

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

**START HAVING IMPACT FROM TODAY PROPRIETARY LIMITED TRADING AS
SHIFT / Registration Number: 2012/018754/07**

(“The Company”)

1. INTRODUCTION

Your privacy is very important to us and the Company is committed to protecting your right to privacy as well as your right to access any information that the Company has on you.

The Access to Information Manual ("Manual") is prepared in compliance with the Promotion of Access to Information Act 2 of 2000 ("PAIA") and the Protection of Personal Information Act 4 of 2013 ("POPIA"). It is intended to enable requesters to obtain records, to which they are entitled, in a quick, easy and accessible manner and give effect to the constitutional right of access to information

Section 32(1)(a) of the Constitution of the Republic of South Africa of 1996 (hereinafter referred to as 'the Constitution') provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights. PAIA gives effect to the right of access to information as provided for in section 32 of the Constitution, subject to justifiable limitations, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient, and good governance.

PAIA came into operation on 9 March 2001, except for sections 10, 14, 15 and 51, which came into operation on 15 February 2002. The Protection of Personal Information Act 4 of 2013 (hereinafter referred to as 'POPIA') was enacted to give effect to the Constitutional right to privacy and to promote the protection of personal information processed by public and privacy bodies. POPIA was signed into law on 19 November 2013 and is fully enforceable from 1 July 2021.

2. PURPOSE

The purpose of the PAIA is to foster a culture of transparency and accountability in both the public and private sectors by affording any person the right of access to information to enable them to exercise and protect all their rights to the full extent required.

Where such a request is made, the Company is obliged to give access to the requested information, except where the law expressly provides that the information must not be released.

It is important to note that PAIA recognises certain limitations to the right of access to information, which includes:

- Limitations aimed at the reasonable protection of the right to privacy;
- Commercial confidentiality; and
- Effective, efficient, and good governance.

The limitation should be in a manner that balances that right of access to information with any other rights.

The main objective of POPIA is to promote the protection of personal information processed by public and private bodies. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

This Manual serves as a guide on how a requester of information may request access to that information (record) held by the Company. The purpose of this Manual is to set out procedures to be followed and criteria that must be met for anyone (“the requester”) to request access to records in the possession or under the control of the Company.

This manual is made available for inspection, free of charge, at the physical address of the Company.

3. GLOSSARY OF ABBREVIATIONS AND DEFINITIONS

TERM	ACRONYM	DEFINITION
the Company		the Company means Start Having Impact From Today (Pty) Limited trading as SHIFT, a limited liability company with registration number 2012/018754/07 and having its address at Futurespace, Nicol on Main Office Park, 2 Bruton Road, Bryanston, Gauteng, 2191. Tel: 010 591 7770
Data Subject		Any natural (i.e. an individual) or juristic (e.g. a company or other legally recognized entity) person that receives products or services from the Company, or any other person as defined in POPIA.
Information Officer	IO	A person or persons Acting On Behalf Of The Company and who is responsible for

Deputy Information Officer	DIO	discharging the duties and responsibilities assigned to the Information Officer as prescribed in terms of PAIA and POPIA and includes a Deputy Information Officer as considered by these laws.
Employee		Includes all permanent staff members, temporary staff, and third-party contractors who work for the Company.
Requester		Any person making a request for access to a record that is under the control and custody of the Company.
Other Requester		Any requester other than a personal requester.
Personal Requester		A requester who is seeking to access a record containing personal information about themselves.
Third party		Any natural or juristic person other than the requester, or, such party acting on behalf of the requester, or the Company itself.

4. CONTACT DETAILS

Information Officer / Deputy Information Officer

Justin Blackbeard

Rute Perreira

Reshal Ramnarayan

Physical address:

Futurespace, Nicol on Main Office Park, 2 Bruton Road, Bryanston, Gauteng, 2191.

Postal Address:

Futurespace, Nicol on Main Office Park, 2 Bruton Road, Bryanston, Gauteng, 2191.

5. GENERAL INFORMATION

Name of private body: Start Having Impact From Today (Pty) Limited trading as SHIFT

Registration number: 2012/018754/07and

Website: www.shift.za.com

6. FURTHER GUIDANCE

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights, specifically around access to personal information rights as described in POPIA. If a public body lodges a request, the public body must be acting in the public interest. Requests in terms of PAIA or POPIA must 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 and may be amended from time to time. Requesters are referred to the guide in terms of Section 10, compiled by the South African Human Rights Commission (SAHRC), which will contain information for the purposes of exercising constitutional rights. The guide is available from the SAHRC.

For further information, either of these regulatory bodies may be contacted using the details below:

	SA HUMAN RIGHTS COMMISSION	THE INFORMATION REGULATOR (SA)
Address:	Braampark Forum 3 33 Hoofd Street Braamfontein Johannesburg 2017	27 Stiemens Street Braamfontein Johannesburg 2017
Phone number:	(011) 877 3600	Tel No. +27 10 023 5200 Cell No. +27 82 746 4173
Facsimile:	(086) 410 0149	n/a
Website:	http://www.sahrc.org.za/	https://justice.gov.za/inforeg/
Email:	inforeg@justice.gov.za	inforeg@justice.gov.za

7. REQUEST FOR INFORMATION

You may submit your request for information records to the IO and it is recommended that you read this manual first, before submitting any requests.

8. PRIVACY PRACTICES

8.1. the Company collects personal or other information to:

- 8.1.1. Meet our responsibilities to members, employers and other natural or juristic persons;
- 8.1.2. Follow your instructions;
- 8.1.3. Inform you of new services;
- 8.1.4. Make sure our business suits your needs.

8.2. Personal information may be received from or provided to:

- 8.2.1. any regulatory authority (like the Financial Sector Conduct Authority) and the regulators they appoint for the various financial sectors.
- 8.2.2. comply with any regulation passed under the relevant legislation, or any legal process.
- 8.2.3. protect and defend the Company's rights and property (including the Company's intellectual property).
- 8.2.4. protect public interest.
- 8.2.5. Third party service providers in order to uphold contractual obligations or to service Members.

8.3. Trans border information flows

the Company may share with or receive personal information from parties as set out above, where these parties reside outside of the Republic of South Africa. All operations are required to abide by the Company's policies, procedures and guidelines, regardless of legislative requirements for Information in these countries.

8.4. Employee personal information may be received from or provided to:

- 8.4.1. Pension / provident funds and/or their trustees
- 8.4.2. Medical aid funds
- 8.4.3. Recruitment companies
- 8.4.4. Credit bureaux
- 8.4.5. Payroll providers

8.5. Our security practices

- 8.5.1. We are committed and obliged to implement all reasonable controls to safeguard access to your personal information.
- 8.5.2. Where third parties are required to process your personal information in relation to the purposes set out in this manual and for other legal requirements, we ensure that they are contractually bound to apply the appropriate security practices.
- 8.5.3. All use of our website and transactions through it are protected by encryption (secret codes) in line with international standards.

9. TYPES OF RECORDS HELD BY THE COMPANY

the Company maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

9.1. Records held in accordance with other legislation

A requester may also request information that is available in terms of other legislation, and may request access to related information outside this process, such as:

- Constitution of the Republic of South Africa
- Pension Funds Act 24, 1956
- Basic Conditions of Employment Act 75 of 1997;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Competition Act 89 of 1998;
- Consumer Protection Act 68 of 2008;
- Employment Equity Act 55 of 1998;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Financial Sector Regulation 9 of 2017
- Income Tax Act 58 of 1962;
- Insurance Act 18 of 2017
- Long Term Insurance Act 52 of 1998;
- National Credit Act 34 of 2005.
- Occupational Health and Safety Act 85 of 1993;
- Short Term Insurance Act 53 of 1998;
- The Companies Act 71 of 2008;
- The Financial Advisory and Intermediary Services Act 37 of 2002;
- The Labour Relations Act 66 of 1995;
- The Medical Schemes Act 131 of 1998 (where it applies to the Administrator of Medical Schemes);
- Unemployment Insurance Act 63 of 2001;
- Value-added Tax Act 89 of 1991;
- Divorce Act 70 of 1979
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre 38 of 2001

The above is not an exhaustive list of statutes that may require The Company to keep records.

9.2. Company records

The following are records pertaining to the Company's own affairs:

- Finance and accounting records
- Human Resources;
- Strategy;
- Shareholders;
- Intermediaries;
- Operational records;
- Technology;
- Compliance and Risk;
- Subsidiary;
- Contractors; and
- Directors

9.3. Types of personal information held by the Company

CATEGORIES OF DATA SUBJECTS	CATEGORIES OF INFORMATION HELD
Directors	ID numbers, name, financial information as required for statutory reporting
Employees	Includes ID number, contact details, physical and postal address, date of birth, age, marital status, race, disability information, employment history, criminal / background checks, fingerprints, CVs, education history, banking details, income tax reference number, remuneration and benefit information (including medical aid, pension / provident fund information), details related to employee performance, disciplinary procedures. "Employee" refers to any person who works for or provides services to or on behalf of The Company and receives or is

	entitled to receive any remuneration and any other person who assists in carrying out or conducting any work or services for The Company. This includes, without limitation, heads of departments, managers, all permanent, temporary and part-time staff as well as contract workers.
Consultants / contractors	Dependent on the nature of the consultant or contractor, but may include any details under “Employees” or “Service Providers” categories.
Service Providers, including outsourced / hosted services, auditors	Includes company registration details, income tax and VAT registration details, BEE certificates, payment details including bank accounts, invoices, contractual agreements, addresses, contact details, any records a third party has provided to the Company; and Records generated by or within the Company pertaining to work or services, including transactional records

9.4. Other Parties

Records are kept in respect of other parties, including without limitation contractors, suppliers, departments, service providers. Alternatively, such other parties may possess records which can be said to belong to the Company. The following records fall under this category:

- 9.4.1. Employee, work or service related records which are held by another party as opposed to being held by the Company; and
- 9.4.2. Records held by the Company pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

9.5. Publicly available records

The records which are already publicly available without a request for access in terms of the Act being necessary:

9.5.1. Annual Financial statements; and

9.5.2. Interim audited report.

10. STEPS TO CONSIDER BEFORE SUBMITTING A REQUEST

The following steps must be considered before submitting a request:

10.1. Step 1:

Are you requesting your own information?

Data Subjects are allowed access to their own information without having to use the request for access to information procedures as set out in the Promotion of Access to Information Act, including, but not limited to:

- Account information
- Personal Records

Data Subjects should contact the relevant department to request access to their own information. Please note that there may be administration costs associated with retrieval of certain types of information records.

10.2. Step 2:

Are you entitled to use the Act to request access?

Please take note of section 7(1) of the Act which states:

“This Act does not apply to a record of a public body or a private body if:

(a) that record is requested for the purpose of criminal or civil proceedings;

(b) so requested after the commencement of such criminal or civil proceedings, as the case may be; and

(c) the production of or access to that record for the purpose referred to in paragraph (a) is provided for in any other law.”

If section 7(1) applies, you may not bring a request in terms of this Act. You must use the rules and procedures for discovery of information of the relevant legal forum and proceedings you are involved in. The Company reserves the right to claim all expenses and other damages incurred as a result of a requester submitting a request in contravention of section 7(1).

10.3. Step 3:

Does the information requested exist in the form of a record?

Please note that the Act only applies to records that are in existence at the time when The Company receives your request. The Act does not compel anyone to create a record which is not yet in existence at the time the request is made. For instance, the Act cannot be used to obtain reasons for a decision taken by The Company if such reasons are not in the form of a record.

10.4. Step 4:

Is the record in the possession or under the control or custody of the Company?

The Act provides that the record requested must be in possession or under the control of the Company. Therefore, even if a record was created by the Company or at some point in the Company's possession (but no longer in the Company's control at the time of your request), you must seek access to the record from the party under whose possession or control it is.

11. ACCESS TO RECORDS AND PROCEDURE RECORDS

Records held by the Company may be accessed by the Requester only once the prerequisite requirements for access have been met.

11.1. Who may request information?

Any person who requires information for the exercise or protection of any rights may request information from a private body. Section 50 of PAIA states that a Requester must be given access to any record of a private body if:

- that record is required for the exercise or protection of any rights,
- that person complies with the procedural requirements in PAIA relating to a request for access to that record, and
- access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4, Part 3 of PAIA.

11.2. Two types of requesters

Personal Requester

the Company will voluntarily provide the requested information or give access to any record about the Requester's personal information without the Requester having to pay an access fee. However, the prescribed fee for reproduction of the information requested will be charged.

Other Requester

This Requester (other than a Personal Requester) is entitled to request access to information on third party or parties. However, the Company is not obliged to voluntarily grant access, and such a request may be denied. The Requester must fulfil the prerequisite requirements for access in terms of PAIA and POPIA, including the payment of a request and access fee where applicable.

12. HOW TO SUBMIT REQUEST FOR ACCESS

Please consider the steps in paragraph 10 above before submitting your request. Once satisfied that none of the foregoing prohibitions apply to you, you may proceed to submit a request as follows:

12.1. Request form

The requester will be expected to complete the request form in Form 2, annexed to this Manual (the "Request Form"). You can send the completed request form as is or under cover of a separate letterhead or fax cover.

In the Request Form, you need to provide sufficient information to enable us to adequately identify:

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address, fax number or email address of the requester.

12.2. Request procedure

12.2.1. A requester requiring access to information held by the Company must complete the prescribed Form attached hereto.

12.2.2. Submit the completed form to the Information Officer at the postal or physical address, fax number or electronic mail address recorded in paragraph 4 of this manual and pay a request fee and a deposit, where so advised.

12.2.3. The prescribed form must be completed with enough particularity to at least enable the Information Officer to identify:

- 12.2.3.1. The record or records requested;
- 12.2.3.2. The identity number of the requester;
- 12.2.3.3. The form of access required, if the request is granted;
- 12.2.3.4. The e-mail, postal address, or fax number of the requester.

12.2.4. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

- 12.2.5. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 12.2.6. the Company will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods could not be complied with.
- 12.2.7. The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 12.2.8. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Information Officer.
- 12.2.9. Where applicable, the requester must pay the prescribed fee if applicable, before any further processing can take place.

12.3. Description of the right

Take care to adequately describe the right which you are seeking to protect or enforce by means of the records requested. Please note that the courts have indicated that access to the records must be “necessary” for the exercise or protection of the right so stated.

It is important to note that the Company may refuse you access to the records requested if the right is not clearly defined or where the right you claim to seek to exercise or protect does not qualify as a right as contemplated in the Act.

12.4. Representatives

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Company.

12.5. Illiteracy or disability

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

13. PRESCRIBED FEES

- 13.1. The prescribed fees, where applicable, as provided for in paragraph 13.5 below must be paid and proof of payment (e.g. copy of deposit slip) must be submitted following your request.

- 13.2. The requester will be notified where the Information Officer requires a deposit (calculated from the access fee).
- 13.3. You must submit proof of payment before your request can be processed.
- 13.4. If you qualify for exemption of the payment of any fee, please state the reason for exemption.
- 13.5. The Act provides for two types of fees, namely:
- A request fee, which will be a standard fee; and
 - An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 13.6. The requester, other than a personal requester, must pay the prescribed R50.00 (fifty rand) request fee, following submission of the request and provide a deposit slip as proof of payment which must follow the Request Form.
- 13.7. If the search for and preparation of the record (for disclosure), including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Company will request you to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 13.8. the Company may withhold a record until the requester has paid the prescribed fee.
- 13.9. A requester whose request has been granted must pay the applicable 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 the request form.
- 13.10. You may ask for a refund of the deposit if your request for access is refused.

14. CONSIDERING THE REQUEST

- 14.1. the Company will have deemed to have received your request when all of the requirements in respect of the Act have been met.
- 14.2. Subject to the provisions in the Act in respect of extension of time periods, the Company will process the request within 30 days, unless you have stated special reasons which would satisfy the Company that circumstances dictate that the above time periods not be complied with.
- 14.3. You will be informed in writing whether access has been granted or denied.
- 14.4. The main grounds for the Company to refuse a request for information relate to the:

- 14.4.1. mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 14.4.2. mandatory protection of the commercial information of a third party, if the record contains:
- 14.4.3. trade secrets of that third party;
- 14.4.4. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
- 14.4.5. information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 14.4.6. mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 14.4.7. mandatory protection of the safety of individuals and the protection of property;
- 14.4.8. mandatory protection of records which would be regarded as privileged in legal proceedings;
- 14.4.9. the commercial activities of the Company, which may include:
 - 14.4.9.1. trade secrets of the Company;
 - 14.4.9.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company; and
 - 14.4.9.3. information which, if disclosed could put the Company at a disadvantage in negotiations or be it commercial competition;
 - 14.4.9.4. a computer program which is owned by the Company, and which is protected by copyright; and
 - 14.4.9.5. the research information of the Company or a third party, if its disclosure would disclose the identity of the Company, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

15. DECISION

- 15.1. the Company will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The Information Officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Information Officer must notify the Requester by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the

record is later found, the Requester must be given access if the request would otherwise have been granted.

- 15.2. The 30-day period with which the Company has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information records, or the request requires a search for information held at another office of the Company and the information cannot reasonably be obtained within the original 30-day period. Should an extension be given, the Company will notify the Requester in writing and will also provide the procedure involved should the Requester wish to apply to court against the extension.

15.3. If a request is GRANTED:

15.3.1. The notification must state the applicable access fee required to be paid, together with the procedure to be followed should the Requester wish to apply to court against such fee, and the form in which access will be given.

15.3.2. If access is granted, access must be given in the form that is reasonably required by the Requester, or if the Requester has not identified a preference, in a form reasonably determined by the Information Officer.

15.4. If a request is DECLINED:

15.4.1. The notification must include adequate reasons for the decision, together with the relevant provisions of PAIA relied upon and provide the procedure to be followed should the Requester wish to apply to court against the decision. The Information Officer's failure to respond to the Requester within the 30-day period constitutes a deemed refusal of the request.

15.4.2. Section 59 of PAIA provides that the Information Officer may redact a record and grant access only to that portion which the law does not prohibit access to.

15.5. Grounds for Refusal

15.5.1. The main grounds for the Company to refuse a request for information relates to the:

15.5.1.1. Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person

15.5.1.2. Mandatory protection of the commercial information of a third party, if the record contains:

15.5.1.2.1. trade secrets of that third party

15.5.1.2.2. the disclosure of financial, commercial, scientific or technical information which could likely cause harm to the financial or commercial interests of that third party

- 15.5.1.2.3. information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition
- 15.5.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement
- 15.5.1.4. Mandatory protection of the safety of individuals and the protection of property
- 15.5.1.5. Mandatory protection of records which would be regarded as privileged in legal proceedings
- 15.5.1.6. The research information of The Company or a third party, if its disclosure would place the research at a serious disadvantage
- 15.5.1.7. The commercial activities of The Company, which may include, without limitation:
 - 15.5.1.7.1. trade secrets of The Company
 - 15.5.1.7.2. the disclosure of financial, commercial, scientific or technical information which could likely cause harm to the financial or commercial interests of The Company
 - 15.5.1.7.3. information which, if disclosed could put The Company at a disadvantage in negotiations or commercial competition
 - 15.5.1.7.4. a computer program which is owned by The Company, and which is protected by copyright
- 15.5.2. Requests for information that are clearly not legitimate, trivial, or nuisance, or which involve an unreasonable diversion of resources must be refused.
- 15.5.3. Notwithstanding the above, disclosure is mandatory where it would reveal a contravention of or failure to comply with the law, or imminent and serious public safety or environmental risk and the public.

16. REMEDIES AVAILABLE TO REFUSAL OF A REQUEST FOR INFORMATION

16.1. Internal remedies

the Company does not have internal appeal procedures. For this reason, 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 information is refused, and the Requester is not satisfied with the answer supplied by the Information Officer.

16.2. External remedies

A requester that is dissatisfied with the Information Officer's refusal to disclose information may, within 30 days of notification of the decision, apply to a court for relief. Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information may, within 30 days of notification of the decision, apply to a court for relief. For purposes of PAIA and POPIA, the courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

17. AVAILABILITY OF THE MANUAL

This manual will be available on the website of the Company at www.shift.za.com

Copies of this manual can also be freely obtained at the Company offices at.

MANUAL NAME	PAIA Manual
MANUAL OWNER	Information Officer
EFFECTIVE DATE	July 2023
LAST APPROVED DATE	July 2023
APPROVAL	Information Officer
LAST REVIEW DATE	October 2023
NEXT REVIEW DATE	October 2024

18. DISCLAIMER

This Manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requestors are advised to familiarise themselves with the provisions of PAIA and POPIA before making any requests to the Company in terms of these Acts. However, in terms of PAIA paragraph 19, and POPIA Regulations paragraphs 2 and 3, the Company will provide such assistance as is required in completing the necessary forms, by parties applying for access to information or personal information.

the Company makes no representation and gives no undertaking or warranty that the information in this Manual or any information provided by it to a requestor is complete or accurate, or that such information is fit for any purpose. All users of any such information use such information entirely at their own risk, and the Company will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this Manual or of any information provided by the Company or from any error therein.

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 (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <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			
TYPE OF RECORD <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 <i>(Mark the applicable box with an "X")</i>	
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 <i>(Mark the applicable box with an "X")</i>	
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 <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 <i>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.</i>	
Indicate which right is to be exercised or protected	

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

FEES	
a)	<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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

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

2. You requested:

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

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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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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	R60.00		
• If provided to the requestor			
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	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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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