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VOLTEX (PTY) LIMITED

(Registration no. 1964/006740/07)
("VOLTEX")

This Manual is prepared in terms of Section 5 of the Promotion of Access to Information Act No 2 of 2000 ("PAIA") as amended by the Protection of Personal Information Act, No 4 of 2013 ("POPIA")

PAIA MANUAL

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1. AN INTRODUCTION TO PAIA

The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001.

PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights.

PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual must comply with.

Where a person is desirous of obtaining information from a private body, in terms of PAIA such request must be made in the format as prescribed and described under the private body's PAIA Manual, and following receipt of the request, such private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable.

2. OUR PAIA MANUAL

This Manual constitutes Voltex's PAIA manual.

This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

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

For purposes of this Manual, we refer to ourselves as "Voltex (Pty) Ltd", "we", "us" or "our".

We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA request must comply.

3. COMPANY OVERVIEW

We pride ourselves on being South Africa's leading electrical wholesaler and distributor for the finest electrical products and services. Founded in 1964 and still growing, our mission includes providing Southern Africa with the best electrical, cable and allied products available, both locally and internationally. We have trusted, expert advice and solutions and an extensive product inventory consisting of both well-known house brands and leading international brands.

Our extensive offering includes solutions to all things relating to power generation, power transmission, power distribution, renewable energy, commercial and industrial lighting and a wide variety of other highly specialised and specific products and services.

If you would like to find out more about us, including our main business activities, our company profiles for each of our division are available at:

Voltex Wholesale Division: www.voltex.co.za/about-us/

WACO: <https://www.wacoelec.co.za/about/>

Cabstrut: <http://www.cabstrut.co.za/company-overview.html>

4. MAIN SUBSIDIARIES AND ASSOCIATE COMPANIES

Voltex (Pty) Ltd has the following subsidiaries and associate entities.

The Voltex Wholesale Division consist of the following:

- Atlas Group Wholesaler
- Atlas Cables
- Voltex Alberton
- Voltex Atterbury
- Voltex Ballito
- Voltex Blackheath
- Voltex Brackenfell
- Voltex Bramley
- Voltex Bloemfontein
- Voltex Briardene
- Voltex Cape Town
- Voltex Centurion
- Voltex Durban
- Voltex East London
- Voltex Denver
- Voltex George
- Voltex Hoedspruit
- Voltex East Rand

- Voltex Kempton Park
- Voltex Kimberley
- Voltex Kathu
- Voltex Knysna
- Voltex Kuruman
- Voltex Klerksdorp
- Voltex Lydenburg
- Voltex Lephalale
- Voltex Midrand
- Voltex Montana
- Voltex Makhado
- Voltex Mthatha
- Voltex Mossel Bay
- Voltex Newcastle
- Voltex Overstrand
- Voltex Nelspruit
- Voltex Phalaborwa
- Voltex Pietermaritzburg
- Voltex Paarl
- Voltex Polokwane
- Voltex Port Elizabeth
- Voltex Potchefstroom
- Voltex Pinetown
- Voltex Pretoria
- Voltex Pretoria North
- Voltex (Litecor) Randburg
- Voltex Richards Bay
- Voltex (Keens) Rustenburg
- Voltex Strand
- Voltex Tzaneen
- Voltex Welkom
- Voltex Weltevreden
- Voltex West Rand
- Voltex Wetton
- Voltex Uppington
- Voltex West Coast
- Voltex Witbank
- Voltex Worcester
- Versalec Cables

The Cabstrut Division consist of the following:

- Bosal
- Cabmed
- Cabstrut
- Lighting Structures
- Voltex Smart Solutions
- Voltex Steel Processing
- VSP Vera Cruz

The WACO Division consist of the following:

- Waco Industries
- Waco-R

If you have a PAIA request you would like to submit to one of them, you should follow the procedures set out in this Manual, as it will also apply to them.

5. OUR BOARD OF DIRECTORS

Our directors are:

Khuphukile Ndebele (Chief Financial Officer)

Sibongile Thwala (Commercial Director)

Ahmed Baig (Director & Managing Director – Wholesale Division)

The Management Committee may change from time to time.

6. OUR CONTACT DETAILS

Our general contact details are as follows:

Postal Address: P.O. Box 4403, Johannesburg, 2000

Street Address: Freestone Office Park, Block 3, 135 Patricia Road, Sandown, 2031

Telephone contact number: (011) 879 2000

7. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

The details of our Information and Deputy Information Officer(s) are as follows:

Information Officer:

Name: Sandy McLeod
Address: Freestone Office Park, Block 3, 135 Patricia Road, Sandown, 2031
Telephone number: 0118792000 / 0118792044 / 0827886096
Email: smcleod@bidvestelectrical.co.za

Deputy Information Officer(s):

Name: Ahmed Baig
Address: 41 Potgieter Street, Alrode, Alberton, 1451
Telephone number: 0118645255 / 0836004474
Email: abaig@voltex.co.za
Responsible for Voltex Wholesale Division, Atlas Group and Versalec Cables

Deputy Information Officer(s):

Name: Werner Havenga
Address: 14 Union Street, Union Park, Alberton North, Alberton
Telephone number: 0116772500 / 0832284252
Email: werner@voltex.co.za
Responsible for WACO and WACO-R

Deputy Information Officer(s):

Name: Alastair Stride
Address: Cnr Union Street & Houtbaai Street, Alberton, 2012
Telephone number: 0116228633 / 0716047930
Email: alastair.stride@voltex.co.za
Responsible for Cabstrut, Cabmed, Lighting Structures, Voltex Smart Solutions, Volex Steel Processing, Bosal and VSP Vera Cruz.

9. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

The information available on our website, may be automatically accessed by you without having to go through the formal PAIA request process.

Voltex (Pty) Ltd is subject to many laws and regulations, some of which require us to keep certain records.

Voltex maintains Records on the categories and subject matters listed below.

Recording a subject matter or category does not imply that a Request for Access to such Record(s) will be granted. All Requests for Access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

Please note that many of the Records held by Voltex are those of third parties, such as customers and employees, and we take the protection of third-party confidential information seriously. Requests for Access to these Records will be considered carefully.

Statutory Company Information:

- Incorporation documents
- Memorandum of Incorporation
- Minutes books, Resolutions
- Records of all subsidiary companies
- Registers of directors and offices
- Statutory returns to relevant authorities
- Statutory Records
- Records relating to appointment of directors, auditors, public officer and other officers.

Financial and Accounting Records:

- Annual Financial Statements
- Accounting Records (inclusive of books of account)
- Administrative Records
- Banking Records
- Internal and external audit reports
- Rental Agreements
- Invoices and Credit Notes
- Supporting schedules and documentation to books of account
- Lease Agreements
- Asset Registers
- Sale Agreements
- Intellectual Property records

Tax Records:

- Custom and Excise Records
- Income Tax Returns and documentation
- PAYE Records
- Regional Services Council Records
- Skills Development Levies Records
- Stamp Duties Records
- UIF and Workmen's compensation
- Value Added Tax Records

Legal Records:

- Documentation pertaining to litigation or arbitration
- General agreements and contracts
- Licenses, permits and authorisations

Insurance Records:

- Claims Records
- Details of insurance coverage, limits, and insurers
- Insurance policies

Employee Records:

- Agreements with Trade Unions
- Arbitration Awards
- Attendance Registers
- Casual Employee Records
- CCMA Records
- Code of Conduct
- Company Tax submissions in respect of employees
- Confidentiality Agreements
- Disciplinary Records and internal evaluations
- Employee personal details
- Employment conditions and policies
- Employment contracts
- Employment equity plan
- Internal correspondence
- Internal Records, Policies and Procedures
- Leave Records
- Operating Manuals
- Medical Aid Records
- Personnel Records provided by personnel
- Records of strikes, lockouts, or protest action
- Restraint of trade agreements
- Retirement and Pension Fund Records
- Service Records
- Training Schedules and Material

Customer Records and Credit Services:

- Customer Contracts
- Credit Application Forms
- Customer Records
- Debtors with collection agents
- Records of customer details and payment performance listed with credit bureaus
- Sales Records
- Terms and Conditions of Sale
- Transaction Records

Supplier / Third Party Records

- Code of Conduct
- Supplier Contracts
- Terms and Conditions for dealing with Suppliers
- Transaction Records and supporting information

10. LIST OF APPLICABLE LEGISLATION

Where applicable to the business conducted by the divisions/branches in the Group, retain 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. The legislation 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 PAIA.

The following legislation is included, but is not an exhaustive list:

- Basic Conditions of Employment Act
- Occupational Health and Safety Act
- Consumer Protection Act
- Broad Based Black Economic Amendment Act
- Companies Act
- Patents Act
- Trademarks Act
- Labour Relations Act
- Employment Equity Act
- Financial Intelligence Centre Act
- IFRS
- Protection of Personal Information Act
- Promotion of Access to Information Act
- VAT Act
- Electronic Communications and Transactions Act
- Income Tax Act
- SABS standards
- JSE Regulations

If you believe that a right of access to a Record exists in terms of legislation other than that listed above, you are required to indicate what legislative right the Request for Access is based on, to allow the Information Officer the opportunity of considering the Request for Access in the light thereof.

12. INFORMATION RELATED TO POPIA

Introduction

The Protection of Personal Information Act, 4 of 2013 (POPIA), regulates and controls the Processing, including the collection, use, and transfer of personal information relating to indefinable, living, natural persons and juristic persons.

Personal information as defined in terms of POPIA includes, but not limited to, information as follows: Name, address, contact details, date of birth, place of birth, identity number, colour, ethnic or social origin, religion, identifying number, passport number, bank details, tax number, financial information, biometric information, personal opinions or views of a person, criminal history, membership of trade union, images by way of CCTV.

In terms of POPIA, a person (Responsible Party) has a legal duty to collect, use, transfer and destroy (process) another's (Data Subject) personal information (Personal Information) in a lawful, legitimate, and responsible manner and in accordance with the provisions and the 8 Processing conditions set out under POPIA.

How to request your personal information under POPIA

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA which process is outlined below.

If we provide you with your personal information, you have the right to request the correction, deletion, or destruction ("rectification") of your personal information, on the prescribed form. You may also object to the Processing of your personal information on the prescribed form.

The prescribed forms are attached to this Manual for your convenience.

Purpose of Processing personal information

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe upon the Data Subject's privacy.

The type of personal information that we process will depend on the purpose for which it is collected. We will disclose the reason the personal information is being collected and will process the personal information for that purpose only. This list is not exhaustive.

Description of categories of Data Subjects and personal information processed:

The Group holds information and Records relating to the following broad categories of data subjects or persons, this list is not exhaustive.

- Clients - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
- Clients – Juristic persons / 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; authorised signatories; beneficiaries; ultimate beneficial owners.

- Clients – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Contracted Service Providers: 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.
- Intermediary / Advisor: 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.
- Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff: gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.
- Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.
- Persons who interact with us physically or enter sites, offices, parking areas, manufacturing site, showroom and all facilities of the company or interact via websites; email; correspondence and who provide their personal information.

Categories of recipients for purposes of processing personal information

We may supply personal Information to these potential recipients:

- Management
- Employees and temporary employees; job applications; agents; bursary applicants; directors and learnerships
- Business partners
- Advertisers
- Customers and clients
- Medical Service Providers, insurance companies, pensions and provident funds, wellness or health provides, banks.
- Contractors, vendors, suppliers, service providers, operators
- Third party service providers
- Cyber third party service provides, Users, third parties with whom Voltex conducts business
- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies, public bodies who we engage with to discharge legal and public duties and obligations including SARS, National Treasury, Department of Labour and the financial sector conduct authorities.
- Courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules.
- Anyone making a successful Request for Access in terms of PAIA or POPIA

- Subject to the provisions of POPIA and other relevant legislation, Voltex may share information about a customer's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which Voltex operates.

We may from time to time have to disclose personal information to other parties as set out above, including trading partners, agents, auditors, organs of state, regulatory bodies and/or national governmental, provincial, or local government municipal officials, or overseas trading partners or agents, but such disclosure will always be subject to an agreement which will be concluded as between ourselves and the party to whom we are disclosing the personal information to, which contractually obliges the recipient of the personal information to comply with strict confidentiality and data security conditions. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

Cross border flows of personal information

Voltex may from time to time have to disclose a Data Subject's personal information to other parties, including organs of state, other departments or subsidiaries, product or third party service providers, regulators and or governmental officials, overseas service providers and or agents, but such disclosure will always be subject to an agreement which will be concluded as between the company and the party to whom it is disclosing the Data Subject's personal information to, which contractually obliges the recipient of this personal information to comply with strict confidentiality and data security conditions. Where personal information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject's personal information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the personal information is bound contractually to a no lesser set of obligations than those imposed by POPIA.

Security Measures

Voltex will ensure that the Data Subject's personal information is securely stored electronically, which for operational reasons, will be accessible to certain categories of authorised persons within the company on a need to know and business basis, save that where appropriate, some of the Data Subject's personal information may be retained in hard copy and stored securely.

Considering the nature, scope, context, and purpose of Processing, the Group companies ensure implementation of appropriate technical and organizational measures designed to ensure the confidentiality, integrity, and security of personal information against unlawful access and against accidental loss, destruction or damage as prescribed by POPIA.

The security measures implemented to secure against unauthorized processing or access may include (note: this is not an exhaustive list):

- Firewalls; authentication software; intrusion detection systems; unique user profiles; encryption
- Anti - Virus software and update protocols
- Logistical and physical access control; alarms systems; biometric access barriers; video monitoring
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

13. REQUEST PROCEDURE

Completion of the prescribed form

Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form attached hereto marked *Appendix A -PAIA request Form A - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10]*.

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

Payment of the prescribed fees

A Fee may be payable, depending on the type of information requested, as described under *Appendix B - Fees in respect of private bodies*.

There are two categories of fees which are payable:

- **The request fee:** R50
- **The access fee:** This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.

Section 54 of PAIA entitles Voltex (Pty) Ltd to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

POPIA provides that a data subject may, upon proof of identity, request Voltex (Pty) Ltd to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Voltex (Pty) Ltd must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

14. OBJECTION

POPIA provides that a data subject may object, at any time, to the processing of personal information by Voltex (Pty) Ltd, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as *Appendix C - FORM 1 - Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2]* and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

15. CORRECTION

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

A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as *Appendix D - 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 POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]*

16. PROOF OF IDENTITY

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

17. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

18. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put Voltex (Pty) Ltd at a disadvantage in negotiations or prejudice it in commercial competition; and/or

- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Voltex (Pty) Ltd.

Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

19. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

There is an appeal procedure that may be followed after a request to access information has been refused, which will be described in the correspondence addressed to you by the Information Officer.

In the event that you are not satisfied with the outcome of the appeal, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

20. APPENDICES

- Appendix A:** Request for Access to Record
- Appendix B:** Fees
- Appendix C:** Objection Form
- Appendix D:** Correction

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		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <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			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
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

Appendix B

FEES IN RESPECT OF PRIVATE BODIES

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
 - (a) for every photocopy of an A4-size page or part thereof - R1 - R10
 - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form - R0 - R75
 - (c) for a copy in a computer-readable form on:
 - (i) stiffy disc - R7 - R50
 - (ii) compact disc - R70
 - (d) (i) for a transcription of visual images, for an A4-size page or part thereof - R40;
(ii) for a copy of visual images - R60
 - (e) (i) for transcription of an audio record, for an A4-size page or part thereof - R20;
(ii) for a copy of an audio record - R30
 - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester

Exemptions from paying “access fees”

Person or persons exempted from paying access fees:

- (i) A single person whose annual income does not exceed R14,712.00; or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

Appendix C

FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

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

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

C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

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

Appendix D

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, 2018

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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

C	INFORMATION TO BE CORRECTED/DELETED/ DESTRACTED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

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