



**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000 ("PAIA")
AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF
2013 ("POPIA")**

OF

TINTSWALO LODGES (PTY) LTD AND ALL AFFILIATED COMPANIES

REG NO: 2003/030727/07

INDEX

LIST OF ACRONYMS AND ABBREVIATIONS..... 3

INTRODUCTION TO PAIA 4

PURPOSE OF PAIA..... 4

OUR PAIA MANUAL 5

ABOUT US AND OUR BUSINESS 5

AFFILIATED COMPANIES 5

DIRECTORS 6

COMPANY CONTACT DETAILS..... 6

INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER DETAILS FOR PAIA AND POPIA 6

PAIA GUIDE..... 7

INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST 7

RECORDS KEPT IN TERMS OF OTHER LEGISLATION..... 7

A DESCRIPTION OF DATA SUBJECTS AND CATEGORIES OF RECORDS..... 8

REQUEST PROCEDURE..... 11

OBJECTION 12

CORRECTION 12

PROOF OF IDENTITY 12

TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS 13

GROUND FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION..... 13

REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS 13

GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION..... 14

AVAILABILITY OF THIS MANUAL 14

UPDATING THIS MANUAL..... 14

APPENDIX A..... 15

APPENDIX B..... 20

APPENDIX C 21

APPENDIX D..... 23

FURTHER INFORMATION..... 25



LIST OF ACRONYMS AND ABBREVIATIONS

1. **“CEO”** Chief Executive Officer;
2. **“Consent”** Means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information.
3. **“Data Subject”** Means the person to whom personal information relates;
4. **“Information Officer”** of, or in relation to, a:
 - a. Public body means an information officer or deputy information officer as Contemplated in terms of section 1 or 17; or
 - b. Private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act;
5. **“Minister”** Minister of Justice and Correctional Services;
6. **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 (as Amended);
7. **“Person”** means a natural person or a juristic person;
8. **“Personal Information”** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:
 - a. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person.
 - b. Information relating to the education or the medical, financial, criminal or employment history of the person;
 - c. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person.
9. **“POPIA”** Protection of Personal Information Act No.4 of 2013;
10. **“Prescribed”** means prescribed by regulation or by a code of conduct;
11. **“Private Body”** means:
 - a. A natural person who carries or has carried on any trade, business or profession, but only in such capacity;
 - b. A partnership which carries or has carried on any trade, business or profession; or
 - c. Any former or existing juristic person, but excludes a public body.
12. **“Processing”** means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:
 - a. The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - b. Dissemination by means of transmission, distribution or making available in any other form; or
 - c. Merging, linking, as well as restriction, degradation, erasure or destruction of information.
13. **“Regulator”** Information Regulator;
14. **“Republic”** Republic of South Africa;



INTRODUCTION TO PAIA

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

The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest

Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11-877 3600
Fax Number:	+27-11-403 0625
Website:	www.sahrc.org.za

PURPOSE OF PAIA

This PAIA Manual is useful for the public to-

- i check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- ii have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- iii know the description of the records of the body which are available in accordance with any other legislation;
- iv access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- v know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- vi know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- vii know the description of the categories of data subjects and of the information or categories of information relating thereto;
- viii know the recipients or categories of recipients to whom the personal information may be supplied;



- ix know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- x know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

OUR PAIA MANUAL

This manual serves as the PAIA/POPIA Manual for **Tintswalo Lodges (Pty) Ltd and all affiliated companies:**

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 the Constitutional right to privacy and which became fully effective on 1 July 2021. POPIA promotes the protection of personal information processes 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 (i) the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, (ii) providing for the issuing of codes of conduct, (iii) providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and (iv) 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, destroy or correct personal information records thereof in terms of POPIA.

For purposes of this Manual, we refer to ourselves as “Tintswalo Lodges,” “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.

ABOUT US AND OUR BUSINESS

The Tintswalo Lodge Collection was established in 2003 that comprises of five unique 5-star, boutique lodges catering for the most discerning South African and international travellers. Our award-winning lodges are strategically placed all over South Africa to provide a unique and unforgettable experience to each guest that stays there. Each lodge is unique and is designed to be a part of their surroundings while still giving the guests a 5-star experience.

Our vision here at Tintswalo Lodges is to continuously create stunning boutique hospitality properties, blowing guests away with world-class offerings.

AFFILIATED COMPANIES

Registered Company	Trading Name
Fairway Enterprises (Pty) Ltd	Tintswalo Family Camp at Welgevonden
Tintswalo Atlantic Investments (Pty) Ltd	Tintswalo Atlantic / Chefswarehouse Tintswalo Atlantic
Tintswalo at Lapalala (Pty) Ltd	Tintswalo Lapalala
Tintswalo Classic Collection (Pty) Ltd	Tintswalo at Boulders
Tintswalo Lodges (Pty) Ltd	Tintswalo Lodges



Tintswalo Safari Lodges (Pty) Ltd	Tintswalo Safari Lodge and Tintswalo Manor House
Tintswalo Pridelands (Pty) Ltd	Tintswalo Pridelands
Tintswalo Botswana (Pty) Ltd	Tintswalo Bots
Tintswalo Travellers Club	Tintswalo Travellers Club
Africa Outlook	Tintswalo at Siankaba
Tintswalo Africa (Pty) Ltd	Tintswalo Africa

Any PAIA request relating to the above-mentioned affiliated companies, should follow the procedures as set out in this Manual.

DIRECTORS

Our directors are:

- Lisa Goosen
- Warwick Goosen
- Gaye Corbett
- Ernest Corbett
- Tracy Henley
- Sophy Tlhabadira

COMPANY CONTACT DETAILS

Our general contact details are:

Postal Address:

PO Box 70406
Bryanston
Johannesburg
Gauteng
2021

Street Address:

5 Lynx Road
Treesbank
Midrand
Gauteng
1685

Telephone Number: 011 300 8700

INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER DETAILS FOR PAIA AND POPIA

Information Officer

Name: Courtney Amber Tully

Telephone Number: 011 300 8794

Email Address: info.officer@tintswalo.com

Deputy Information officers:

Name:	Telephone Number:
Annerien Scott	0113008700
Jeanette van Staden	0141610949
Sinako Rooiland	0212010025
Brian Mosala	0212010025
Marguerite Strydom	0878023511

Name:	Telephone Number:
Kirsten Viljoen	0216120113
Belinda Els	0217730700
Demi Arrah	0157939013
Tamsyn Bott	0157939013
Caroline Mhazo	0217730700



For the attention of any POPIA/PAIA requests please contact the Information Officer on:
info.officer@tintswalo.com

PAIA GUIDE

In order to assist those who are not familiar with PAIA or POPIA, a guide that contains information to assist you in understanding how to exercise your rights under PAIA (“the guide”) is available in all the South African official languages.

If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

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

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

Complaints email: complaints.IR@justice.gov.za

General enquiries email: inforeg@justice.gov.za

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

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.

RECORDS KEPT IN TERMS OF OTHER LEGISLATION

Tintswalo Lodges is subject to many laws and regulations, some of which require us to keep certain records.

Some of these laws are detailed below for ease of reference:

Please note that this is not an exhaustive list:

Arbitration Act 42 of 1965	Basic Conditions of Employment Act No. 75 of 1997	Broad-Based Black Economic Empowerment Act, 53 of 2003	Companies Act No. 71 of 2008
Compensation for occupational injuries and Diseases Act No. 130 of 1993	Consumer Protection Act No. 68 of 2008	Copyright Act No. 98 of 1978	Corruption Act 94 of 1992
Designs Act No. 195 of 1993	Electronic Communications and Transactions Act No. 25 of 2002	Employment Equity Act No. 55 of 1998	Environmental Health and Safety Act No. 85 of 1993
Financial Intelligence Centre Act No. 38 of 2001	Income Tax Act No. 58 of 1962	Labour Relations Act No. 66 of 1995	National Environmental Management Act No. 107 of 1998



National Water Act No. 36 of 1998	Occupational Health and Safety Act No. 85 of 1993	Pension Funds Act No. 24 of 1956	Promotion of Access to Personal Information Act No. 2 of 2000
Protection of Personal Information Act No. 4 of 2013	Skills Development Act 97 of 1998	Skills Development Levies Act No. 9 of 1999	Tobacco Products Control Act 83 of 1993
Unemployment Insurance Act No. 63 of 2001	Value-Added Tax Act No. 89 of 1997	Water Services Act No. 108 of 1997	

Liquor Acts

Liquor Act No. 59 of 2003	Western Cape Liquor Act No. 4 of 2008
Mpumalanga Liquor Licensing Act No. 5 of 2006	North West Liquor Licensing Act No. 6 of 2016

A DESCRIPTION OF DATA SUBJECTS AND CATEGORIES OF RECORDS

Described below are the records which we hold, divided into categories for ease of reference:

Statutory Company Information

Annual Financial and Returns Statements	Certificate of change of company registered address
Certificate of change of directors	Certificate of Change of Name
Certificate of Incorporation	Certificate to Commence Business
Memorandum of Incorporation and any amendments to it as well as any rules made by the company and information pertaining to additional access rights thereto as provided for in the memorandum of incorporation, if any;	Minutes and resolutions passed at general meetings/annual general meetings
Register of Directors and Officers	Shares Register

Accounting Records

Books of Account including journals and ledgers	Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange
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Statutory Employee Records

Arbitration awards	Biometric Information	Collective agreements	Date of birth of each employee
Disciplinary Records	Emergency Contact Details	Employees' names and occupations	Employee Financial Details
Employee TAX Numbers	Employment Equity Plan	Identity Document copies or Passport Copies	Records of foreign employees



Records of strikes, lockouts or protest action	Remuneration paid to each employee	Residential and Postal Address	Salary and Wages register
Staff records (after date of employment ceases)	Time worked by each employee	Training Records	

Other Employee Records

Criminal Records (if necessary)	Disability scheme	Employee Contracts	Funeral insurance scheme
Group Life	Group personal accident	Incentive schemes	Maternity leave policy
Medical Aid schemes	Medical History	Records of minors for use of Medical Aid Schemes	Relocation Policy
Salary and Wages History	Staff Loan schemes	Study assistance schemes	Various policies governing conduct

Pension, Provident and Retirement Funding Records

Actuarial Valuation Reports	Annual Accounts
Beneficiary Information	Contribution Reports
Minutes and meetings of trustees and members	Pension and Provident Fund account records
Pension and Provident Fund Rules	

Environmental Health and Safety

Emergency response plans	Permits, licenses, approvals, and registrations for operations of sites and business
Safety management systems, data, and audits	Wastewater assessments and monitoring records

Fixed Property

Building plans	FICA Documents
Leases	Mortgage Bonds or other encumbrances to fixed property
Offer to purchase	Sale Agreements
Title deeds	Transfer Documents

Movable Property

Asset Registers	Finance and Lease Agreements	Notarial Bonds
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Intellectual Property

Agreements relating to intellectual property such as license agreements, secrecy agreements, research and development agreements, use agreements, joint venture agreements and joint development agreements	Copyright
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Litigation and other disputes involving intellectual property	Non-Disclosure Agreements
Patents, patent applications and inventions	Trademarks, trade names and protected names

Agreements and Contracts

Acquisition or disposal documentation	Agreements with contractors and suppliers	Agreements with governmental agencies	Agreements with shareholders, officers, and directors
Generally, a range of other agreements particular to the groups' operation within the gaming, resort, and leisure industry	Protection Of Personal Information (POPI) Agreements	Purchase or lease agreements	Restraint agreements
Sale agreements	Sale of Shares Agreements	Service-level agreements	Supplier Agreements

Taxation

Copies of all income tax returns and other tax returns and documents	Income TAX Registration Documents
PIN Issued TAX Clearance Certificates	VAT Registration Documents

Legal and Regulatory

Settlement agreements	Liquor Licenses	Other material licenses, permits and authorisations
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Insurance

Claims Records	Details of insurance coverages, limits and insurers	Insurance policies
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Transportation

Motor Vehicle records	Transportation contracts
Vehicle Registration Documents	Licenses
Bank Transaction Records	

Information Technology

Capacity and Utilization of current systems	Disaster recovery	Hardware	Internal Systems support
LAN Installations	Licenses and Audits	Operating systems	Service Level Agreements
Software packages	Telephone exchange equipment	Telephone lines, leased lines and data lines	



Sales and Marketing

Brochures, Newsletters and Advertising Materials	Customers	Markets
Products	Publics relations Policies and Procedures	Rate Agreements
Sales	Service Level Agreements	

Black Economic Empowerment

Bursary agreements	Enterprise and Supplier Development agreements
Ratings conducted by accredited rating agencies	Recruitment and employment equity policies
Skills development policy and student information	Supplier and preferential procurement information

Guest Records

Guest Names, Contact Details, and Identity Numbers	Guest Residence	Personal Preferences
Medical Information	Indemnity Agreements	Emergency Contacts
Guest Database	Tintswalo Travellers Club Database	

Third Party Records

Bank Account Details and Bank Account Confirmation	B-BBEE Certificate / Affidavit	Company Registration number and TAX number	Contractual Records
Correspondence Records	Records provided by third party	Service-level agreements	Registered Business Address and Contact Information

The abovementioned records are held by the group, these records will not necessarily be disclosed in all instances as grounds of refusal as stated herein may apply.

REQUEST PROCEDURE

Completion of the prescribed form

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

A request for access to inform 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 us 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 us 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, we 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.

OBJECTION

POPIA provides that a data subject may, at any time, object to us processing personal information, 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 email address set out above.

CORRECTION

A data subject may also request that we correct or delete personal information about the data subject in its possession or under its control that is inaccurate, excessing, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that we are no longer authorised to retain 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 email 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].

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 such identity such as a certified copy of your identity document or other legal forms of identity.



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 necessary.

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

GROUNDINGS 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 or commercial information that may harm the commercial or financial interest of a third party);
- If disclosure would result in a breach of 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 us at a disadvantage in negotiations, prejudice in its commercial competition or prejudice its security measures;
- If the record is required for legal proceedings 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 us.

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 or serious public safety or environmental risk; and (iii) if the public interest in the disclosure of the record is 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.

REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

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

An appeal procedure may be followed after a request access information has been refused, which will be described in the correspondence addresses to you by the Information Officer.



In the event 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 the 30 (thirty) days, you must be granted access to the record.

GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

Tintswalo Lodges' personal information is kept under security safeguards to ensure the confidentiality and integrity of the information.

Personal information is stored on secure servers installed with Data Encryption, Anti-Virus and Anti-malware Solutions. There is also a back-up server that is kept off site in the event the main server is damaged.

If hard copies of personal information are kept then all information is secured and monitored in specific locations relevant to who has access to it. Personal Information can only be accessed by persons with warranted authority to do so. When hard copies of personal information do not need to be kept anymore, they are then destroyed.

AVAILABILITY OF THIS MANUAL

Copies of this manual are available for inspection, free of charge, at Tintswalo Lodges and via our website www.tintswalo.com . Hard copies of this manual can also be requested. If you would like to request one, please contact the information officer at info.officer@tintswalo.com.

UPDATING THIS MANUAL

The Information Officer of Tintswalo Lodges and all Affiliated Companies will update this manual when deemed necessary.

Issued by



Courtney Amber Tully
(Information Officer)



J752



REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The head:

B. Particulars of person requesting access to the record

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

Full names and surname:

.....

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal

address:

.....

Telephone number:

(.....)

Fax number:

(.....)

E-mail

address:

.....

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



C. Particulars of person on whose behalf request is made

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

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

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

.....

.....

.....

.....

2. Reference number, if available:

.....

.....

.....

.....

3. Any further particulars of record:

.....

.....

.....



E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

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.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability.....Form in which record is required.....

Mark the appropriate box with an **X**.

NOTES:

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:		
copy of record*	inspection of record	



2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
view the images	copy of the images*	transcription of the images*	
3. If record consists of recorded words or information which can be reproduced in sound:			
listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:			
printed copy of record*	printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)	

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

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

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

.....

.....

.....

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

.....

.....

.....



H. Notice of decision regarding request for access

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

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

.....

Signed at this day..... ofyear

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



FEES IN RESPECT OF PRIVATE BODIES

1. The “request fee” payable by the requester, other than a personal requester, referred to in section 54(1) of the Act is R50
2. The “fees for production” 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 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. For a transcription of visual images
 - i. A4-size page or part thereof – R40
 - ii. For a copy of visual images – R60
 - e. For a transcription of an audio record
 - i. 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 requestor Exemptions from paying “access fees”

Person or persons exempt 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



Form 1 | Objection to the Processing of Personal Information
Objection to the Processing of Personal Information - Section 11(3)

Regulations Relating to the Protection of Personal Information, 2018

[Regulation 2]

1. A data subject who wishes to object to the processing of personal information in terms of section 11 (3) (a) of the Act, must submit the objection to the Responsible Party on Form 1.
2. The Responsible Party, or a designated person, must render such reasonable assistance as is necessary, free of charge, to enable the data subject to make an objection on Form 1.

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.

Complete as is applicable.

A	Details of Data Subject
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code
Contact number(s):	
Fax number / E-mail address:	



B	Details of Responsible Party
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	

	Code
Contact number(s):	
Fax number/ E-mail address:	

C	Reasons for Objection in Terms of Section 11(1)(d) to (f) (Please provide detailed reasons for the objection)

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

.....

Signature of Data Subject / designated person



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 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 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 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 the possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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



FURTHER INFORMATION

FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
 - a. For every photocopy of an A4-size page or part thereof R1,10.
 - b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
 - c. For a copy in a computer-readable form on-
 - i. Stiffy disc R7,50;
 - ii. Compact disc R70,00;
 - d. For a transcription of visual images
 - i. For an A4-size page or part thereof R40,00
 - ii. For a copy of visual images R60,00
 - e. For transcription of an audio record
 - i. For an A4-size page or part thereof R20,00
 - ii. For a copy of an audio record R30,00
3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in regulation 11(3) of PAIA are as follows:
 - a. For every photocopy of an A4-size page or part thereof R1,10.
 - b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
 - c. For a copy in a computer-readable form on-
 - i. Stiffy disc R7,50;
 - ii. Compact disc R70,00;
 - d. For a transcription of visual images
 - i. For an A4-size page or part thereof R40,00
 - ii. For a copy of visual images R60,00
 - e. For transcription of an audio record
 - i. For an A4-size page or part thereof R20,00
 - ii. For a copy of an audio record R30,00
 - f. 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 reparation.
 - g. For purposes of section 54(2) of PAIA, the following applies:
 - i. Six hours as the hours to be exceeded before a deposit is payable; and
 - ii. One third of the access fee is payable as a deposit by the requester.
 - h. The actual postage is payable when a copy of a record must be posted to a requester.

