



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of
Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“Data Subject”	Means the person (natural and Juristic) to whom personal information relates
1.3	“IO“	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa
1.9	“iFacts”	iFacts (Pty) Ltd

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

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

- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information that is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IFACFS (PTY) LTD

3.1. Information Officer

Name and Surname	Monique Beetge
Telephone number	011 453 1627
Email	info@ifacts.co.za

3.2 Access to information general contacts

Email	info@ifacts.co.za
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3.3 Main Office

Physical Address	6 Boeing Road East, Dunvegan, Johannesburg, 1609
Telephone	011 453 1627
Email	info@ifacts.co.za
Website	www.ifacts.co.za

4. KEY CONTACT DETAILS OF THE INFORMATION REGULATOR

4.1 Information Regulator

The Information Regulator has taken over the function to regulate PAIA from the South African Human Rights Commission from the 30th of June 2021. The Information Regulator also regulates POPIA.

Contact details of the Information Regulator:

Postal Address	PO Box 3153, Braamfontein, Johannesburg, 2017
Physical Address	Woodmead North Office Park, 54 Maxwell Drive, Sandton, 2191, South Africa
Telephone	+27 (0) 10 023 5200
Email	enquiries@inforegulator.org.za
Website	https://inforegulator.org.za/

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1. the Information Officer of every public body, and

- 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 5.3.3. the manner and form of a request for-
 - 5.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 5.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92¹¹.
- 5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

5.5. The Guide can also be obtained-

5.5.1. upon request to the Information Officer; or

5.5.2. from the website of the Regulator (<https://www.inforegulator.org.za>).

5.6. A copy of the Guide is also available in the following official languages, for public inspection during normal office hours-

5.6.1 English, Afrikaans, IsiZulu, Ndebele, Sepedi, Sesotho, Swati, Tsonga, Tswana, Venda and Xhosa.

6. REASONS FOR ACCESS REFUSAL

A private body such as iFacts is entitled to refuse a request for information.

6.1 The main grounds for iFacts to refuse a request for information relates to the:

6.1.1 mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63 of PAIA) or a juristic person, as included in the POPIA which would involve the unreasonable disclosure of personal information of that natural or juristic person;

6.1.2 mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory, or contractual agreements, comply with the provisions of the POPIA;

6.1.3 mandatory protection of the commercial information of a third party (section 64 of PAIA) if the record contains:

6.1.3.1 trade secrets of the third party;

6.1.3.2 financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

6.1.3.3 information disclosed in confidence by a third party to iFacts if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.

6.1.4 mandatory protection of confidential information of third parties (section 65 of PAIA) if it is protected in terms of any agreement;

- 6.1.5 mandatory protection of the safety of individuals and the protection of property (section 66 of PAIA); and/or
 - 6.1.6 mandatory protection of records which would be regarded as privileged in legal proceedings (section 67 of PAIA).
- 6.2 The commercial activities (section 68 of PAIA) of a private body, such as iFacts, which may include:
- 6.2.1 trade secrets of iFacts;
 - 6.2.2 financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of iFacts;
 - 6.2.3 information which, if disclosed could put iFacts at a disadvantage in negotiations or commercial competition;
 - 6.2.4 a computer program which is owned by iFacts and which is protected by copyright; and/or
 - 6.2.5 the research information (section 69 of PAIA) of iFacts or a third party, if its disclosure would disclose the identity of iFacts, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 6.3 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 6.4 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of PAIA. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

You will be notified in writing on Form 3 as required by PAIA as to whether your request for information has been approved or denied within 30 (Thirty) calendar days after receipt of a completed request refer to Form 2 as per Annexure A.

7. CATEGORIES OF RECORDS OF IFACTS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The categories of records held by iFacts which are available without a person having to request access by completing Form 2 as per the PAIA regulations (27 August 2021). These are records that are available on the website (as indicated) and a person may download or request telephonically or by sending an e-mail (Refer to paragraph 3.3) or a letter.

Refer **Table 1** for documents that are available without a person having to request them through using Form 2:

Table 1			
Category of records	Types of the Record	Available on Website	Available upon request
Compliance	Terms of use for the website	X	
Compliance	Privacy policy for the website	X	
Compliance	POPIA certificate of compliance	X	
Compliance	NCR certificate	X	
Compliance	PBSA membership certificate	X	
Compliance	Tax clearance certificate		X
Compliance	BBBEE affidavit		X
Compliance	Company registration document (CIPC)		X
Compliance	Workman's compensation		X
Compliance	SARS and VAT registration		X
Marketing	Company Profile		X

8. DESCRIPTION OF THE RECORDS OF IFACTS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

These are the records that are created and available in accordance with any of the South African legislation. These are records that are available by request telephonically or by sending an e-mail (Refer to paragraph 3.3) or a letter. Refer to **Table 2**:

Table 2	
Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY IFACTS (PTY) LTD

The subjects in respect of which iFacts holds records and the categories of records held on each subject are depicted in **Table 3** below and a person can request access by completing Form 2 as per the PAIA regulations (27 August 2021) (Refer Annexure A for example of Form 2).

Table 3	
Subjects on which the body holds records	Categories of records
Compliance	○ Policies and Procedures ○ Personal Information Impact Assessment ○ NCR Form 44 quarterly reports ○ NCR Form 43 report
Sales and Marketing	○ CRM System for clients and prospects ○ Company Profile ○ Price Lists
Human Resources	○ HR policies and procedures ○ Advertised posts ○ Employees records ○ Payroll records ○ SARS records (e.g. IRP5's) ○ UIF records ○ Training attendance register ○ Attendance Register ○ Disciplinary and grievance records
Finance	○ Annual Budgets

Table 3	
Subjects on which the body holds records	Categories of records
	○ Variance reports (budget vs Actual) ○ Financial Statements ○ Monthly Management Accounts ○ VAT Schedules ○ SARS Tax Clearance ○ Insurance Policies ○ Financial Reconciliations ○ Debtors • Invoices • Statements • Credit notes ○ Creditors • Invoices • Statements • Credit Notes • BEE Certificates • BEE Affidavit • SARS Tax Clearance
Technology	○ Register of hardware ○ Register of software ○ Record of Access to systems
Operations	○ Consumer Credit reports ○ Employee Screening reports

10. PROCESSING OF PERSONAL INFORMATION

10.1 Purpose of Processing Personal Information

There are various types of personal information that iFacts deals with. Refer to **Table 4** for the purpose per category of data subjects.

10.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

The categories of data subjects in respect of whom iFacts processes personal information and the nature or categories of the personal information being processed are depicted in **Table 4**.

Table 4		
Categories of Data Subjects	Personal Information that may be processed	Purpose
Clients	Name and surname, physical address, registration numbers, bank details, VAT number and email address, contact numbers.	To service our clients and to invoice them for services rendered
Service Providers	Names and surname, registration number, VAT numbers, physical address, email address, BEE status documents, SARS Tax Clearance, bank details, contact numbers.	To engage and pay service providers for the services that they have performed.
Consumers	Name and surname, ID numbers, date of birth, gender, address, job description, contact numbers.	To provide consumer reports to our clients
Employees	Name and surname, ID number, physical address, email address, qualifications, gender and race, contact number, bank details, tax details and criminal record checks.	To employ staff and to pay them monthly and comply with the necessary legislation

10.3 The recipients or categories of recipients to whom the personal information may be supplied

The person or category of persons to whom iFacts may disseminate personal information is depicted in **Table 5**.

Table 5	
Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Names and Surname, Identity number for criminal checks	South African Police Services
Names and Surname, Identity number, qualifications for qualification verifications	South African Qualifications Authority

10.4 Correction of Personal Information

A data subject may request iFacts to correct or delete personal information about them, if that information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully or destroy **or** delete a record of personal information about a data subject that iFacts have, and where iFacts are no longer authorised to retain such a record.

On receipt of this request, and after iFacts have verified the identity of the data subject, we will provide the data subject with a record of the data subjects personal information that iFacts have. After evaluation we will then do the following:

- 8.1.1 correct the information;
- 8.1.2 destroy or delete the information;
- 8.1.3 provide the data subject, to his or her satisfaction, with credible evidence in support of the information; or
- 8.1.4 where agreement cannot be reached between iFacts and the data subject, and if the data subject so requests, take such steps as are reasonable in the circumstances, to attach to the information in such a manner that it will always be

read with the information, an indication that a correction of the information has been requested but has not been made.

If the case where the data subject still doesn't agree with iFacts, the data subject has a right to refer the matter to the Information Regulator, refer to paragraph 4.1 for the details of the Information Regulator.

10.5 Planned transborder flows of Personal Information

iFacts does transfer personal information across borders but ensures that we comply with section 72 of POPIA and that we only transfer personal information if:

- the third party who is the recipient of the information is subject to a law, binding corporate rules, or binding agreement which provides an adequate level of protection that:
 - effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person; and
 - includes provisions, that are substantially similar to POPIA relating to the further transfer of personal information from the recipient to third parties who are in a foreign country; or
- the data subject consents to the transfer; or
- the transfer is necessary for the performance of a contract between the data subject and iFacts or a third party or for the implementation of pre-contractual measures taken in response to the data subject's request; or
- the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between iFacts or a third party; or
- the transfer is for the benefit of the data subject, and
 - it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
 - if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

10.6 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

iFacts have comprehensive information security policies and procedures and have implemented security measures that cover the following areas:

1. Physical - Personal information is processed at reputable data centres in South Africa with the necessary physical measures in place.
2. Logical – Only people that must have access to information/data to perform their tasks have that access. Strong passwords are used to access information/data that is classified as restricted/confidential.
3. Operational – Anti-malware and anti-virus solutions are used and backups are made on a regular basis.
4. Employees – Prospective employees have been screened before appointment. This includes criminal checks.

11. INFORMATION WE HOLD TO COMPLY WITH THE LAW

Where applicable to its operations, iFacts also retains records and documents in terms of the legislation described below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement, or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the specific Act; the below mentioned legislation and applicable internal policies and procedures, should such interested parties be entitled to such information. A person can request access by completing Form 2 as per the PAIA regulations (27 August 2021) (Refer to Annexure A for an example of Form 2).

It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in paragraph 6 of this Manual.

iFacts hold information in accordance with the following legislation:

- | | |
|------|---|
| 11.1 | Basic Conditions of Employment Act, 75 of 1997; |
| 11.2 | Broad-Based Black Economic Empowerment Act, 53 of 2003; |
| 11.3 | Companies Act, 71 of 2008; |
| 11.4 | Compensation for Occupational Injuries and Diseases Act, 130 of 1993; |
| 11.5 | Competition Act, 89 of 1998; |
| 11.6 | Constitution of the Republic of South Africa 1996; |

- 11.7 Consumer Protection Act, 68 of 2008;
- 11.8 Copyright Act, 98 of 1978;
- 11.9 Electronic Communications and Transactions Act, 25 of 2002;
- 11.10 Employment Equity Act, 55 of 1998;
- 11.11 Income Tax Act, 58 of 1962;
- 11.12 Intellectual Property Laws Amendment Act, 38 of 1997 as amended;
- 11.13 Labour Relations Act, 66 of 1995;
- 11.14 National Credit Act, 34 of 2005;
- 11.15 Occupational Health and Safety Act, 85 of 1993;
- 11.16 Prescription Act, 68 of 1969;
- 11.17 Promotion of Access to Information Act, 2 of 2000;
- 11.18 Protection of Personal Information Act, 4 of 2013;
- 11.19 Short Term Insurance Act, 53 of 1998;
- 11.20 Skills Development Act, 97 of 1998;
- 11.21 Skills Development Levies Act, 9 of 1999;
- 11.22 Unemployment Insurance Act, 63 of 2001;
- 11.23 Unemployment Insurance Contributions Act, 4 of 2002;
- 11.24 Value Added Tax Act, 89 of 1991.

12. HOW MUCH WILL IT COST YOU?

- 12.1. Section 52(3) of PAIA states that fees payable for access to records are to be prescribed.
- 12.2. Refer to Annexure B for the fee schedule in respect of private bodies that was published in the PAIA regulation dated 27 August 2021 as well as the Form 3 that will inform you of the outcome of the request for access.
- 12.3 The fees charged for access to information will be in line with the PAIA regulation dated 27 August 2021 or any amended schedule.

13. AVAILABILITY OF THE MANUAL

- 13.1 A copy of the Manual is available-
 - 13.1.1 on the website (www.ifacts.co.za),
 - 13.1.2 main office of iFacts (Pty) Ltd for public inspection during normal business hours;
 - 13.1.3 to any person upon request; and

13.1.4 to the Information Regulator upon request.

14. UPDATING OF THE MANUAL

The Information Officer of iFacts (Pty) Ltd will on an annual basis review and update this manual.

Issued by



Monique Beetge
Information Officer

ANNEXURE A - FORM 2 - REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
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 <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 <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE B - FORM 3 - 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 (<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>) 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.	
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OR

2. You requested:

Printed copies of the information (<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 information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive(<i>including virtual images and soundtracks</i>)	
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 (<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>)	

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