PROMOTION OF ACCESS TO INFORMATION ACT
("PAIA") AND PROTECTION OF PERSONAL INFORMATION ACT ("POPIA")

SECTION 51 MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000

This Document serves as the Information Manual as required by Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 (the "Act") for a Private Body. It provides information on the Records held, and the process that is to be followed to request access to such Records.

Occupational Therapy Support Centre (Pty) Ltd.
Trading as OTSC

Private Body

OTSC
OCCUPATIONAL THERAPY SUPPORT CENTRE (PTY) LTD
Reg no: 2021/466735/07

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PART A: General

A.1. What is the purpose of this Manual?

A.1.1. Under the Promotion of Access to Information Act 2000 ("PAIA"), OTSC (hereinafter referred to as "OTSC**", "we"** and **"us"**) is required to grant individuals access to Records held by OTSC if that Record is required by the individual to exercise or protect any legal right that individual enjoys under the law.

A.1.2. Additionally, under the Protection of Personal Information 2013 ("POPI"), OTSC are required to be open and transparent about how we handle personal information and allow individuals to access and correct their personal information.

A.1.3. The purpose of this Manual is to set out the information which OTSC is legally required to disclose under PAIA and POPI, and to explain how you can exercise your statutory rights under PAIA and POPI with respect to Records and personal information handled by us.

A.2. What is the status and scope of this Manual?

A.2.1. This Manual (version 2.0) was last updated on **25 April 2025** and will become effective on **26 April 2025**.

A.2.2. This Manual may be revised from time to time to reflect changes in laws and regulations, or changes in OTSC's business operation.

A.3. Introduction to the Company

A.3.1. Occupational Therapy Support Centre (Pty) Ltd., Registration no: 2021/466735/07 t/a OTSC is a private Company providing Human Asset Management, Business Solution and Training Services.

/

A.3.2. Our Company is run according to the requirements set by the Basic Conditions of Employment Act 75 of 1997; Consumer Protection Act 68 of 2008 and National Credit Act 34 of 2005 and is subject to the authority of all the relevant Bargaining Councils.

A.3.3. The Professionals working at the Company supply all appropriate Human Asset Management, Business Solutions and Training Services within the scope and ambit of their competence and training. The Professionals are bound by the Company's Rules, Regulations and Policies, most notably the duty to preserve client confidentiality, unless legislation or a court order provides otherwise.

A.3.4. Requesters should note that some commercial, legal, financial, and health information may be withheld on the grounds of sections 63-70.

A.4. Our rights under the Promotion of Access to Information Act

/A.4.1. On 9 March 2001, the Promotion of Access to Information Act, became operative, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.

A.4.2. Under PAIA, everyone has the right to access.

a) any information held by the state; and

b) any information that is held by another person and that is required for the exercise or protection of any rights.

A.4.3. A Public Body may make a request for information under PAIA only if, in making the request, the Public Body is acting in the public interest.

A.4.4. Records OTSC makes available under PAIA is described hereinafter. If you wish to make a request under PAIA OTSC, please follow the procedure described in The Section 10 Manual. Please note that your request will be subject to the applicable charges set out in The Section 10 Manual.

A.4.5. You can learn more about your rights under PAIA by contacting the South African Human Rights Commission ("**SAHRC**") at:

Address:	Braampark Forum 3 33 Hoofd Street Braamfontein South Africa
E-Mail:	info@sahrc.org.za
Website:	***http://www.sahrc.org.za***
Tel No:	+27 11 877 3600

A.5. Availability of this Manual *[S 51(1)(a)(i) – Promotion of Access to Information Act]*

A.5.1. A copy of this Manual is available to the public for inspection at our website/registered offices as listed below or on request from the designated contact person.

A.5.2. **Contact Details** ***[S 51(1)(a)(i)]*** **-** This contact person is responsible for the administration of and compliance with the Act in a fair objective and unbiased manner.

Company Name:	Occupational Therapy Support Centre (Pty) Ltd.
Registration No:	2021/466735/07
Information Officer:	Juané Raats
Deputy Information Officer:	Bianca Willemse
Physical Address:	6A Juan Crescent, Baysvalley, Bloemfontein 9301
Postal Address:	6A Juan Crescent, Baysvalley, Bloemfontein 9301
Tel No:	067 397 2076
Fax No:	Not Applicable
E-Mail Address:	info@otsc.co.za
Website:	www.otsc.co.za

PART B: Processing Operations insofar the PAIA Act concerned

B.1. Description of the guide referred to in Section 10, if available, and how to obtain access to it [Sect 51(1)(b)(i)]**.**

B1.1. 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.

B1.2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided.

B1.3. 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.

B1.4. The Guide is available from the SAHRC.

B1.5. The contact details of the Commission are:

Postal Address:	Private Bag 2700 Houghton, 2041
Tel No:	+27-11-877 3600
Fax No:	+27-11-403 0625
Website:	www.sahrc.org.za

B.2. The latest notice in terms of section 52(2), if any, regarding the categories of Records of the Company of OTSC which are available without a person having to request access in terms of this Act [Sect 51(1)(b)(ii)].

1. Inspection in terms of legislation other than this Act	None
2. Purchase or copying from us	None
3. From us free of charge	Company related brochures, information leaflets

B.3. A description of the Records of the Company OTSC which are available in accordance with any other legislation [Sect 51(1)(b)(iii)].

Records are kept in accordance with the following legislation (this list is not exhaustive):

- Administration of Estates Act 66 of 1965:
- Basic Conditions of Employment Act 75 of 1997;
- Bill of Rights (BOR)
- Broad-Based Black Economic Empowerment Act 53 of 2003;
- Children's Act 38 of 2005;
- Close Corporations Act 69 of 1984;
- Companies Act 61 of 1973;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Competition Act 89 of 1998;
- Consumer Protection Act 68 of 2008;
- Copyright Act 98 of 1978;
- Credit Agreements Act No. 75 of 1980;
- Customs and Excise Act 91 of 1964;
- Customs Duty Act 30 of 2014;
- Cybercrimes Act 19 of 2020;
- Debt Collectors Act 114 of 1998;
- Electronic Communications and Transactions Act 25 of 2002;
- Electronic Communications Act 36 of 2005;
- Employment Equity Act 55 of 1998;
- Financial Advisory and Intermediary Services Act 37 of 2002;
- Financial Intelligence Centre Act 38 of 2001;
- Hazardous Substances Act 15 of 1973;
- Income Tax Act 58 of 1962;
- Insolvency Act 24 of 1936;
- Labour Relations Act 66 of 1995;
- Medical Schemes Act 131 of 1998;
- Merchandise Marks Act 17 of 1941;
- National Credit Act 34 of 2005;

- Occupational Health and Safety Act 85 of 1993;
- Pension Funds Act 24 of 1956;
- Prevention of Organised Crime Act 121 of 1998;
- Prevention and Combating of Corrupt Activities Act 12 of 2004;
- Promotion of Access to Information Act 2 of 2000;
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000;
- Protected Disclosures Act 26 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Regulation of Interception of Communications and Provision of Communication Act 70 of 2002
- Road Accident Fund Act 56 of 1996;
- Short Term Insurance Act No. 53 of 1998;
- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1999;
- Stamp Duties Act 77 of 1968;
- Stock Exchanges Control Act 1 of 1985;
- Unemployment Contributions Act 4 of 2002;
- Unemployment Insurance Act 63 of 2001; and
- Value Added Tax Act 89 of 1991;
- Such other legislations as may from time to time be applicable.

B.4. Sufficient detail to facilitate a request for access to a Record of the Body, a description of the subjects on which the Body holds Records and the categories of Records held on each subject [Sect 51(1)(b)(iv)]

The Company holds the following categories of Records:

Categories of Records	Document Type
Records relating to the form of Company and related matters	Documents pertaining to a personal liability Company as required by the Companies Act 71 of 2008, including, but not limited to the prescribed Certificates, Memorandum of Incorporation, Forms and Registers of Directors and Shareholders, Company Rules, Minute Books, Resolutions, and Shareholders Agreements; Company Code Number and related Records
Employment Records	Employment Contracts; Conditions of employment and workplace policies such as Leave Policies; Employment Equity and Skills Development Plans and Reports; Salary and Wage Register; Performance Management Records; Documents related to disciplinary proceedings, Arbitration Awards, CCMA (Commission for Conciliation, Mediation and Arbitration) and other legal cases; Expense Accounts; Relevant Tax Records and information pertaining to employees; *Temporary* Contracts and related documents and records; Contracted Staff Lists
Pension / Retirement Fund and Medical Scheme Records	Pension/Retirement Fund and Medical Scheme Rules; Records relevant to Pension/Retirement Fund and Medical Scheme Members, including payment of contributions
Financial Records	Annual Financial Statements, including Directors' Reports; Auditor's Reports; Accounting Records; Bank Statements; Invoices, Statements, Receipts, Debit Notes, Credit Notes, and related documents
Tax and VAT Records	Copies of Tax Returns and documents relating to Income Tax and VAT, including payments made and VAT Registration
Client Records	Records are kept in respect of all clients of the Company, which include, but not limited to, all relevant arrangements, agreements, contracts, correspondents, and all standard business solution and management documentation
Operational Records	Promotional Material, Product/Service Specifications, Work Instruction Manuals, Client Databases, Contract Records, Financial Records, Fees, Quotes etc.
Records related to Property (movable and immovable)	Finance and Lease Agreements; Asset Registers; Title Deeds; Mortgage Bonds; Debenture Registers; Stock Sheets; Delivery Notes and Orders; Sale Agreements; Purchase Agreements
Other Agreements	Information Technology (IT) Agreements (software and hardware); Agreements concerning provision of services, materials, and products; Agreements with Contractors and Suppliers
Records relating to Legal Processes and Legal Obligations such as OHS.	Complaints, Pleadings, Briefs, and other documents pertaining to any actual, pending or threatened litigation, arbitration, or investigation; Settlement Agreements; Legal opinions/advice; OHS: Evacuation Plans, Incident Reports, Committee Information etc.
Insurance Records	Insurance Policies, including professional indemnity Insurance Policies and related records; Claims Records

PART C: Processing Operations insofar the POPI Act concerned

C.1. The purpose of the processing [Sect 51(1)(c)(i)]

1. The Professionals who provide you with service, maintain personal information Records about you. These Records help to provide you with the best possible service delivery.
2. Our Records may be electronic, on paper or a mixture of both, and we use a combination of working Company safeguards and technology to ensure that your information is kept confidential and secure. Records which the Company hold about you may include the following information:
   a) Details about you, such as your title, name, postal and/or street address
   b) Any contact the Company has had with you, your Company, such as appointments, Company visits, emergency appointments, etc.
   c) Identity number, Company Registration Number, Director's information
   d) Notes, Reports, and Invoices about your transactions with us.
   e) Banking and financial information.
   f) Other information not specified, reasonably required to be processed for business operations, business solutions, and management services.
3. Other purposes for retaining Records may include:
   a) To perform duties in terms of any Agreement with you.
   b) To assist in making credit decisions about you.
   c) To manage your account, application agreements, or for any administrative/operational purpose.
   d) To communicate with you (including direct marketing) via e-mail, SMS, letters, telephone, unless otherwise indicated.
   e) To form a view of clients as individuals and to identify, develop or improve products/services/solutions, that may be of interest to clients.
   f) To carry out market research & business and statistical analyses.
   g) To recover any debt consumers may owe our Company.
   h) To comply with our Company's Regulatory and other obligation.
   i) To serve as the basis for accreditation.
   j) For any other reasonable required purpose relating to our Company business.

C.2. A description of the categories of data subjects and of the information or categories of information relating thereto [Sect 51(1)(c)(ii)]

a. The Company holds the categories of Records and personal information in respect of the categories of data subjects specified below.

b. The potential Recipients of the personal information processed by the Company are also specified.

c. Information and Records are only disclosed as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

DATA SUBJECTS	CATEGORIES OF RECORDS	CATEGORIES OF PERSONAL INFORMATION	POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION
Directors, Shareholders and Employees	Proof of registration at and payment of fees to all relevant Bodies; Employment / *Temporary* Contracts, Records and Policies; Insurance Policies; Complaints; Disciplinary and Court Proceedings; Employment Equity and Skills Development Plans and Records; Salary and Payroll Records; Leave Records; Tax Records, including PAYE, UIF (Unemployment Insurance Fund) and SDL (Skills Development Levies) returns and related Records; Correspondence with the Insurers and other Persons / Bodies; Medical Certificates; Continuing Professional Development (CPD) / Training Events, Certificates and Records	Names and Surnames; Contact details e.g. address, telephone and fax numbers, E-mail addresses; Identity numbers / dates of birth; Race; Gender; Nationality; Qualifications; Registration Numbers; Registered Profession; Category of Registration; Employment History and Information; Position held; Banking details; Relevant Medical History; Criminal behaviour and history; Correspondence; Notes, Reports and Records created by these data subjects in respect of clients; Tax numbers, Returns and Certificates; Leave Periods; Medical Certificates; Remuneration; Employment benefits; Absenteeism information; Next-of-kin details	SA Revenue Services (SARS); Relevant Statutory Bodies; Board of relevant Funders of SA; Companies and Intellectual Property Commission (CIPC); Medical schemes; Contractors and Vendors; Clients; Relevant Public Bodies, including Government Departments, e.g., Compensation Commissioner, Road Accident Fund (RAF), UIF, Department of Labour; Banks; Professional Societies; Vetting Agencies (e.g., of qualifications); Companies
Other Contractors, Vendors and Suppliers, e.g., IT Vendors, Claims switching Companies, Auditors, Legal Counsel, Consultants, Debt Collectors	Agreements with Contractors, Vendors and Suppliers; Non-Disclosure Agreements; Debt Collection Agreements; Legal opinions and advice; Invoices; Correspondence	Names and Surnames; Company Names; Relevant Staff details; Contact details e.g., address, telephone and fax numbers, e-mail addresses, website addresses; Opinions; Correspondence; Track Records; Price Structures; Financial Arrangements	Banks; Auditors; Legal Consultants; Medical Schemes

Insurers	Insurance Policies; Payment of premiums; Claims Records and related documents	Names and contact details e.g., addresses, telephone and fax numbers, e-mail addresses; Premiums	Auditors; Legal Consultants; Relevant Public Bodies
Clients	Client Records, including information about products or services, Financial Arrangements, Invoices, Payment Records and Correspondence	Names and surnames; Contact details e.g. address, telephone and fax numbers, e-mail addresses; Identity numbers / dates of birth; Race; Gender; Nationality; Employers and their contact details; Name, Surname and contact details of a relative / friend; Fees charged, payments received and payment history; Complaints lodged; Correspondence; Client Information Forms; Consent Forms;	Debt Collectors; Professionals to whom clients are referred; Credit Lists (Blacklists); Bodies performing peer review; Statutory / Governmental Bodies; Compensation Commissioner, RAF; Companies; Other relevant Consultants; Next-of-kin
Consultants referring clients to the Company	Referral notes; Correspondence	Names and Surnames; Contact details e.g., address, telephone and fax numbers, e-mail addresses and Company Code Numbers of Consultants	Managed care Organisations; Governmental Bodies when responding to complaints, Compensation Commissioner, RAF; Companies; Bodies performing peer review

Medical Schemes / Insurance Companies	Claims; Remittance Advices; Contracts; Correspondence; Scheme Rules; Policy Provisions	Contact details e.g., addresses, telephone and fax numbers, e-mail addresses	Clients; Debt Collectors
Companies	Correspondence	Names: Contact details e.g., addresses, telephone and fax numbers, e-mail addresses and Company Code Numbers of Companies	Statutory / Governmental Bodies when responding to complaints
Public Bodies, RAF, Compensation Commissioner, UIF) and Statutory Bodies	Complaints submitted to Statutory Bodies and related documents; Correspondence; Newsletters and circulars issued by these Bodies and Councils; Payment of Fees	Names: Contact details e.g., addresses, telephone and fax numbers, e-mail addresses; Office Bearers; Fee Structures	Clients

C.3. The recipients or categories of recipients to whom the personal information may be supplied [Sect 51(1)(c)(iii)]

The Company is not planning to send any personal information about any data subject across the borders of the Republic of South Africa to Third Parties in Foreign Countries. Should this be required, client consent will be obtained, where possible, and transfers of such information will occur in accordance with the requirements of the law.

C.4. Planned transborder flows of personal information [Sect 51(1)(c)(iv)]

Personal information of data subjects may be transferred across borders due to the hosting of some OTSC infrastructure and application in foreign jurisdictions. Current employees, clients, suppliers and consultants' information may also be transferred transborder where OTSC has a physical presence or may be providing services or performing in terms of its contractual obligations.

C.5. A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the Responsible Party to ensure the confidentiality, integrity and availability of the information which is to be processed. [Sect 51(1)(c)(v)]**.**

a. The Company takes the privacy of persons seriously and is therefore committed to ensuring that personal information in its possession or under its control is secure.

b. To prevent unauthorised access or disclosure of information, appropriate physical, electronic and managerial procedures have been implemented to safeguard and secure the information. For example, access to information is controlled and only persons requiring the information for the assistance and invoicing of clients as well as the administration of the Company have access to the information.

c. Access to electronic Records is password controlled.

d. A Privacy Policy has been implemented to ensure that personal information is processed and stored strictly in accordance with the law and all persons who have access to that information are aware of their responsibilities.

e. Records are maintained in a structured filing system for as long as it is necessary in accordance with the relevant laws.

f. A risk assessment of the organisational and technical processes and procedures is conducted on a regular basis to ensure continuous monitoring and enhancement of security measures in the Company.

g. Employees, other staff, and contractors are required to adhere to the strict Policies and Processes implemented by the Company and are subject to sanctions for any security breach.

h. All security breaches are taken seriously and are addressed in accordance with the law.

PART D: Procedure for making a request under PAIA.

D.1. How can I make a request to OTSC under PAIA?

D.1.1. To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form:

D.1.2. To facilitate the processing of your request, kindly:

1. Complete the Request Form, which is embedded in Part E of this Manual, also available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za (copy attached hereto as an example)
2. Address your request to the Head of this Company.
3. Provide sufficient details to enable us to identify:

(a) The Record(s) requested;
(b) The Requester (and if an Agent is lodging the request, proof of capacity);
(c) The form of access required;
(d) The postal address or fax number of the Requester in the Republic;
(e) If the Requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
(f) The right which the Requester is seeking to exercise or protect with an explanation of the reason the Record is required to exercise or protect the right.
(g) **Payment of Fees**:

Pay the applicable Request Fee described in Section D.4 below. Payment can be made via:

i. bank guaranteed cheque or postal order (written to OTSC); or

ii. EFT (direct bank transfer). If you wish to pay the applicable Request Fee via EFT, you will need to send the proof of payment together with your request. You can obtain the details required for EFT by contacting OTSC (see Section A.5 above for contact details).

iii. Unfortunately, OTSC cannot accept payment via credit card or debit card.

iv. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.

v. The completed Access Request Form together with a copy of the identity document must be submitted either via conventional mail, e-mail or fax and must be addressed to the contact person as indicated above.

D.2. How will my PAIA request be processed by OTSC?

D.2.1. OTSC will process your request when the completed Request Form is received, and any applicable Request Fee is paid. Subject to Section D.2.2. below, your request will normally be processed within 30 days of receipt of the completed Request Form, provided that all of the required details are properly set out in the completed Request Form.

D.2.2. If it turns out that it will take more than 30 days to process your request (e.g., due to the volume of Records/personal information that must be processed, or difficulty in accessing the relevant Record/personal information), OTSC may extend the aforementioned 30-day period in processing your request. Should this become necessary, OTSC will notify you.

D.2.3. Once a decision on your request is reached, OTSC will notify you in writing.
Where OTSC decides to:

a. grant access to the Record/personal information requested, OTSC will notify you how the access will be granted and what Access Fees are payable and release the requested Record/personal information upon receipt of the applicable Access Fee.

b. deny access to the Record/personal information requested; OTSC will notify you of the reasons why access is denied.

c. complies with your request to correct or delete your personal information, confirm how your request has been or will be actioned; and

d. denies your request to correct or delete your personal information, confirm why your request has been denied.

D.2.4. Where your request was a request for confirmation as to whether or not OTSC handles your personal information (i.e., you make a request under POPI s23(1)(a)), OTSC gives you the confirmation.

D.3. What if I am not happy about how OTSC handled my PAIA/POPI request?

D.3.1. If you are not satisfied about the way in which your request was handled by OTSC (including where you are not happy about the Access Fee charged by OTSC or the length of time OTSC is taking to process your request), you can make an application for relief to the Constitutional Court, the High Court or another Court of similar status.

D.3.2. Please note that if you wish to make an application to the Court, you will need to do so within 180 days of receiving the relevant decision made by OTSC

D.4. What are the charges applicable to my PAIA/POPI request?

D.4.1. There are two types of fees which are payable under PAIA, namely Request Fee, and Access Fee.

D.4.2. **Request Fee**

Request Fee is payable upon making a request to access Records/personal information, and it is **R140.00** (inclusive of VAT) for each request. You do not have to pay a Request Fee if:

a. You are a private individual requesting access to your own Records/personal information;

b. You are single and earning less than R14,812 p/a; or

c. You are married (or in a life partnership), and earning less than R27,192 p/a.

D.4.3. **Access Fee**

Access Fee is payable in respect of Records/personal information which are

produced in response to your request. Access Fee is payable by everyone who makes a request.

The rate of Access Fees are as follows:

Type of activity involved in producing the record or personal information	**Rate (Excl. VAT)**
The Request Fee payable by every Requester	R140.00
Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
Printed copy of A4-size page	R2.00 per page or part thereof
For a copy in a computer-readable form on: Flash drive (to be provided by Requester) Compact disc (if provided **by** Requester) Compact disc (if provided **to** the Requester)	 R40.00 R40.00 R60.00
For a transcription of visual images, for an A4-size page or part thereof Copy of visual images.	Services to be outsourced. Will depend on quotation from the Service Provider.

Type of activity involved in producing the record or personal information	**Rate (Excl. VAT)**
Transcription of an Audio Record, per A4-size page or part thereof	R24.00
Copy of an Audio Record on: Flash drive (to be provided by Requester) Compact disc (if provided **by** Requester) Compact disc (if provide **to** the Requester)	 R40.00 R40.00 R60.00
To search for and prepare the Record for disclosure, for each hour or part of an hour, excluding the first hour, reasonable required for such search and preparation. To not exceed a total cost of:	R145.00 R435.00
Deposit: if search exceeds 6 hours	One third of amount per Request calculated in terms of items 2 to 8
Postage, e-mail, or any other electronic transfer	Actual expense if any

D.4.4. Please note that:

a. where Request Fee is payable, your request will not be processed until you pay the Request Fee;

b. where Access Fee is payable, the Record/personal information you requested will not be released until the Access Fee is paid; and

D.4.5. Please also note that if you are not a private individual and if the search for and preparation of the Record requested is in OTSC's view likely to require more than 6 hours of work, OTSC reserves the right to require you to pay 1/3rd of the Access Fee up front as a deposit.

FORM 02

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests are made on behalf of another person, proof of such authorisation must be attached to this form.*

TO: The Information Officer

_____
_____
_____
_____

(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request are made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

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

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

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

FORM 03
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

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

Reference number: _____

TO: _____
_____
_____
_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐ Yes ☐ No

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

The amount must be paid into the following Bank account:
Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of 20

_____ _____

_____

Information officer

E.3. Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal

Information Act, 2013 (Act No. 4 of 2013)

FORM 1

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION,

2021 [Regulation 2]

Note:

1. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form.*
2. *Complete as is applicable.*

A	**DETAILS OF DATA SUBJECT**
Name(s) and surname/ registered name of data subject:	
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:	
Postal or business address:	
	Code ( )

Contact number(s):	
Fax number/ E-mail address:	
C	**REASONS FOR OBJECTION IN TERMS OF SECTION 11(3)(a)** *(Please provide detailed reasons for the objection)*

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

.....

Signature of data subject/designated person

E.4. Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

in terms of Section 24(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

FORM 2

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

1. Request for:

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

Please select applicable reasons for the selected request:

(a) Inaccurate ☐

(b) Irrelevant ☐

(c) Excessive ☐

(d) Out of Date ☐

(e) Incomplete ☐

(f) Misleading ☐

(g) Obtained unlawfully ☐

b) Destruction ☐ 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 who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
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:	
Postal or business address:	
	Code ( )
Contact number(s):	
Fax number/ E-mail address:	
C	**PERSONAL INFORMATION TO BE CORRECTED/DESTROYED/DELETED** *(Please specify the personal information required to be corrected / destroyed / deleted)*
D	**EXPLANATION FOR THE SELECTED REASON FOR A REQUEST** *(Please provide detail explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party*

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

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