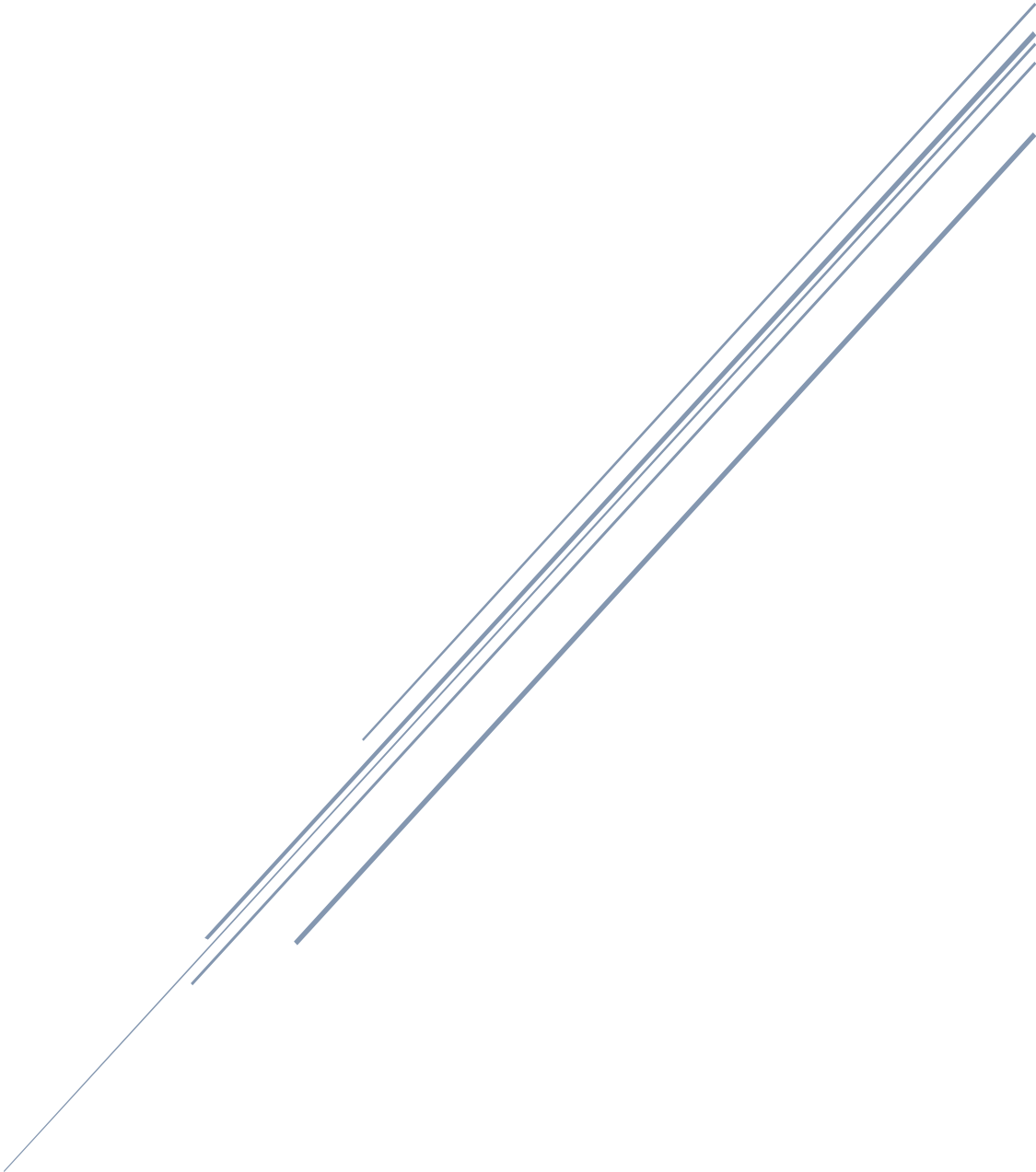


# PAIA & POPI MANUAL

## LUCIANA SHARE BLOCK (PTY) LTD

(Company Registration Number: 1990/007157/07)



**This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2 of 2000 (“PAIA”) and to address the requirements of the Protection of Personal Information Act , 4 of 2013 (“POPI”).**

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*In this manual, clause headings are for convenience and shall not be used in its interpretation, unless the context clearly indicates a contrary intention.*

1. **What is Personal Information?**

The Protection of Personal Information Act, 4 of 2013 ("**POPI**") aims to safeguard Personal Information. In terms of POPI, and for the purposes of this manual, the definition of Personal Information is extensive and pertains to information relating to an identifiable, living, *natural person*, and where it is applicable, an identifiable, existing *juristic person*, including, but not limited to the following:

1. 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;
2. information relating to the education or the medical, financial, criminal or employment history of the person;
3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
4. the biometric information of the person;
5. the personal opinions, views or preferences of the person;

6. 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;
7. the views or opinions of another individual about the person; and
8. 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.

The Personal Information referred to above relates to an identified "Data Subject". The Data Subject is any living person or juristic entity to whom the Personal Information relates.

In terms of POPI, "processing Personal Information" means any operation or activity or any set of operations, whether or not by automatic means, concerning a Data Subjects' Personal Information. This includes, amongst other things, the collection, recording, organisation, storage, modification, transmission, linking or merging of Personal Information.

## 2. **Introduction:**

Luciana Share Block (Pty) Ltd (hereinafter referred to as "**Luciana Share Block**") is a share block company that owns and administers property for and on behalf of its members. Luciana Share Block owns and manages a development on the banks of the Vaal River, known as Luciana Country Estate.

Luciana Share Block is committed to the observance of and compliance with the directives of the South African Constitution (the Constitution of the Republic of South Africa 1996) and national legislation, which legislation gives effect to the key principles of good corporate governance, transparency and accountability. Luciana Share Block endorses the spirit of the Promotion of

Access to Information Act, 2 of 2000 ("**PAIA**") and POPI, and has created this manual in order to assist Data Subjects and Requesters understand and exercise their rights in relation to Personal Information.

PAIA seeks to advance a culture of transparency and accountability in both public and private bodies. It was enacted as a direct response to Section 32(2) of the South African Constitution, which requires that the Government implement laws in an effort to make information pertaining to public and private bodies more accessible to all. PAIA gives third parties the right to approach private bodies to request information held by them, which is required in the exercise and/or protection of any rights. Upon request, the private body is obliged to release such information unless PAIA expressly states that the records containing such information may or must not be released. This manual informs Requesters of procedural and other requirements which any request must meet, as prescribed by PAIA, and further incorporates or addresses the requirements of POPI. POPI promotes the protection of Personal Information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of Personal Information. POPI amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information.

Section 51 of PAIA obliges private bodies (including Luciana Share Block) to compile a manual to enable a person to obtain access to information held by such private body. Section 51 stipulates the minimum requirements that the manual has to comply with. This manual constitutes Luciana Share Block's PAIA manual. This manual is compiled in accordance with section 51 of PAIA, as amended by POPI.

This PAIA manual also includes information on the rights of persons in relation to the submission of objections to the processing of Personal Information and requests to delete or destroy Personal Information or records thereof in terms of POPI.

3. **Contact Details:**

All requests for access to records in terms of PAIA must be in writing and must be addressed to: Luciana Share Block Information Officer, Ms. Carvalho.

**Directors:** Mr. W L Wepener (Chairman)  
Mr. K B Spence (Vice)

Mr. M M Braun

Ms. P U Dewar

Mr. A Fineberg

Mr. J S Hay

Mr. J D Lange

**Information Officer:** Ms. M A Carvalho

**Email Address:** [ariana@lucianacountryestate@gmail.com](mailto:ariana@lucianacountryestate@gmail.com)

**Contact Number:** +27 (0) 16 983 0020

**Postal Address:** P.O. Box 772, Vanderbijl Park, 1900

**Street Address:** Luciana Country Estate, Farm Luciana 453,  
Boundary Road, district Parys

**Fax Number:** N/A

4. **Applicable Legislation:**

Luciana Share Block keeps information and records in accordance with the following legislation, which includes, but is not limited to the following legislation:

- Basic Conditions of Employment Act, 75 of 1997
- Close Corporations Act, 69 of 1984
- Companies Act, 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Constitution of the Republic of South Africa, 108 of 1996
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Financial Intelligence Centre Act, 38 of 2001
- Income Tax Act, 95 of 1967
- Insurance Act, 27 of 1943
- Labour Relations Act, 66 of 1995
- National Water Act, 36 of 1998
- Occupational Health and Safety Act, 85 of 1993
- Promotion of Access of Information Act, 2 of 2000
- Protection of Personal Information Act, 4 of 2013
- Share Blocks Control Act, 59 of 1980
- Trust Property Control Act, 57 of 1988
- Unemployment Insurance Act, 30 of 1996
- Value Added Tax Act, 89 of 1991

5. **Records held by Luciana Share Block:**

Records available without formal request

Information that is obtainable via the Luciana Share Block website about Luciana Share Block is automatically available and need not be formally requested in terms of this manual.

Records that are not automatically available

The list below depict records of information which Luciana Share Block has available in terms of laws applicable to it. Some of this information and the

access thereto may be restricted to protect the privacy and private information of Data Subjects:

**General:**

- Records of Luciana Share Block lodged in terms of government requirements such as the Registrar of Deeds (title deeds).
- Documentation and information relating to Luciana Share Block which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act, 71 of 2008.
- Newsletters and other information.

**Companies Act:**

- Certificate of incorporation.
- Registration certificate.
- Memorandum of incorporation.
- Use agreement.
- Management regulations.
- Minutes of board and subcommittee meetings.
- Resolutions passed.
- Share registers and certificates.
- Company disclosure certificates.
- Register of directors and public officers.  
Directors' attendance registers.

**Corporate Governance:**

- Code of conduct.



- Risk management registers and associated records.
- Legal compliance registers and associated records.
- Policies and procedures.
- Fraud alerts and whistle blowing.

**Financial:**

- Annual financial statements.
- Asset Register.
- Management accounts.
- Directors reports.
- Auditors reports.
- Books of account regarding information required by the Companies Act.
- Supporting Schedules and documentation relating to management accounts.
- All other forms and notice in terms of the Companies Act.

**Accounts Records:**

- Books of account, including journals and ledgers.
- Delivery notes, order, invoices, statements, receipts, vouchers and bills of exchange. □ Agreements.
- Banking records.
- Tax records, return and supporting documentation.
- Correspondences.
- Management reports.
- Budgets.
- General ledger and sub ledgers.
- General ledger reconciliations.

**Statutory Employee Records:**

- Personnel documents and records (employee's names and occupations).
- Address disciplinary Code and Records.
- Employment Contracts.
- Forms and Applications.
- Grievance procedures.
- Leave records.
- Payroll reports/ Wage register.
- Pension fund records; □ Salary records.
- Standard letters and notices.
- Training manuals.
- Training records.
- COVID-19 compliance manual.
- Expense accounts.
- IRP5 employee returns.
- PAYE records and returns.
- CV's, application details.
- Disciplinary codes and records.
- Disciplinary procedures.

**Insurance:**

- Insurance policies.
- Claim records.
- Details of insurance coverage, limits and insurers.
- Insurance declaration.

**Taxation:**

- Copies of all income tax returns and other tax returns and documents.

**Agreements and Contracts**

- Material agreements concerning provision of services or material.
- Non-disclosure agreements.

**Information Technology:**

- Hardware.
- Operating systems.
- Disaster recovery policy and systems.
- Internal system support and programming/development.
- Licenses.
- Policies, procedures, standards, templates and guidelines.
- Security access.

6. **Policy Regarding Confidentiality and Access to Information in relation to Requests by Third Parties:**

Luciana Share Block will protect the confidentiality of Personal Information provided to it by third parties, subject to its obligation to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of Personal Information. If access is required to a record that contains information about a third party, Luciana Share Block is obliged to attempt to contact such party to inform him/her/it of the request.

Luciana Share Block will give the third party an opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted to the request or not.

**NOTE:** in terms of section 59 of PAIA, the Information Officer may serve a record and grant access only to that portion which the law does not prohibit access to.

7. **Categories of Requesters:**

The capacity under which a Requester makes a request for records defines the category into which the Requester will fall into. There are four categories of Requesters that are recognised as being able to make valid requests for access information (including Personal Information):

- A Data Subject who makes requests about themselves;
- A Representative who makes a request on behalf of the Data Subject(s);
- A Third Party who requests information about a Data Subject; or □ A Public Body who requests information in the public interest.

8. **How to Request Information:**

The purpose of this section is to provide directive and guidance on the process to follow when requesting information from Luciana Share Block.

- The Requester must contact Luciana Share Block's Information Officer to obtain guidance on the process to follow, should any aspect of the request process be unclear, as detailed below.
- The prescribed form must be used and completed to make the request for access to a record. The form can be downloaded from the Information Regulator website at [www.justice.gov.za/inforeg/](http://www.justice.gov.za/inforeg/) (refer to Annexure "B").
- Proof of identification of the Requester (and related third parties acting on behalf of the Requester) must be provided on submitting the request form.
- The Requester must specify the right that they are seeking to protect or that they wish to exercise and provide an explanation as to why the

requested records are required for the protection or exercise of that right.

- If the request is made on behalf of another person, then proof is required of the capacity in which the Requester is making the request.
- Proof of identity must be provided in the form of a certified copy of the Requester's and/or representative's identity document or passport via secure methods provided by the Information Officer in the initial correspondence (submission of request form).
- An initial response to a request will take approximately 30 (Thirty) days. The Information Officer may extend the period by an additional 30 (Thirty) days depending on the complexity of the request requirements.
- Please note that an application for access to information can be refused in the event that the application does not comply with the requirements of PAIA.
- The successful completion and submission of the access request does not automatically allow the Requester access to the requested records.
- If access to a record/information is granted, the Requester will be notified, and the notification will include the following:
  - (i) An indication of the access fee that should be paid upon gaining access (if any).
  - (ii) An indication of the form in which the access will be granted.

□ If access to a record/information is denied, the Requester will be notified, and be provided adequate reasons for the refusal.

**Grounds for Refusal:**

The Information Officer may refuse a request for information for the following reasons:

- (a) Where the disclosure would amount to an unreasonable disclosure of Personal Information;
- (b) Where the disclosure would amount to disclosure of the trade secrets of a third party;
- (c) Where the disclosure would lead to a revelation of financial, commercial, scientific or technical information of a third party;
- (d) Where such information was supplied in confidence by a third party;
- (e) Where the disclosure would breach the duty of confidence owed to a third party;
- (f) Where the disclosure would endanger the life or physical safety of an individual;
- (g) If the disclosure is prohibited under the Criminal Procedure Act, 51 of 1977;
- (h) If the disclosure is privileged under legal proceedings or research conducted by or on behalf of a third party; and
- (i) Where the disclosure would compromise the investigation where proceedings are pending.

**Grounds of Discretionary Refusal will apply where:**

- (a) Where the disclosure of such information relating to a third party would prejudice the supply of similar information in the future;
- (b) Where the record contains information around crime prevention, detection and prosecution of alleged offenders;
- (c) Where the disclosure would unreasonably reveal consultative material obtained on account of deliberations over formulation of policy, exercise of power or performance of a duty; and
- (d) Where the request is frivolous or vexatious.

9. **Appeal Procedures:**

Should the Requester not be satisfied with the decision of the Information Officer the following will be applicable:

(i) **Internal Remedies**

Luciana Share Block does not have an internal appeal procedure. As such, the decision made by the Information Officer pertaining to a request is final, and Requesters shall have to exercise such external remedies at their disposal if a request is refused, and the Requester is not satisfied with the response provided by the Information Officer.

(ii) **External Remedies**

A Requester that is dissatisfied with the Information Officer's refusal to disclose information, may within 180 (One Hundred and Eight) days of notification of the decision, apply to a court for relief. Likewise, a third party dissatisfied with the Information Officer's decision to grant a



request for information, may within 180 (One Hundred and Eight) days of notification of the decision, apply to a court for relief. For purposes of PAIA, a court application must be lodged with a High Court or another court having jurisdiction.

10. **Prescribed Fees:**

If a Requester has been given notice that his or her request for access specific records has been granted, that Requester must-

- (a) if an access fee is payable, upon payment of that fee; or
- (b) if no access fee is payable, immediately,

be given access in the applicable records, as indicated by the Requester in the request, and in the language contemplated in section 31 (being in the language that the Requester prefers, should the record exist in this form, alternatively in the language the record exists in, should no preference be indicated).

A schedule of fees is outlined in Annexure "A" hereof, the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za) and on the website of the Information Regulator at [www.justice.gov.za/inforeg/](http://www.justice.gov.za/inforeg/).

11. **Information Available in terms of POPI:**

In terms of POPI, Personal Information must be processed for a specified purpose. The purpose for which data is processed by Luciana Share Block will depend on the nature of the data and the particular Data Subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

Luciana Share Block holds information and records on the following categories of Data Subjects:

- Employees / personnel of Luciana Share Block.
- Occupiers of units leased in development.
- Independent contractors and/or any third party with whom Luciana Share Block conducts business.
- Shareholders in Luciana Share Block.

12. **Categories of Recipients to whom Personal Information may be Supplied:**

Depending on the nature of the Personal Information, Luciana Share Block may supply information or records to the following categories of recipients:

- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- Anyone making a successful application for access in terms of PAIA or POPI; and
- Subject to the provisions of POPI and other relevant legislation, Luciana Share Block may share information about a Data Subject's creditworthiness with any credit bureau or credit providers industry association or other association.

13. **Purpose of Processing:**

Luciana Share Block uses Personal Information under its care in the following ways:

- Administration of agreements.
- Detecting and prevention of fraud, crime, money laundering and other malpractice.
- In connection with legal proceedings.
- Staff administration.
- Keeping of accounts and records.
- Complying with legal and regulatory requirements.
- Communication with shareholders and in some instances, occupiers.
- Collecting debts owed to it by shareholders.

Personal Information must be lawfully obtained and can only be used with the express consent of the Data Subject.

Luciana Share Block may share the Personal Information, with the consent of the Data Subject to which it relates, with any party to whom it (the Data Subject) may have assigned or transferred any of its right or obligations under any agreement, and/or to service providers who render services which are inclusive of but not limited to the following:

- Storing data; and
- Due diligence checks.

14. **Free Data and Data Use/Dissemination Checks:**

POPI provides that a Data Subject may, upon proof of identity, request Luciana Share Block 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. POPI provides that a Data Subject may object, at any time, to the processing of Personal Information by Luciana Share Block, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing.

A Data Subject may also request Luciana Share Block 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 Luciana Share Block is no longer authorised to retain in terms of POPI's retention and restriction of records provisions.

15. **Objection to Data Content, Processing or Use/Dissemination:**

Should a Data Subject wish to:

- Objectors to the processing of their Personal Information must complete the form attached hereto as Annexure "C" and submit it to the Information Officer;
- Request a correction or deletion of Personal Information or the destruction or deletion of a record of Personal Information must complete the form attached hereto as Annexure "D" and submit it to the Information Officer; and
- Withdraw consent, previously provided, to process Personal Information must complete the form attached hereto as Annexure "E" and submit it to the Information Officer.

16. **Records that Cannot be Found or Do Not Exist**

If Luciana Share Block has searched for a record, and all reasonable steps have been taken to locate the requested record, and it is believed that the record does not exist or cannot be found, the Requester will be notified by way of affidavit or affirmation. This will include the steps that were taken to try to locate the record in question. If after notice is given and the record in question is later located, the Requester will be provided access thereto, provided that there are no grounds for refusal.

17. **Retention of Personal Information Records:**

Luciana Share Block may retain Personal Information records for as long as same remains necessary for achieving of the purpose for which such information was initially obtained. For the purposes of dealing with future disputes, Luciana Share Block may retain Personal Information, indefinitely, provided that such information remains confidential and secure in an electronic format or otherwise.

Further, the continued retention of such information is subject to the Data Subject's consent. In circumstances where the Data Subject does not consent to the use of his/her or its Personal Information, or where the current Data Subject of Luciana Share Block has specifically requested that his/her of their Personal Information be removed from the database in question, such request must be submitted in the prescribed form, as outlined above (see Annexures "C" – "E"). The period of retention of Personal Information may be extended, should this be required or authorised by the laws governing Luciana Share Block.

- Information pertaining to legal matters must be retained by law for a minimum of 6 years.
- Information pertaining to taxation matters must be retained by law for a minimum of 5 years.
- Information pertaining to accounting records must be retained by law for a minimum of 15 years.

18. **Transborder Flows of Personal Information:**

Luciana Share Block does not transfer any Data Subject's information to service providers in countries outside South Africa. Should the need for this arise, Luciana Share Block's PAIA manual will be accordingly updated and the affected Data Subjects notified of this. In this instance, any transactions with service providers in countries outside South Africa will be done in accordance POPI and its applicable regulations.

19. **General Description of Information Security Measures:**

Luciana Share Block employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include (but are not limited to):

- Firewalls.
- Virus protection software and update protocols.
- Secure access control.
- Secure setup of hardware and software making up the IT infrastructure.
- Outsourced Service Providers who process personal Information on behalf of Luciana Share Block.

- Non-Disclosure Agreements.
- Password access to secured databases.
- Restriction of access to specific high level staff members who are designated and mandated to process Personal Information.
- Restriction of access to our premises and to servers that hold Personal Information.

20. **Availability of the Manual:**

The latest copy of this manual is available, in hard copy, at Luciana Share Block's registered office, situated at the aforementioned street address, and in electronic form on Luciana Share Block's website, at [www.lucianacountryestate.co.za](http://www.lucianacountryestate.co.za). Alternatively, this manual can be requested from Luciana Share Block's Information Officer, Ms. M A Carvalho, upon request.

This manual will be updated as required or when the relevant legislation changes.

21. **South African Human Rights Commission & Information Regulator:**

The South African Human Rights Commission ("SAHRC") is mandated under PAIA (as contemplated under section 10 of the Act) to promote the right of access to information, monitor the implementation of PAIA, make recommendations to strengthen PAIA and to report annually to Parliament. The SAHRC has compiled a guide that contains information which would be reasonably required of any person wishing to exercise any rights set out in the Act.

As of 30 June 2021, the Information Regulator will be taking over the regulatory mandate functions relating to PAIA, as amended, in terms of sections 110 and

114(4) of POPI, which provide for the amendment of PAIA and the effective transfer of certain functions currently performed by the SAHRC to the Information Regulator.

The Information Regulator is an independent body established in terms of section 39 of POPI. It is subject only to the law and the Constitution and it is accountable to the National Assembly. It is tasked with handling complaints relating to the handling of Personal Information in terms of POPI/PAIA.

If you are dissatisfied with any response given by Luciana Share Block in relation to any of your queries/complaints related to the handling of Personal Information in terms of POPI and/or PAIA, you can address these to: The Information Regulator (South Africa)

**Physical Address:** JD House, 27 Stiemens Street, Braamfontein,  
Johannesburg, 2001

**Postal Address:** P.O Box 31533, Braamfontein, Johannesburg, 2017

**Website:** [www.justice.gov.za/infoereg/](http://www.justice.gov.za/infoereg/)

**General Enquiries:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

**Complaints:** [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)



## ANNEXURE “A” EXPLANATORY NOTE ON FEES TO BE CHARGED

An Explanatory Note on Fees to be Charged by a Private Body when Granting a Request for Access to Information in terms of the Promotion of Access to Information Act, 2 of 2000.

The fees chargeable by private bodies in respect of requested records, in specific format:

1. **Copies of PAIA & POPI Manual:**

Should an individual require a copy of the private body's manual, a fee of R1.10 is chargeable for every photocopy of an A4 page or part thereof.

2. **Reproduction Fees:**

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body.

- (a) For every photocopy of an A4 sized page or part thereof – R1.10
- (b) For every printed copy of an A4 sized 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 compact disc – R70.00
- (d) For a transcription of visual images, for an A4 sized page or part thereof – R40.00
- (e) For a copy of visual images – R60.00
- (f) For a transcription of an audio record(s), for an A4 sized page or part thereof – R20.00
- (g) For a copy of an audio record – R30.00
- (h) The request fee payable by a Requester, other than a personal Requester, is R50.00

3. **Access Fees:**

Access Fees are chargeable for copies or transcriptions of information requested under PAIA.

- (a) For every photocopy of an A4 sized page or part thereof – R1.10
- (b) For every printed copy of an A4 sized 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 compact disc – R70.00
- (d) For a transcription of visual images, for an A4 sized page or part thereof – R40.00
- (e) For a copy of visual images – R60.00
- (f) For a transcription of an audio record(s), for an A4 sized page or part thereof – R20.00
- (g) For a copy of an audio record – R30.00
- (h) To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such and preparation.

4. **Other Fees:**

A request fee of R50.00 is payable by the Requester who is seeking access to a record containing information which is not personal to the Requester.

A search fee may be charged at a rate of R30.00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.

If the request is not limited to records containing information which is personal to the Requester and if the head of the private body is of the opinion that the time it will take to give effect to the request will exceed six hours the Requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.

If a copy of a record is posted to a Requester, the Requester is obliged to pay the actual postage payable.

**ANNEXURE “B”**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

**Request for Access to Record of Private Body**

**(Section 53(1) of the Promotion of Access to Information Act, 2 of 2000)**

**1. PARTICULARS OF THE PRIVATE BODY:**

.....  
.....  
.....  
.....

**2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD:**

Full names and Surname:

.....

Identity Number:

.....

Postal Address:

.....  
.....

Telephone/Mobile Number:

.....

Email Address:

.....

Capacity in which the request is made, when made on behalf of another person (proof of such authority must be provided):

.....

.....

.....

a. The particulars of the person who requests access to the record must be given below.

- b. The address and/or email 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.

**3. PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE:**

Full names and Surname:

.....

Identity Number:

.....

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

**4. PARTICULARS OF RECORD:**

Description of record or relevant part of the record

.....  
.....

.....  
.....

Reference number, if available:

.....

Any further particulars of the record:

.....  
.....  
.....

.....  
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.

**5. FEES:**

Reasons for exemption from payment of fees:

.....  
.....  
.....

- a. A request for access to a record, other than a record containing Personal Information about yourself, will be processed only after a requisite fee has been paid.
- b. You will be notified of the amount required to be paid as the request fee, upon receipt of the request which is submitted and completed in accordance with the prescribed form.
- c. The fee payable for access to a record depending on the form in which access is required and the reasonable time required to search for and prepare the record.
- d. If you qualify for exemption of the payment of any fee, please state the reason for exemption, which will be considered.

**6. 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 hereunder, state your disability and indicate in which form the record is required. Page **27** of **38**

Disability:

.....  
 .....

Form in which record is required:

.....  
 .....

**MARK THE APPROPRIATE BOX WITH AN "X" (below)**

- a. Compliance with your request 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.

<b>1. If the record is in written of printed form</b>	
Copy of Record	
Inspection of Record	
<b>2. If the record consists of visual images (includes photographs, slides, video records, computer-generated images, sketches etc.)</b>	
View Image(s)	
Copy of the Image(s)	
Transcription of the images	

<b>3. If the record consists of recorded works and information which can be reproduced in sound</b>	
Listen to the soundtrack (audio)	
Transcription of soundtrack (written or printed document)	
<b>4. If the record is held on computer (digitally) or in an electronic or device-readable form</b>	
Printed copy of record	
Printed copy of information derived from the record	
Copy in computer readable form (CD/DVD)	
<b>NOTE:</b>	
If you request that the record be transcribed, do you wish the copy of the transcription to be posted to you?	
Postage is payable.	
<b>YES:</b>	<b>NO:</b>

**7. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED:**

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:  
.....  
.....  
.....  
.....

**8. 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?

.....  
.....  
.....  
.....

**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.**

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

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

**ANNEXURE “C”**

**OBJECTION TO PROCESSING OF PERSONAL INFORMATION**

**Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act, 4 of 2013.**

*NOTE:*

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

<b>DETAILS OF DATA SUBJECT</b>	
<b>Name and Surname of Data Subject:</b>	
<b>Residential, postal or business address:</b>	
<b>Contact Number(s):</b>	
<b>Fax Number:</b>	
<b>E-Mail Address:</b>	
<b>DETAILS OF RESPONSIBLE PARTY</b>	
<b>Name:</b>	
<b>Business Address:</b>	

	<b>CODE (                      )</b>
<b>Contact Number(s):</b>	
<b>Fax Number:</b>	
<b>E-Mail Address:</b>	
<b>REASON FOR OBJECTION:</b> <i>(please provide detailed reasons for the objection)</i>	

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

.....  
**SIGNATURE OF DATA SUBJECT**

**ANNEXURE “D”**  
**CORRECTION OR DELETION OR DESTROYING/DESTRUCTION OF**  
**PERSONAL INFORMATION**

**Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record or Personal Information in terms of Section 24 (1) of the Protection of Personal Information Act, 4 of 2013.**

*NOTE:*

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

Request for:

**Mark the appropriate box with an “X”**

- (i) Correction or deletion of the Personal Information about the Data Subject which is in possession or under the control of the responsible party;

**OR**

- (ii) 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 DATA SUBJECT	
<b>Name and Surname of Data Subject:</b>	
<b>Residential, postal or business address:</b>	
<b>Contact Number(s):</b>	
<b>Fax Number:</b>	
<b>E-Mail Address:</b>	
DETAILS OF RESPONSIBLE PARTY	
<b>Name:</b>	
<b>Business Address:</b>	
	CODE (                      )
<b>Contact Number(s):</b>	
<b>Fax Number:</b>	
<b>E-Mail Address:</b>	
<b>REASON 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:</b>	
<b>*Delete</b> whichever is not applicable <i>(please provide detailed reasons for the objection)</i>	


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

.....  
**SIGNATURE OF DATA SUBJECT**

**ANNEXURE “E”**  
**WITHDRAWAL OF CONSENT NOTICE TO PROCESS PERSONAL**  
**INFORMATION**

**Request for Withdrawal of Consent to Process Personal Information in terms of Section 24 (1) of the Protection of Personal Information Act, 4 of 2013.**

NOTE:

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

I wish to withdraw my consent for the collection, use and disclosure (processing) of Personal Information provided to your Company for:

Request for:

**Mark the appropriate box with an “X”**





<b>Contact Number(s):</b>	
<b>Fax Number:</b>	
<b>E-Mail Address:</b>	
<b>REASON FOR WITHDRAWAL OF CONSENT TO PROCESS PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY:</b> <i>(please provide detailed reasons for the objection)</i>	

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

.....

**SIGNATURE OF DATA SUBJECT**