



(Registration number: 2001/000705/08)

## **PROMOTION OF ACCESS TO INFORMATION MANUAL**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF  
ACCESS TO INFORMATION ACT 2 OF 2000 (AS AMENDED)**

Date of Revision: 13 November2024

## Table of Contents

1	INTRODUCTION AND PURPOSE .....	3
2	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RVHOA .....	4
3	INFORMATION REGULATOR GUIDE .....	4
4	CATEGORIES OF RECORDS OF RVHOA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS .....	5
5	DESCRIPTION OF THE RECORDS OF RVHOA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION .....	6
6	DESCRIPTION OF THE SUBJECTS ON WHICH RVHOA HOLDS RECORDS AND CATEGORIES OF RECORDS ON EACH SUBJECT .....	7
7	PROCESSING OF PERSONAL INFORMATION.....	8
8	RIGHT TO REFUSE ACCESS TO INFORMATION.....	12
9	PROCEDURE FOR REQUESTING RECORDS .....	13
10	AVAILABILITY OF THIS MANUAL .....	15
11	UPDATING OF THE MANUAL .....	15
	PRESCRIBED FORMS.....	16

## 1 INTRODUCTION AND PURPOSE

- 1.1 Raptor's View Home Owners' Association NPC (registration number 2001/000705/08) ("**RVHOA**") is a non-profit company in terms of section 1 of the Companies Act, 71 of 2008, which manages the residential wildlife estate known as Raptor's View Wildlife Estate in the collective interest of its members.
- 1.2 RVHOA has prepared this manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**") and to address requirements of the Protection of Personal Information Act 4 of 2013 ("**POPIA**"). PAIA seeks to give effect to the provisions of section 32 of the Constitution, which provides that everyone has the right of access to any information held by another person that is required for the exercise or protection of any rights. Where a request is made in terms of PAIA to a private body, it is required to disclose the information (a) if the requester is able to show that the record is required for the exercise or protection of any rights; and (b) there are no grounds of refusal in PAIA applicable.
- 1.3 The objectives of this manual are to:
  - 1.3.1 list the categories of records held by RVHOA which are available without a person having to submit a formal PAIA request;
  - 1.3.2 provide a sufficient understanding of how to make a request for access to a record of RVHOA by describing the subjects on which RVHOA holds records and the categories of records held on each subject;
  - 1.3.3 set out the categories of records of RVHOA which are available in accordance with any other legislation;
  - 1.3.4 provide the relevant contact details of the Information Officer and Deputy Information Officer of RVHOA;
  - 1.3.5 set out the purpose of processing of personal information by RVHOA and the description of the categories of data subjects and of the information relating thereto;
  - 1.3.6 set out the recipients or categories of recipients to whom the personal information may be supplied;
  - 1.3.7 inform persons that RVHOA does plan to transfer and process personal information outside of the Republic of South Africa and the categories of recipients to whom the personal information may be provided; and
  - 1.3.8 set out RVHOA's security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 2 KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RVHOA

### 2.1 Chief Information Officer

- 2.1.1 Name: Mr James Cary
- 2.1.2 Position: General Manager
- 2.1.3 Tel: 015 793 0267
- 2.1.4 E-mail: [generalmanager@raptorsviewhoa.co.za](mailto:generalmanager@raptorsviewhoa.co.za)

### 2.2 Deputy Information Officer

- 2.2.1 Name: Vanessa Berlein
- 2.2.2 Position: Administration Manager
- 2.2.3 Tel: 015 793 0267
- 2.2.4 E-mail: [admin@raptorsviewhoa.co.za](mailto:admin@raptorsviewhoa.co.za)

### 2.3 Head Office and Access to Information General Contact

- 2.3.1 Physical Address: Unit 14, Safari Junction  
Hoedspruit  
1380
- 2.3.2 Postal Address: PO Box 1502  
Hoedspruit  
1380
- 2.3.3 Telephone: 015 793 0267
- 2.3.4 Email: [admin@raptorsviewhoa.co.za](mailto:admin@raptorsviewhoa.co.za)
- 2.3.5 Website: [www.raptorsview.co.za](http://www.raptorsview.co.za)

## 3 INFORMATION REGULATOR GUIDE

- 3.1 The Information Regulator has compiled an official guide which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA ("**the Guide**"). Copies of the Guide are available in all official languages from the Information Regulator free of charge.
- 3.2 The Information Regulator's details are as follows:

- 3.2.1 Physical address: The Information Regulator (South Africa) JD House, 27 Stiemens Street, Braamfontein, 2001
- 3.2.2 Postal address: PO Box 31533, Braamfontein, 2017
- 3.2.3 Telephone number: +27 10 023 5207
- 3.2.4 Fax number: +27 11 403 0668
- 3.2.5 PAIA Complaints email: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)
- 3.2.6 POPIA Complaints email: [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)
- 3.2.7 General enquiries email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)
- 3.3 Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator, during normal working hours.
- 3.4 The Guide can also be obtained:
- 3.4.1 upon request to the Information Officer;
- 3.4.2 from the website of the Information Regulator, <https://inforegulator.org.za>.

#### 4 CATEGORIES OF RECORDS OF RVHOA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 4.1 Notice is hereby given of the following description of the categories of records of RVHOA that are voluntarily disclosed or automatically available without a person having to request access to them, the types of these records, and how they can be accessed. Certain of these records are only voluntarily disclosed or automatically available to members without request whilst other records are voluntarily disclosed or automatically available to all persons without request:

Category of Persons	Category of Records	Document Type	Available on Website	Available on e-mail Request (i.e. not formal PAIA Request)
All Persons	Rules	Residents Handbook Home Owners Rules Architectural Rules Contractors Rules and Registered Contractors Registered Estate Agents	X	

		Memorandum of Incorporation of RVHOA Privacy Policy Cookie Policy		
Members Only	AGM Documentation	AGM Packs 2016 - 2023 Financial statements 2016 - 2023 AGM Minutes 2016 - 2023		X
All Persons	Map Downloads & Suggestion Form	RV Map Aardvark Trail Zebra Trail Lion & Buffalo Trail Wildlife Checklist Suggestion Form	X	
All Persons	Newsletters	Newsletters 2017 - 2024 Bulletins 2017 - 2024 Updates 2017 – 2024 The Raptor Jan 2020 – Dec 2021	X	
All Persons	Galleries	Bird Gallery Butterfly Gallery Flora Gallery Wildlife Gallery Lifestyle Gallery Video Gallery	X	

4.2 The notice in clause 4.1 above shall be updated as soon as practically possible after any amendment to the description occurs and made available:

4.2.1 to the Information Regulator;

4.2.2 on the RVHOA website, [www.raptorsview.co.za](http://www.raptorsview.co.za); and

4.2.3 for inspection, at the registered head office of RVHOA during normal office hours.

## 5 DESCRIPTION OF THE RECORDS OF RVHOA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The following records are available in terms of other legislation in terms of section 51(b)(iii) of PAIA:

<b>Applicable Legislation</b>	<b>Category of Records</b>
Basic Conditions of Employment Act No. 75 of 1997	Working Hours Leave Entitlements Remuneration and Employment Contracts
Companies Act 71 of 2008	Memorandum of Incorporation of RVHOA Resolutions Minutes of members and directors meetings Register of members Directors' records
Employment Equity Act No. 55 of 1998	Employee Information Company Policies and Procedures of Employment Equity
Income Tax Act No. 58 of 1962	Employee Income Tax Information (Pay-As-You-Earn records)
Labour Relations Act 66 of 1995	Employee Information Employment Contracts Salary Information Company Policies and Procedures in Labour relations
Protection of Personal Information Act 4 of 2013	PAIA manual Privacy Policy Personal information of employees, clients, service providers, potential job candidates Delegation letter for Deputy Information Officer Certificates of Information Officers
Skills Development Act No. 97 of 1998	Employee information Employee training records
Unemployment Insurance Act No. 63 of 2001	Employee information Employee UIF records Proof of payment of UIF

## **6 DESCRIPTION OF THE SUBJECTS ON WHICH RVHOA HOLDS RECORDS AND CATEGORIES OF RECORDS ON EACH SUBJECT**

The subjects on which RVHOA holds records and the categories on each subject in terms of section 51(1)(e) of PAIA are listed below.

<b>Subjects on which RVHOA holds records</b>	<b>Categories of records</b>
Association records	Memorandum of incorporation Minutes and resolutions of Board Meetings Documentation relating to directors' appointments Asset register Insurance policies
Financial records	Annual financial statements as prepared by auditors Accounting documentation Bank statements and records Financial transactions (invoices and payments)
Personnel documents and records	Employee contracts and personal information Payroll information Leave records
Membership records	Register of current and past members Sale Agreements Levies paid Agenda's notices, minutes and resolutions of members meetings
Commercial contracts	Security Service Provider agreements
	Office equipment lease agreements
	Access control system agreements
Skills Development	Employee training records
Security records	CCTV and photographic images, biometric information

## 7 PROCESSING OF PERSONAL INFORMATION

### 7.1 Purpose of Processing Personal Information

RVHOA may collect and process the following information for the purposes described below:

#### 7.1.1 Identification information:

7.1.1.1 *Information:* such as your name, photograph, passport, national identification card or document, biometric information, gender, date of birth, vehicle



registration number, vehicle licence, driving licence, information regarding your employer;

7.1.1.2 *Purpose:* to verify your identity to enable you to enter the Estate, communicate with you, verify your authority to attend and vote at meetings of RVHOA, undertake adequate security and monitoring measures, comply with RVHOA's legal and contractual obligations, and otherwise for RVHOA's legitimate interests or those of a third party.

7.1.2 Contact information:

7.1.2.1 *Information:* such as your email address, telephone number, physical address, stand number;

7.1.2.2 *Purpose:* to contact you with information required by and/or relevant to you as a member / resident / service provider / supplier of RVHOA and/or its members, to keep you informed about our activities and updates, to respond to any queries and requests, to manage and resolve any breaches of rules, legal complaints or issues, to carry out planning activities, to comply with our legal and contractual obligations, and otherwise for our legitimate interests or those of a third party.

7.1.3 Contact and payment information and other information of suppliers / contractors / service providers:

7.1.3.1 *Information:* such as name, email address, telephone or cellphone numbers, physical and postal addresses, payment and bank details, access records such as SAPS clearances;

7.1.3.2 *Purpose:* to enable us to procure products and/or services for the running of the Estate, to keep you informed about our activities and updates, to respond to any queries and requests, to carry out research, to carry out planning activities, for other internal processes, to comply with our legal and contractual obligations, to give effect to security policies and procedures, and otherwise for our legitimate interests or those of a third party.

7.1.4 Contact and other information of our directors, employees (whether past or present) and prospective employees:

7.1.4.1 *Information:* contact details, employment history, references, vetting information, financial information including banking details, IT information and other information relating to employment (eg. leave; appraisals etc);

7.1.4.2 *Purpose:* to enable them to carry out their roles / duties, monitor performance and compliance with our policies / standards / procedures, provide training and benefits and to provide remuneration, to comply with our legal and contractual obligations, and otherwise for our legitimate interests or those of a third party.

## 7.1.5 Information obtained during entry, exit and whilst inside the Estate:

7.1.5.1 *Information:* such as CCTV images, photographs, contact details, incident reports, witness statements, access records such as joint and/or company owned stand forms, CIPC documents, relevant company registration documents, identity documents, SAPS clearances, tenant master forms and POPIA consent forms, and registration details.

7.1.5.2 *Purpose:* to give effect to security policies and procedures, to allow access to the Estate in line with security policies and procedures and to manage and resolve any breaches of rules and/or legal or commercial complaints or issues.

## 7.2 **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

RVHOA may collect and process the personal information of the following categories of data subjects:

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Members (natural persons), their family members, guests, tenants, service providers and employees  Members (juristic persons) and their directors or other representatives, shareholders or other beneficial interest holders, guests, tenants, service providers and employees	Name and surname, physical and postal addresses, telephone number, cellphone number, e-mail address, vehicle registration number, identity and/or passport number, bank details of members involved in property sales and/or where a refund is required.  Name and surname, physical and postal addresses, telephone number, cellphone number, e-mail address, vehicle registration number, company registration number, identity and/or passport number, bank details of members involved in property sales and/or where a refund is required.
Estate management and employees	Name and surname, address, qualifications, telephone number, e-mail address, identity and/or passport number, history of employment, references, vetting information, financial information including banking details, IT information and other information relating to employment bank details.
Service providers, suppliers and advisors	Name and surname, address, registration number, vat number, telephone number, e-mail address and bank details.
Directors	Name and surname, address, telephone number, e-mail address, identity number, references, vetting information, financial information including banking details, IT information and other information relating to employment.

Users of the RVHOA website and other social media platforms; and	Name and surname, address, telephone number and e-mail address.
Other persons who enter the estate or otherwise have dealings with the Estate	Name and surname, address, telephone number, e-mail address, vehicle registration, company registration number, identity number, CCTV images, photographs, contact details, incident reports, witness statements, car registration information, access records and vehicle registration details.

### 7.3 The recipients or categories of recipients to whom the personal information may be supplied

<b>Category of Personal Information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied.</b>
Name and surname, physical and postal addresses, telephone number, cellphone number, e-mail address, company registration number, identity and/or passport number, bank details of members involved in property sales and/or where a refund is required.	Auditors, legal and other professional advisers and consultants of the Estate or other third parties who help us administer the Estate, including the RVHOA Board, management and all committees of the RVHOA
Identity numbers, registration numbers and names, for criminal checks and PSIRA verification	South African Police Services, Private Security Industry Regulatory Authority and other regulatory, governmental or law enforcement authorities
Name and surname, address, telephone number, e-mail address, vehicle registration, company registration number, identity number, CCTV images, photographs, contact details, incident reports, witness statements, bank details of members involved in property sales and/or where a refund is required, access records and vehicle registration details.	Security service providers, information technology service providers and other service providers who help us run the Estate or otherwise manage or store the personal information
Qualifications, for qualification verifications	South African Qualifications Authority
Name and surname, address, telephone number, e-mail address, bank details of members involved in property sales and/or where a refund is required.	Financial institutions and transferring attorneys to process payments and for purposes of issuing clearance certificates
Name and surname, physical and postal addresses, telephone number, cellphone number, e-mail address, vehicle registration number, company registration number, identity and/or passport number.	Other third parties where disclosure is required by law or otherwise required for us to perform our obligations and provide our services.

Name and surname, physical and postal addresses, telephone number, cellphone number, e-mail address, vehicle registration number, company registration number, identity and/or passport number.	To any other person to which you consent to RVHOA making the disclosure.
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#### 7.4 **Planned transborder flows of personal information**

RVHOA may transfer data outside of South Africa in certain circumstances (e.g. to store data with third party cloud storage providers). RVHOA will only transfer personal information to other countries if required to perform our obligations or if required in the circumstances (e.g. where members of RVHOA do not reside in South Africa). In this case the RVHOA will only do so in accordance with POPIA and other relevant legislation, or if the data subject consents to the transfer of personal information to another country.

#### 7.5 **General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

RVHOA implements the following security safeguards to ensure the confidentiality and integrity and availability of your personal information in its possession, including but not limited to the following security measures:

- 7.5.1 limiting access to information to those persons who require access to the information on a need-to-know basis in accordance with the purpose for the processing of that information;
- 7.5.2 firewalls;
- 7.5.3 use of anti-virus protection software and anti-malware solutions;
- 7.5.4 logical and physical access control;
- 7.5.5 secure setup of hardware and software making up the IT infrastructure; and
- 7.5.6 Service Providers who process personal information on behalf of RVHOA are contracted to implement security controls.

### 8 **RIGHT TO REFUSE ACCESS TO INFORMATION**

8.1 It must be noted that the action of applying for access to information does not guarantee access thereto. Each application for access to information will be considered on its own merits.

8.2 RVHOA has the right to refuse access to records where:

- 8.2.1 the record would unreasonably disclose personal information about a natural person,

including a deceased individual (unless written permission for access is granted);

8.2.2 the record contains one of the following:

8.2.2.1 financial, commercial, scientific or technical information whereby the disclosure thereof could likely cause harm to the financial or commercial interests of a third party or RVHOA;

8.2.2.2 information about research by a third party or RVHOA which could put that third party or the entity at a disadvantage in a negotiation or prejudice him in competition, unless written consent is given;

8.2.2.3 access would put the entity in breach of a duty of confidence which we owe a third party unless that third party gives written consent for access to be granted;

8.2.2.4 access could be expected to endanger someone's life or physical safety, prejudice or impair the security of a building, structure, system, means of transport or other property;

8.2.2.5 the record is privileged from being produced as evidence in legal proceedings, unless the person protected has waived that protection;

8.2.2.6 if the request is for access to your personal information and you could not provide adequate proof of identity to RVHOA; and

8.2.2.7 requests for information that are frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## 9 PROCEDURE FOR REQUESTING RECORDS

### 9.1 Form of request

9.1.1 The requester is required to use the prescribed form annexed hereto as **Form 2** to submit a request for access to a record held by RVHOA. The request is required to be made to the address or e-mail address of the Information Officer or Deputy Information Officer of RVHOA and should be clearly addressed to the Information Officer.

9.1.2 The requester is required to provide sufficient particularity on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access to the record is required and if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

9.1.3 The requester is required to state the right that he or she is seeking to exercise or protect and provide a written explanation as to why the requested record is required for the exercise or protection of that right.

9.1.4 The requester will be informed whether or not the request has been granted in

accordance with **Form 3** annexed hereto.

9.1.5 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed **Form 1 (objection)** or **Form 2 (correction or deletion)**, annexed hereto.

## 9.2 Fees

9.2.1 The fee for a copy of this manual is R1.10 for every photocopy of an A4-size page or part thereof.

9.2.2 The request fee payable by a requester, other than a person seeking access to a record containing his or her personal information, is R50.00.

9.2.3 The access fees payable by a requester whose request for access to a record of RVHOA has been granted are as follows:

9.2.3.1	For every photocopy of an A4-size page or part thereof	R1.10
9.2.3.2	For every printed copy of an A4- size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
9.2.3.3	For a copy in a computer-readable form on:  (a) Flash drive • To be provided by requester  (b) Compact disc • If provided by requester • If provided to the requester	R40.00  R40.00 R60.00
9.2.3.4	For a transcription of visual images, for an A4-size page or part thereof	R40.00
9.2.3.5	For a copy of visual images	R60.00
9.2.3.6	For a transcription of an audio record, for an A4-size page or part thereof	R20.00
9.2.3.7	For a copy of an audio record  (a) Flash drive • To be provided by requester  (b) Compact disc • If provided by requester • If provided to the requester	R40.00  R40.00 R60.00
9.2.3.8	Postage, e-mail or any other electronic transfer	Actual costs

- 9.2.4 To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation.
- 9.2.5 For purposes of section 54(2) of PAIA, the following applies:
- 9.2.5.1 Six hours as the hours to be exceeded before a deposit is payable; and
- 9.2.5.2 One third of the access fee is payable as a deposit by the requester.
- 9.2.6 The actual postage is payable when a copy of a record must be posted to a requester.

### 9.3 **Applicable time-periods**

- 9.3.1 RVHOA will inform the requester its decision of whether to grant the request or not within 30 (thirty) days after receipt of the request.
- 9.3.2 If all reasonable steps have been taken to find a requested record requested and there are reasonable grounds for believing that the record cannot be found, or does not exist, the Information Officer of RVHOA will, by way of affidavit or affirmation, notify the requester that it is not possible to give access to that record.
- 9.3.3 The period provided in clause 9.3.1 above may be extended for a period of a further 30 (thirty) days should the request be for a large number of records or requires an extensive search through a number of records which would unreasonably affect the day to day workings of RVHOA.

## 10 **AVAILABILITY OF THIS MANUAL**

A copy of this manual is available:

- 10.1 on [www.raptorsview.co.za](http://www.raptorsview.co.za);
- 10.2 at the head office of RVHOA for public inspection during normal business hours;
- 10.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 10.4 to the Information Regulator upon request.

## 11 **UPDATING OF THE MANUAL**

The head of RVHOA will, on a regular basis, update this manual.

**PRESCRIBED FORMS**

**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:
	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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <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			

<b>FORM OF ACCESS</b> <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	

<b>MANNER OF ACCESS</b> <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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<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:	

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

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

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

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

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

**FORM 3  
OUTCOME OF REQUEST AND OF FEES PAYABLE**

[Regulation 8]

Note:

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

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

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

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

**1. You requested:**

Personal inspection of information at registered address of public/private body (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:

--

**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		
<b>TOTAL:</b>			

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

Yes  No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>
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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*

**FORM 1**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN  
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL  
INFORMATION ACT, 2013 (ACT NO.  
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL  
INFORMATION, 2017  
[Regulation 2(1)]**

*Note:*

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

Reference Number....

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name and surname of data subject:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name and surname of responsible party (if the responsible party is a natural):	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION</b> <i>(Please provide detailed reasons for the objection)</i>

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

.....  
*Signature of data subject (applicant)*

**FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

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

Note:

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

Reference Number....

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	
Surname:		
Full names:		
Identity number:		
Residential, postal or business address:		
	Code (    )	
Contact number(s):		
Fax number:		
E-mail address:		
B	DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural person):		
Residential, postal or business address:		
	Code (    )	
Contact number(s):		
Fax number:		
E-mail address:		



Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)</b>

\* Delete whichever is not applicable

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

.....  
*Signature of Data subject*