

PAIA AND POPIA MANUAL

OF

EXIGENT SERVICES GROUP (Pty) Ltd

(“EXIGENT”)

REGISTRATION NUMBER: 2022/503952/07

AND ITS DIVISIONS

IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO

INFORMATION ACT 2 OF 2000 AS AMENDED (“PAIA”)

AND

SECTION 55 OF THE PROTECTION OF PERSONAL INFORMATION

ACT 4 OF 2013 (“POPIA”)

INDEX

1. INTRODUCTION	3
2. DEFINITIONS	3
3. COMPANY DETAILS	7
4. GUIDE OF THE INFORMATION REGULATOR IN RELATION TO THE SAHRC	8
5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA	9
6. AVAILABILITY AND PURPOSE OF CERTAIN RECORDS IN TERMS OF PAIA	9
7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION	12
8. PROCEDURE FOR REQUESTING ACCESS TO RECORDS	13
9. GROUNDS FOR REFUSAL	15
10. REMEDIES SHOULD A REQUEST BE REFUSED	16
11. FEES	17
12. POPIA LAWFUL PROCESSING OF INFORMATION.....	18
13. ANNEXURE A	22
14. ANNEXURE B	23
15. ANNEXURE C	29

1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (PAIA) was enacted on 3 February 2000, to give effect to the constitutional right to access to information held by the State and any information that is held by any other private body that is required for the exercise or protection of any right, as guaranteed in Section 32 in the Bill of Rights in the Constitution of the Republic of South Africa, 108 of 1996. In terms of Section 51 of PAIA, all private bodies are required to compile an Information Manual generally referred to as a “PAIA Manual”. Where a request for information is made in terms of PAIA, the body to whom the request is made is obliged to release the information, subject to applicable legislative and /or regulatory requirements and the justifiable limitations set out in Section 9 of the Act. Accordingly, this manual provides for:

- What information is processed, protected, and retained in accordance with the Protection of Personal Information Act 4 of 2013.
- Identifying the Information Officer and any Deputy Information Officer/s.
- How requests are to be made in line with the Promotion of Access to Information Act 2 of 2000.
- Compliance with POPIA, PAIA and any related legislation.

2. DEFINITIONS

Biometrics: a technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition;

Competent Person: any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child;

Conditions For Lawful Processing: the conditions for the lawful processing of personal information as fully set out in Section 4 and Chapter 3 of POPIA, and mentioned in Paragraph 13 of this manual;

Consent: any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information;

Constitution: the Constitution of the Republic of South Africa, 1996;

Data Subject: the person to whom personal information relates;

De-identify: in relation to personal information of a data subject, means to delete any information that -

(a) identifies the data subject;

(b) can be used or manipulated by a reasonably foreseeable method to identify the data subject; or

(c) can be linked by a reasonably foreseeable method to other information that identifies the data subject, and

De-identified: has a corresponding meaning;

Direct Marketing: to approach a data subject, either in person or by mail or electronic communication, for the direct or indirect purpose of –

(a) promoting or offering to supply, in the ordinary course of business, any goods or services to the data subject; or

(b) requesting the data subject to make a donation of any kind for any reason;

Electronic Communication: any text, voice, sound or image message sent over an electronic communications network which is stored in the network or in the recipient's terminal equipment until it is collected by the recipient;

Filing System: any structured set of personal information, whether centralised, decentralised or dispersed on a functional or geographical basis, which is accessible according to specific criteria;

Information Matching Programme: the comparison, whether manually or by means of any electronic or other device, of any document that contains personal information about ten or more data subjects with one or more documents that contain personal information of ten or more data subjects, for the purpose of producing or verifying information that may be used for the purpose of taking any action in regard to an identifiable data subject;

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;

Manual: this PAIA AND POPIA manual;

Operator: a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;

PAIA: the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);

Person: a natural person or a juristic person;

Personal Information: 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, well-being, 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;

(d) the biometric information of the person;

(e) the personal opinions, views or preferences of the person;

(f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

(g) the views or opinions of another individual about the person; and

(h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

Personnel: any natural person who works for, provides services to, or acts on behalf of your company, and who receives or is entitled to receive remuneration;

POPIA: the Protection of Personal Information Act 4 of 2013;

Private Body:

(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;

Processing: 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;

Public Body:

- (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- (b) any other functionary or institution when -
 - (i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
 - (ii) exercising a public power or performing a public function in terms of any legislation;

Public Record: a record that is accessible in the public domain and which is in the possession of or under the control of a public body, whether or not it was created by that public body;

Record: any recorded information -

- (a) regardless of form or medium, including any of the following:
 - (i) Writing on any material;
 - (ii) information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
 - (iii) label, marking or other writing that identifies or describes any thing of which it forms part, or to which it is attached by any means;
 - (iv) book, map, plan, graph or drawing;
 - (v) photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
- (b) in the possession or under the control of a responsible party;
- (c) whether or not it was created by a responsible party; and
- (d) regardless of when it came into existence;

Regulator: the Information Regulator established in terms of Section 39;

Re-identify: in relation to personal information of a data subject, means to resurrect any information that has been de-identified, that -

- (a) identifies the data subject;
- (b) can be used or manipulated by a reasonably foreseeable method to identify the data subject; or
- (c) can be linked by a reasonably foreseeable method to other information that identifies the data subject, and **re-identified** has a corresponding meaning;

Republic: Republic of South Africa;

Responsible Party: a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;

Restriction: to withhold from circulation, use or publication any personal information that forms part of a filing system, but not to delete or destroy such information;

SAHRC: South African Human Rights Commission

Special Personal Information: personal information as referred to in Section 26 of POPIA;

Unique Identifier: any identifier that is assigned to a data subject and is used by a responsible party for the purposes of the operations of that responsible party and that uniquely identifies that data subject in relation to that responsible party.

Any other terms not described herein will have the meaning as ascribed to it in line with PAIA, POPIA and/or any other applicable legislation of the republic that may reasonably apply.

3. COMPANY DETAILS

Registered Name: Exigent Services Group (Pty) Ltd

Trading Name: Exigent Security

Registration Number: 2022/503952/07

Physical Address: 17 Chadwick Ave, Wynberg, Sandton, Johannesburg, 2090

Postal Address: 17 Chadwick Ave, Wynberg, Sandton, Johannesburg, 2090

Telephone Number: 011 887 3316

Website URL: <https://www.exigentsecurity.co.za/>

INFORMATION OFFICER DETAILS

The Act designates the Chief Executive Officer or Managing Director as the default Information Officer.

- **Information Officer Name:** Michael Craig Wentworth
- **Designation:** Managing Director
- **Email Address:** info@exigentsecurity.co.za
- **Telephone Number:** 011 887 3316

Deputy Information Officer Details

- **Deputy Information Officer Name:** Gabriel Veliotēs
- **Designation:** Legal and Compliance
- **Email Address:** legal@exigentservices.co.za

4. GUIDE OF THE INFORMATION REGULATOR IN RELATION TO THE SAHRC

In terms of Section 10 of PAIA, a guide on how to access information has been provided for. This guide is designed to assist members of the public who wish to exercise their rights as contemplated in PAIA and POPIA. The guide was initially compiled by the South African Human Rights Commission (SAHRC), but it is now maintained, updated, and made available by the Information Regulator.

Should you wish to access the guide you may request a copy from the Information Officer by submitting **ANNEXURE A**, attached hereto, to the relevant Information Officer details provided for above.

The guide may also be inspected at the Company's offices during ordinary working hours subject to prior request, reasoning and permission provided.

The public can view or download the electronic files directly from the Information Regulator's PAIA Guidelines Portal. The Information Regulator of South Africa took over the regulatory mandate functions relating the PAIA with effect from 30 June 2021 and can be contacted at:

Physical Address:

27 Stiemens Street
Braamfontein
Johannesburg, 2001

Contact Details:

General Enquiries Email: enquiries@inforegulator.org.za

PAIA Complaints Email: PAIAComplaints@inforegulator.org.za

Landline: 010 023 5200

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

At this stage no Notice(s) has / have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6. AVAILABILITY AND PURPOSE OF CERTAIN RECORDS IN TERMS OF PAIA

The Company collects and processes personal information for specific, explicitly defined, and lawful purposes relating to security and related operations. These purposes include, but are not limited to:

Client:

Client database

Client particulars including names and contact details

Client correspondence

Client agreements

Client procedural preferences

Client banking details

Financial transaction history

Company Secretarial:

- Statutory Corporate Records

Memorandum of Incorporation

Registration certificates

Change of name records

Share registers (allotments, transfers, and certificates)

Beneficial ownership registers

Registers of past and present directors

Registers of public officers and auditors

Minutes of shareholders' meetings

Minutes of board of directors' meetings

Signed directors' and shareholders' resolutions

- Regulatory and Licensing Records

PSIRA company registration certificate

Annual PSIRA renewal and levy records

Individual PSIRA registration certificates for directors

COIDA letters of good standing and registration records

- Administrative Shareholder Records

Dividend payment records

Proxy voting forms

Registered special resolutions filed with the CIPC

Financial:

Tax Invoices

Statements of account

Receipts & deposit slips

Supplier invoices

Rent and utility receipts:

Monthly payslips

Regulatory body submissions, declarations and certification

Financial bank statements

Insurance records

Human resources

Regulatory body registration numbers

Accreditation certificates

Copy of identification

Fingerprints & criminal clearance where applicable

Written references

Proof of residential address

Bank account details

Tax number

Employment contracts

Personnel records and correspondence

Internal policies

Mandated employee benefits and records

Payslips

Legal

Client Agreements

Non-disclosure agreements

Vendor and supplier contracts

Shareholder agreements

Partnership agreements

Lease agreements

Board Minutes and Resolutions

Litigation files

Director and Officer Records

Marketing

Published marketing material

Miscellaneous

Internal correspondence

Information technology records

Trade secrets

Domain name registrations

Service/Product Offering

As contained on the Company's website provided above.

The Company holds and/or processes the said information in line with the purposes of PAIA and POPIA.

Records may be requested, however it is not guaranteed that the request will be successful. Each request will be evaluated in line with PAIA and any other applicable legislation of the Republic.

Any inadvertent material omissions or outdated admissions are unintentional. Where such oversights affect rights afforded by POPIA and/or PAIA, they should be brought to the Company's attention without delay. Time periods in relation to the maintenance of records may vary depending on the type of information.

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Basic Conditions of Employment Act, No. 75 of 1997

Companies Act, No. 71 of 2008

Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993

Competition Act, No. 89 of 1998

Constitution of the Republic of South Africa Act, No. 108 of 1996

Credit Agreements Act, No. 75 of 1980

Debt Collectors Act, No. 114 of 1998

Deed Registries Act, No. 47 of 1937
Electronic Communications and Transactions Act, No. 25 of 2002
Employment Equity Act, No. 55 of 1998
Financial Intelligence Centre Act, No. 38 of 2001
Identification Act, No. 68 of 1997
Income Tax Act, No. 58 of 1962
Insolvency Act, No. 24 of 1936
Intellectual Property Laws Amendment Act No. 38 of 1997
National Credit Act, No. 34 of 2005
National Payment Systems Act No. 78 of 1998
Occupational Health and Safety Act No. 85 of 1993
Patents, Designs and Copyright Merchandise Marks Act, No. 17 of 1941
Prescription Act No. 68 of 1969
Prevention of Organised Crime Act No. 121 of 1998
Promotion of Access to Information Act, No. 2 of 2000 (PAIA)
Protection of Personal Information Act, No. 4 of 2013 (POPIA)
Road Transportation Act No. 74 of 1977
Skills Development Levies Act, No. 9 of 1999
The Criminal Procedure Act, No. 51 of 1977
The Labour Relations Act, No. 66 of 1995
Trademark Act No. 194 of 1993
Transfer Duty Act No. 40 of 1949
Unemployment Insurance Act, No. 63 of 2001
Value Added Tax Act, No. 89 of 1991

8. PROCEDURE FOR REQUESTING ACCESS TO RECORDS

A requester must comply with all procedural requirements prescribed in PAIA.

The requester must complete the prescribed form attached as **Annexure B** and submit it to the Information Officer at the details provided above.

The completed form must be submitted, together with the prescribed request fee and a deposit where applicable, to the Information Officer at the postal address, physical address, fax number or email address specified in this Manual.

The form must be completed correctly and adequately to enable the Information Officer to identify:

- the specific records requested;
- the requester's identity;
- the form of access required; and
- the requester's postal address or fax number.

The requester must state that the record is required for the exercise or protection of a right, identify the nature of that right, and explain why the record is required in order to exercise or protect it.

The Company will process and decide on a PAIA request within 30 calendar days of receiving a correctly completed request form and the prescribed request fee, unless the requester sets out special grounds that satisfy the Information Officer that the request should be dealt with sooner.

The 30-day period may be extended by an additional 30 calendar days where:

- the request requires searching through a large volume of records;
- the records are located at a different office, requiring extra transit time; or
- internal consultations are necessary to make an accurate decision.

The Information Officer will notify the requester in writing of any extension, together with the reasons for it.

The requester will be notified in writing whether access has been granted or refused. A requester who requires reasons for the decision must submit that request in the prescribed form, specifying the particulars of the reasons required.

If the Company fails to respond or communicate a decision within the initial 30 days (or the extended 30 days), the request is legally regarded as a deemed refusal.

A requester acting on behalf of another person must submit proof of the capacity in which the request is made, to the satisfaction of the Information Officer.

A requester who experiences any difficulty with the form or with the procedure set out above may contact the Information Officer for assistance.

A requester who is unable to complete the form as a result of illiteracy or disability may make the request orally to the Information Officer. The Information Officer will complete the form on the requester's behalf and provide the requester with a copy.

9. GROUNDS FOR REFUSAL

Unless Section 70 requires a disclosure in the public interest, the Company will refuse access to a record on any of the below grounds in accordance with Chapter 4 of PAIA,

- Section 63 - unreasonable disclosure of personal information about a third party, including a deceased individual.
- Section 64 - trade secrets of a third party; financial, commercial, scientific or technical information of a third party, other than trade secrets, the disclosure of which would be likely to cause harm to that third party's commercial or financial interests; or information supplied in confidence by a third party, the disclosure of which could reasonably be expected to place that third party at a disadvantage in contractual or other negotiations, or to prejudice it in commercial competition.
- Section 65 - breach of a duty of confidence owed to a third party in terms of an agreement.
- Section 66 - where disclosure could reasonably be expected to endanger the life or physical safety of an individual, or where disclosure would be likely to prejudice or impair the security of a building, structure, system, means of transport, or the protection of the public.
- Section 67 - where the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived it.
- Section 68 - the Company's own commercial information including trade secrets, financial/commercial info likely to harm the Company, information that could prejudice the Company in negotiations and any computer program owned by the Company and protected by copyright.
- Section 69 - research information, where disclosure would be likely to expose the third party, the Company, the researcher, or the subject matter of the research to serious disadvantage.

Any requests that are found to be refusable for any other reasons as contained in POPIA and PAIA will be dealt with in the manner that is legally prescribed. PAIA does not provide for internal appeals within private bodies and therefore the Company has no internal appeals process. A dissatisfied requester is directed to complete a PAIA complaint form whereby they may lodge a formal complaint with the Information Regulator using the prescribed processes outlined by the Act. Alternatively, a requester may approach the courts.

Specific POPIA Requests

When a data subject requests the **correction, deletion, or destruction of** their personal information under Section 24 of POPIA, the Company may refuse if:

- The information is still legally required to achieve the purpose for which it was collected.
- The Company is required or authorized by law, or a contract with the data subject, to keep the record.
- The data subject cannot provide credible evidence to support their claim that the information is inaccurate, irrelevant, or out of date.

10. REMEDIES SHOULD A REQUEST BE REFUSED

Internal Remedies

- **No Internal Appeals:** PAIA does not provide for internal appeal procedures against decisions made by the Information Officer of a private body.
- **Final Decision:** The decision made by the Company's Information Officer or Deputy Information Officer is final. Requesters may exercise external remedies if their request is refused and they are dissatisfied with the outcome.

External Remedies

Complaint to the Information Regulator

- **Right to Complain:** A dissatisfied requester or an aggrieved third party may lodge a formal complaint with the Information Regulator.
- **Prescribed Timeframe:** The complaint must be submitted within 180 calendar days from the date the requester received the notification of refusal or 180 calendar days from the date that a deemed refusal occurred.

- **Required Documentation:** To lodge a complaint, the requester must complete the prescribed **Form 5** that is available on the Information Regulator's PAIA Forms page.
- **Submission Channel:** Completed **Form 5** documents, along with any supporting correspondence, must be emailed to PAIAComplaints@inforegulator.org.za.

External Remedies: Application to Court

- **Direct Access to Court:** Alternatively, a requester or an aggrieved third party may apply directly to a court of competent jurisdiction for relief.
- **Prescribed Timeframe:** A court application must be lodged within 180 calendar days from the date the requester received notice of the Information Officer's decision.
- **Jurisdiction:** For the purposes of PAIA, applications may be brought before the High Court, the Magistrates' Court with the relevant jurisdiction, or another court of appropriate status.

11. FEES

- A4 Photocopy / Black & White Print: R2.00 per page.
- Flash Drive Copy: R40.00 (you provide the drive).
- Compact Disc (CD) Copy: R40.00 (if CD provided by requester) or R60.00 (if CD provided by Company).
- Audio Record Transcription: R24.00 per A4 page.
- Search and Preparation Time: R145.00 per hour (charged only for time reasonably required to find and prepare the records, excluding the first hour).
- Maximum Search Cap: Not exceeding R435.00 total for search time.
- Visual Images / Transcriptions (A4 or photos): Outsourced (Actual Cost)
- In line with Section 23 of POPIA, the initial request fee is waived in the case of a personal requester subject to the individual asking for their own personal information or acting on behalf of someone else to request that person's own data, for example, a parent requesting their child's records, or a lawyer with a signed power of attorney. However, fees for physical and/or digital reproduction will still apply where applicable.

12. POPIA LAWFUL PROCESSING OF INFORMATION

POPIA has eight conditions for lawful processing, which include:

- Accountability
- Processing limitation
- Purpose specification
- Further processing limitation
- Information quality
- Openness
- Security safeguards
- Data subject participation

The Company is involved in the following types of processing operations:

- Collection, recording, organization, and structuring;
- Storage, adaptation, or alteration;
- Retrieval, consultation, and use;
- Disclosure by transmission, dissemination, or otherwise making available;
- Alignment, combination, restriction, erasure, or destruction.

The Company processes information for the following purposes:

- To fulfil agreements in relation to its employees;
- To provide services to its Clients in accordance with terms agreed to by the Clients;
- To undertake activities related to the provision of services, including:
 - Fulfilling domestic legal, regulatory, and compliance requirements;
 - Verifying the identity of Customer representatives who contact the Company or may be contacted by the Company;
 - Risk assessment, information security management, statistical analysis, trend analysis, and planning purposes;
 - Monitoring and recording calls and electronic communications with the Client for quality, training, investigation, and fraud prevention purposes;
 - Enforcing or defending the rights of the Company or the Company's affiliates;
 - Managing the Company's relationship with its clients, which may include providing information to clients and their affiliates regarding the products and services of the Company and its affiliates;

- Purposes related to any authorized disclosure made in terms of an agreement, law, or regulation;
- Any additional purposes expressly authorized by the Company's client;
- Any additional legally justifiable purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.

Categories of Data Subjects

- **Juristic Persons:** Corporate clients and Suppliers.
- **Natural Persons:** Individuals, Staff, Clients, and Suppliers.

Categories of Personal Information Processed

The Company processes the following categories of personal information:

- Client profile information;
- Bank account details and payment information;
- Client Representative names, email addresses, and telephone/facsimile numbers;
- Physical addresses;
- Tax numbers, Identity numbers, and Passport numbers.

Recipients of Personal Information

- The Company, the Company's affiliates, and their respective authorized representatives.
- Third-party operators, service providers, and regulators as legally required or contractually permitted.

Cross-Border Flows of Personal Information

- The Company may share personal information with third parties or affiliates outside the Republic of South Africa, resulting in the cross-border flow of personal information.
- When making disclosures or transfers of personal information in terms of Section 72 of POPIA, the Company ensures that the recipient country provides an adequate level of data protection, or that the transfer is governed by binding corporate rules or a data transfer agreement that affords protection not less than the protection it is afforded under POPIA.

Security Measures Implemented by the Company

- **Technical and Organizational Security Measures:** The Company implements said measures to protect personal information stored both electronically and physically, updating these measures on a regular basis.
- **Electronic Data Protection:** Electronic records are secured through role-based access controls, up-to-date firewalls, and data encryption where applicable.
- **Physical Data Protection:** Where physical records of data exist, such records are stored in a secure area that is locked away when not in use to avoid a breach of personal information.

Data Subject Objections and Requests

Objection to Processing:

- Section 11(3) of POPIA and Regulation 2 of the POPIA Regulations provide that a data subject may, at any time, object to the processing of their personal information in the prescribed form attached to this manual as **Annexure B**.

Request for Correction or Deletion:

- Section 24 of POPIA and Regulation 3 of the POPIA Regulations provide that a data subject may request that their personal information be corrected and/or deleted in the prescribed form attached hereto as **Annexure C**

Identity Verification Requirements for Requests

- To protect the privacy and confidentiality of all data subjects, the Company will not process any objection (**Annexure B**) or request for correction/deletion (**Annexure C**) until the identity of the requester has been satisfactorily verified.
- Requesters must submit the following supporting documentation alongside their completed statutory forms:
 - For Natural Persons: A certified copy of a valid South African Identity Document, Smart ID Card, or Passport.
 - For Juristic Persons: A certified copy of the company's registration documents, for example CIPC COR14.3 and a formal resolution authorizing the representative to act on behalf of the juristic entity.
- The Company reserves the right to request additional verification documentation or contact the data subject directly to confirm the legitimacy of the request.
- The prescribed timeframes for the Company to respond to a request will only commence once all required verification documentation has been successfully received and validated by the Information Officer.

13. ANNEXURE A

REQUEST FOR A COPY OF THE GUIDE

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) - FORM 1

To: Information Officer: _____

I,

Full names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

hereby request the following copy(ies) of the Guide:

Language (mark with "X")		No of copies	Language (mark with "X")		No of copies
☐	Sepedi		☐	Sesotho	
☐	Setswana		☐	siSwati	
☐	Tshivenda		☐	Xitsonga	
☐	Afrikaans		☐	English	
☐	isiNdebele		☐	isiXhosa	
☐	isiZulu		☐		

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
☐	☐	☐	☐

Signed at _____ this ____ day of _____ 20 ____

Signature of Requester

14. ANNEXURE B

REQUEST FOR ACCESS TO RECORD

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) - FORM 2

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
person.

☐

Request is made on behalf of another

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		

PARTICULARS OF RECORD REQUESTED	
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>	
Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

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) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- 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	

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

15.

ANNEXURE C

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 (POPIA) - FORM 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.

DETAILS OF THE DATA SUBJECT	
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()

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

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:	

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)

* Delete whichever is not applicable

Signed at _____ this ____ day of _____ 20 ____

Signature of Data Subject