Access.
- 10.2 Prescribed request fees are set out in Annexure 4.
- 10.3 If the search for a Record requires more than the prescribed hours for this purpose, the Information Officer will notify the Requester to pay as a deposit, the prescribed portion of the access fee (being not more than one third) which would be payable if the Request for Access is granted.

- 10.4 The Information Officer will withhold a Record until the Requester has paid the fees set out in Appendix 4.
- 10.5 A Requester whose Request for Access to a Record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.
- 10.6 If a deposit has been paid in respect of a Request for Access which is refused, the Information Officer will repay the deposit to the Requester.

11. DECISION TO GRANT ACCESS TO RECORDS

- 11.1 The Company will decide whether to grant or decline the Request for Access within 30 (thirty) days of receipt of the Request for Access and must give notice to the Requester with reasons (if required) to that effect.
- 11.2 The period referred to above may be extended for a further period of not more than 30 (thirty) days if the Request for Access is for a large number of Records or the Request for Access requires a search for Records held at another office of the Company and the Records cannot reasonably be obtained within the original 30 (thirty) day period.
- 11.3 The Company will notify the Requester in writing should an extension of time as contemplated above be required.
- 11.4 If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and particulars so required.

12. AVAILABILITY OF THE MANUAL

- 12.1 This Manual is made available in terms of PAIA and section 4 of the Regulations to POPIA.
- 12.2 This Manual is also available at: <https://www.sbv.co.za>
- 12.3 This Manual is further available at the offices of SAHRC and at the offices of the Company for inspection during normal business hours. No fee will be levied for inspection as contemplated in this clause.
- 12.4 Copies of the Manual can be obtained from the Information Officer. A fee will be levied for copies of the manual in accordance with Annexure 4.

13. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY

- 13.1 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 13.2 The Company needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by the Company. The Company is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:
- (1) is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Company, in the form of privacy or data collection notices. The Company must also have a legal basis (for example, consent) to process Personal Information;
 - (2) is processed only for the purposes for which it was collected;
 - (3) will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
 - (4) is adequate, relevant and not excessive for the purposes for which it was collected;
 - (5) is accurate and kept up to date;
 - (6) will not be kept for longer than necessary;
 - (7) is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Company, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
 - (8) is processed in accordance with the rights of Data Subjects, where applicable.
- 13.3 Data Subjects have the right to:
- (1) be notified that their Personal Information is being collected by the Company. The Data Subject also has the right to be notified in the event of a data breach;
 - (2) know whether the Company holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
 - (3) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
 - (4) object to the Company's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the Company's record keeping requirements);
 - (5) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
 - (6) complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.
- 13.4 Purpose of the Processing of Personal Information by the Company. As outlined above, Personal Information may only be Processed for a specific purpose. The purposes for which the Company Processes or will Process Personal Information is set out in Part 1 of Annexure 5.

- 13.5 Categories of Data Subjects and Personal Information/special Personal Information relating thereto
As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Part 2 of Annexure 5 sets out the various categories of Data Subjects that the Company Processes Personal Information on and the types of Personal Information relating thereto.
- 13.6 Recipients of Personal Information Part 3 of Annexure 5 outlines the recipients to whom the Company may provide a Data Subjects Personal Information to.
- 13.7 Cross-border flows of Personal Information Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:
- (1) recipient country can offer such data an "adequate level" of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
 - (2) Data Subject consents to the transfer of their Personal Information; or
 - (3) transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
 - (4) transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
 - (5) the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent
- Part 4 of Annexure 5 sets out the cross-border transfers of Personal Information and the condition from above that applies thereto.
- 13.8 Description of information security measures to be implemented by the Company Part 5 of Annexure 5 sets out the types of security measures to be implemented by the Company in order to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Company may be conducted in order to ensure that the Personal Information that is processed by the Company is safeguarded and Processed in accordance with the Conditions for Lawful Processing.
- 13.9 Objection to the Processing of Personal Information by a Data Subject Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as Annexure 6 subject to exceptions contained in POPIA.
- 13.10 Request for correction or deletion of Personal Information Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/ deleted in the prescribed form attached as Annexure 7 to this Manual.

Description of the subjects on which the Company holds records, and the categories of records held on each subject. Each of these records are available on request in terms of PAIA

Client Services Records	Corporate Governance
Client correspondence	Board meeting minutes
Client contracts	Executive committee meeting minute
Proposal and tender documents	Legal Correspondence
Client fee files	Corporate social investment records
Legal documentation	Legal compliance records
Standard terms and conditions of supply of services	Legal contracts & records of litigations / disputes
Client fee files	Patent Registrations & Documents
Finance and Administration	Human Capital
Accounting records	Career development records
Agreements; Banking records	Personnel information;
Remittances & Invoices and statement	Employment equity reports
Annual financial statements	General terms of employment;
Purchase order	Letters of employment
Tax records and return	Leave records
Annual financial statements	PAYE records and returns;
Remittances;	Performance management records;

Invoices and statements	Assessments; Policies and procedures
Tax records and returns;	Learning & Education
Annual financial statements	Training agreement, records, statistics & learnership programmes
Information Management and Technology	Marketing and Communication
Agreements	Proposal documents
Information policies	Marketing strategies
Communication platforms management information	Communication strategies
Communication equipment registers	Brand information management
Equipment register	New business development
Standards, procedures and guidelines	Agreements
Cellular phone registration documents	Marketing publications and brochures
Equipment register	Procurement agreements and documentation
Operations	Secretarial Services
Access control records	Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business
Agreements	Corporate structure documents
Archival administration documentation	Shareholder agreements & and other statutory registers
Communication strategies	Resolutions passed (Special / General)
General correspondence	Records relating to the appointment of directors / auditor / secretary / public officer and other officers
Patents and Trademark documents	Share registers;
Service level agreements	Minutes of Board of Directors Meetings
Standard trading terms and conditions of supply of services	Memoranda and Articles of Association

Travel documentation	Records relating to the appointment of directors / auditor / secretary / public officer and other officers
Vehicle registration documents	
Insurance documentation;	
Firearm Registrations, licences and permits	

LIST OF APPLICABLE LEGISLATION **ANNEXURE 2**

Description of the legislation on which the Company holds records other than in terms of the prescribed term described in Annexure 1
• Administration of Adjudication of Road Traffic Offences Act 46 of 1998
• Auditing Profession Act, No 26 of 2005
• Basic Conditions of Employment Act 75 of 1997
• Bills of Exchange Act 34 of 1964
• Broad-Based Black Economic Empowerment Act 53 of 2003
• Companies Act 71 of 2008
• Compensation for Occupational Injuries and Diseases Act 130 of 1993
• Competition Act 89 of 1998
• Constitution of South Africa Act 108 of 1996
• Consumer Protection Act 68 of 2009
• Copyright Act 98 of 1987
• Criminal Procedure Act 51 of 1977
• Currency & Exchanges Act 9 of 1933
• Customs and Excise Act 91 of 1964



- Electronic Communications and Transactions Act 2 of 2000
- Employment Equity Act 55 of 1998
- Environment Conservation Act 73 of 1989
- Financial Advisory & Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Firearms Control Act 60 of 2000
- Formalities In Respect of Leases of Land Act 18 of 1969
- Income Tax Act 58 of 1962
- Insolvency Act, No 24 of 1936
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Medical Schemes Act 131 of 1998
- National Building Regulations and Building Standards Act 103 of 1997
- National Credit Act 34 of 2005
- National Environmental Management Act 107 of 1998
- National Road Traffic Act 93 of 1996
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1987
- Pension Funds Act 24 of 1956
- Prescription Act 18 of 1943
- Prevention & Combating of Corrupt Activities Act 12 of 2004
- Prevention of Constitutional Democracy Against Terrorist & Related Activities Act 33 of 2004

- Prevention of Organised Crime Act 121 of 1998
- Private Security Industry Regulatory Authority Act 56 of 2002
- Private Security Industry Levies Act 23 of 2002
- Promotion of Access to Information Act 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Protected Disclosures Act 26 of 2000
- Protection of Personal Information Act, 4 of 2013
- Regulation of Interception of Communications and Provisions of Communication Act 12 of 2004
- Skills Development Act 97 of 1998
- Tax Administration Act, No 28 of 2011
- Transfer Duty Act, No. 40 of 1949
- Unemployment Insurance Act, No 63 of 2001
- Value Added Tax Act, No 89 of 1991

SBV Services (Pty) Ltd applied its best endeavours to list the applicable legislation relevant to the organisation. 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.

ACCESS REQUEST FORM**(Section 53(1) of the Promotion of Access to Information Act, 2000)**

[Regulation 10]

COMPLETION OF ACCESS REQUEST FORM

1. The Access Request Form must be completed.
2. Proof of identity is required to authenticate the identity of the requester. Attach a copy of the Requester's identification document.
3. Type or print in BLOCK LETTERS an answer to every question.
4. If a question does not apply, state "N/A".
5. When there is insufficient space on a printed form, additional information may be provided on an attached folio, and each answer on such folio must reflect the applicable title.

6. Particulars of Requester (if Private body – Complete in BLOCK LETTERS)

7. Request to be addressed to:
The Information Officer:
SBV Services (Pty) Ltd
SBV House, Cnr 11th & 8th Street
Houghton Estate
Johannesburg
Republic of South Africa
Postnet Suite 48,
Private bag x1
Melrose arch
2076
Email:popi@sbv.co.za

8. Particulars of Requester: (if Natural Person - Complete in BLOCK LETTERS)

- The particulars of the person who requests access to the record must be given below.
.....
- The address and/or fax number in the Republic to which the information is to be sent must be given.
.....
- 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 _____
 Email address _____
 Capacity in which request is made, when made on behalf of another person:

9. Particulars of Requester: (if Requester is a Legal Entity - Complete in BLOCK LETTERS)

- The particulars of the entity that requests access to the record must be given below.
.....
- The address and/or fax number in the Republic to which the information is to be sent.
.....
- Proof of the capacity in which the request is made, if applicable, must be attached.
.....

Full names and surname: _____
 Company Registration Number: _____
 Postal address: _____
 Fax number: _____
 Telephone number: _____
 Email address: _____
 Capacity in which request is made, when made on behalf of another person:

10. Particulars of Records:

- 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 folio and attach it to this form.
.....
- The requester must sign all the additional folios.
.....

Description of record or relevant part of the record:

Reference number of document , if available:

Any further particulars of record:

11. Fees

- A request for access to a record, other than a record containing personal information about yourself, will be processed only after a non-refundable request fee been paid.
.....
- 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.
.....
- You will be notified of the amount required to be paid as the access fee.
.....
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.
.....

12. Form of access to record

Mark the appropriate box with an X.

NOTES:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.
- 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*	copy of record*
-----------------	-----------------

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

view the images*	copy of the images*	transcription of the images*
------------------	---------------------	------------------------------

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

printed copy of record* (stiffy from record* or compact disc)	printed copy of copy in computer information derived readable form*	in computer information derived readable form* (stiffy from record* or compact disc)
---	---	--

13. In the event of disability

If you are prevented by a disability to read, view or listen 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:

14. 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:

.....

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

.....

15. 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.

.....

Information in electronic format Email address: _____

Information by post Postal address: _____

Signed At _____

On this _____ day of _____

Year _____

SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF THE REQUEST IS MADE

FEES

ANNEXURE 4

The Act provides for two types of fees:

A fee shall be calculated in accordance with the table in this Annexure by taking into account reproduction costs, search and preparation time and cost, as well as postal costs where applicable. When a request is received by the Information Officer, the Information Officer shall by notice require the Requester to pay the prescribed request fee (if any), before further processing of the request.

If a search for the record is necessary and the preparation of the record for disclosure requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted. The Information Officer shall withhold a record until the requester has paid the fee or fees as indicated.

The fees for reproduction are as follows:

		R
(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in a computer-readable form on -	
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	40,00

			R
	(ii)	For a copy of visual images	60,00
(e)	(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(ii)	For a copy of an audio record	30,00

INFORMATION IN TERMS OF THE POPI ACT **ANNEXURE 5**

**PART 1
PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA**

Purpose of the Processing of Personal Information	Type of Processing
1. To provide services to the Customer in accordance with terms agreed to by the Customer	Collection, recording, organiSation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
2. To undertake activities related to the provision of services and transactions, including	
2.1. To fulfil domestic legal, regulatory and compliance requirements and comply with any applicable agreements applicable to the Company	
2.2. To verify the identity of Customer representatives who contact the Company or may be contacted by the Company	
2.3. For risk assessment, information security management, statistical, trend analysis and planning purposes	
2.4. To monitor and record calls and electronic communications with the Customer for quality, training, investigation and fraud prevention purposes;	
2.5. To enforce or defend the Company's rights; and	
2.6. To manage the Company's relationship with the Customer.	
3. The purposes related to any authorised disclosure made in terms of agreement, law or regulation;	
4. Any additional purposes expressly authorised by the Customer; and	
5. Any additional purposes as may be notified to the Customer or Data Subjects in any notice provided by the Company	

**PART 2
CATEGORIES OF DATA SUBJECTS AND CATEGORIES OF PERSONAL INFORMATION
RELATING THERETO**

Purpose of the Processing of Personal Information	Type of Processing
Names; contact details; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender; confidential correspondence	Clients: Natural Persons
Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners	Clients – Juristic Persons / Entities
Names; contact details; physical and postal addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence	Clients – Entities
Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information	Service Providers and Contracted Service Providers
Gender, Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address; Contact details; Opinions, Criminal behaviour; Union representation; Names; contact details; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender.	Employees

**PART 3
CROSS BORDER TRANSFERS OF PERSONAL INFORMATION**

When making authorised disclosures or transfers of personal information in terms of section 72 of POPIA, Personal Data may be disclosed to recipients located in countries which do not offer a level of protection for those data as high as the level of protection as South Africa.

**PART 4
DESCRIPTION OF INFORMATION SECURITY MEASURES**

The Company undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The Company may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

The Company employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement security controls.

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

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:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF DATA RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
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 _____

On this _____ day of _____

Year _____

Signature of data subject/designated person

REQUEST TO CORRECT, DELETE OR DESTROY A RECORD

ANNEXURE 7

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 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.
4. 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

Request for:

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 DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF DATA RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
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)
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)



Signed At _____

On this _____ day of _____

Year _____

Signature of data subject/designated person
