

CFAO HEALTHCARE SOUTH AFRICA (PTY) LTD
("CFAO HEALTHCARE")

THE PROMOTION OF ACCESS TO INFORMATION MANUAL
("Manual")

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION
ACT 2 OF 200 (AS AMENDED)**

1. PREAMBLE

- 1.1. The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, that the person complies with the procedural requirements as set out in PAIA relating to a request for access to information, and provided that no grounds of refusal contained in PAIA are applicable.
- 1.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.
- 1.3. This Manual constitutes the CFAO Healthcare PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy. POPIA 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. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.4. This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

2. ABOUT CFAO HEALTHCARE

CFAO Healthcare South Africa [Proprietary Limited, with registration number 2020/176440/07] ("**CFAO Healthcare**"), is a South African subsidiary of the CFAO Healthcare Group. It is a leading manufacturer, distributor and supplier of pharmaceutical and medical products, as well as related services, operating in 24 countries in Sub-Saharan Africa and 6 French overseas territories through subsidiaries such as Continental Pharmaceutique and E.P. DIS.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF CFAO HEALTHCARE

Name of Private Body: CFAO Healthcare South Africa Proprietary Limited

Designated Information Officer: Dalosh De Place

Email address of Information Officer: information.officer@cfao.com

Physical address: Atrium on 5th,
6th Floor,
Sandton City,
Corner Maude and 5th Street Sandton,
Gauteng, 2146

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

The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA, in an easily comprehensible form and manner, as may be reasonably required by a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available in each of the official languages of South Africa and in braille. Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator and the Information Officer free of charge, during normal working hours.

Any enquiries regarding the Guide should be directed to:

Physical address: JD House
27 Siemens Street
Braamfontein
Johannesburg 2001

E-mail address: enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za/>

5. PURPOSE OF THIS MANUAL

This Manual was prepared in accordance with section 51 of PAIA and is useful for the public to:

- 5.1. check the categories of records held by CFAO Healthcare which are available without a person having to submit a formal PAIA request;

- 5.2. have a sufficient understanding of how to make a request for access to a record and the categories of records held by CFAO Healthcare;
- 5.3. know the description of the records held by CFAO Healthcare which are available in accordance with any other applicable legislation;
- 5.4. access all the relevant contact details of CFAO Healthcare's Information Officer who will assist the public with the records they request access to;
- 5.5. know the description of the Guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 5.6. know the description of CFAO Healthcare's processing activities in terms of POPIA, including information about the purpose of processing of personal information as well as the description of the categories of data subjects and of the information or categories of information relating thereto;
- 5.7. know the recipients or categories of recipients with whom CFAO Healthcare may share personal information with;
- 5.8. know if CFAO Healthcare 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 transferred to; and
- 5.9. know whether CFAO Healthcare has implemented appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which CFAO Healthcare processes.

6. ENTRY POINT FOR REQUESTS

- 6.1. PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- 6.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable CFAO Healthcare to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance.
- 6.3. The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.
- 6.4. The Information Officer will facilitate the liaison with the internal legal team on all of these requests.

6.5. All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. CATERGORY OF RECORDS OF CFAO HEALTHCARE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

CFAO Healthcare does not have a separate notice of records automatically available to requesters. Information that is obtainable via the CFAO Healthcare website about CFAO Healthcare is automatically available and need not be formally requested in terms of this Manual. For purposes of section 51(1)(b)(ii) of the Act; these records are:

- 7.1.1. Brochures;
- 7.1.2. Press releases;
- 7.1.3. Publication;
- 7.1.4. Various other marketing and promotional material;
- 7.1.5. Terms of Use; and
- 7.1.6. Privacy Policy.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

8.1. In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by CFAO Healthcare will depend on the nature of the data and the particular data subject. Please also refer to CFAO Healthcare's Privacy Policy for further information, which is available on our website at <https://cfaohealthcare.com/cfao-healthcare-south-africa/>.

8.2. Description of the categories of data subjects and of the information or categories of information collected by CFAO Healthcare

Categories of data subjects	Categories of Personal Information collected
Shareholders	Shareholder personal information
Clients (including potential and previous clients)	Personal/special personal information
	Contact information
	Bank details, e.g. account number, etc.
	Biometric information
	Surveillance information (e.g. CCTV footage)

	Client contracts
	Location information
	Data collected through cookies and tracking technologies
	Data collected through surveys
	Third-party information, such as from credit bureaux and the Companies and Intellectual Property Commission (CIPC).
Suppliers, service providers, or contractors	Supplier or supplier representative personal information
	Supplier contracts
	Supplier bank details
	Biometric information of supplier representatives
	Surveillance information of supplier representatives (e.g. CCTV footage)
	Third-party information, such as from credit bureaux and the Companies and Intellectual Property Commission (CIPC).
Employees (prospective, previous and existing employees)	Employee personal information
	Employee education and psychometrics records
	Employee medical information
	Employee disability information
	Employee biometric information
	Employee pension and provident fund information
	Employee bank details
	Employee tax and financial information
	Employee contracts
	Employee beneficiary information
	Employee performance records
	Payroll records
	Electronic access records
	Physical access records

	Surveillance records
	Health and safety records
	Training records
	Background checks
	Criminal checks
	Employment history
	Employee vehicle registration
Job applicants	Curriculum vitae and application forms
	Criminal checks
	Background checks
Family members of Employees	Personal information
	Medical and disability information
	Personal information acquired for processing travel documents
Children of Employees	Child's personal information processed e.g. birth certificate, etc.
	Child's medical information and disability information
	Child's information acquired for processing travel documents
Visitors	Physical access records
	Electronic access records, scans and photographs
	Surveillance records (e.g., CCTV footage)
	Biometric information
Patient Data	Full name
	Contact information
	Personal/special personal information including medical history and clinical records
	Address
	ID/passport number
	Biometric information

Healthcare Professionals (including doctors, nurses and specialists)	Full name
	Healthcare Professionals' personal information
	Contact information
	Qualifications
	Employment records
	Access logs
	Medical indemnity and insurance details
	Compliance and regulatory data (including HPCSA/SAHPRA data)
	Remuneration and benefits
	Clinical performance data (including patient outcomes, procedure logs etc.)
Regulatory Data, Products and "Recipes"	Product registration (including applications, approvals, amendments and renewals etc.)
	Clinical trial data
	Product specifications
	Formulations ("recipes") (including manufacturing formulas, batch records, standard operating procedures (SOPs))
	Stability data
	Pharmacovigilance data
	Import/export documentation
	Correspondence with regulators
	Certificates

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications for qualification verifications	South African Qualifications Authority
Company identification information, financial information, medical information,	Business Partners

contact information, unidentifiable information, regulatory information	
Identity information, contact information, regulatory information	Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data
Financial records, agreements, correspondence, medical information	Any court, administrative or judicial forum, arbitration making a request for data or discovery in terms of the applicable rules (i.e. South African Revenue Services, or another similar authority and anyone making a successful application for access in terms of PAIA
Contact information, product information	Any person who conducts business with CFAO Healthcare, in the ordinary course of business
Unidentifiable information, contact information, Company identification information, location information, product information	Companies that provide services to CFAO Healthcare or act on its behalf may have access to information about data subjects
Identification information, location information, medical information	Third parties where the data subject provides consent

8.4. **Planned transborder flows of personal information**

8.4.1. CFAO Healthcare may collect and share personal and special personal information across jurisdictions in the ordinary course of providing its offerings in which case CFAO Healthcare will fully comply with applicable data privacy and protection legislation. This may happen if the CFAO Healthcare servers or suppliers and service providers are based outside South Africa, or if the CFAO Healthcare services are hosted in systems or servers outside South Africa and/or if a data subject uses CFAO Healthcare services while visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa.

8.4.2. If CFAO Healthcare transfers personal information or special personal information outside of South Africa, CFAO Healthcare will make sure that the information is protected in the same way as if it was being used in South Africa. CFAO Healthcare will use one of the following safeguards:

8.4.2.1. transfer to another country whose privacy legislation ensures an adequate level of protection of personal information similar or equivalent to South Africa; and

8.4.2.2. put in place contracts with third-parties ensuring that they protect personal and special personal information to the same standards as South Africa.

8.5. **A general description of information security measures to be implemented by CFAO Healthcare to ensure the confidentiality, integrity and availability of information**

CFAO Healthcare takes extensive information security measures to ensure the confidentiality, integrity and availability of personal and special personal information in our possession. CFAO Healthcare takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, misuse, unauthorised access, disclosure, alteration, destruction or damage.

9. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- *Administration of Estates Act 66 of 1965*
- *Basic Conditions of Employment Act 75 of 1997*
- *Close Corporations Act 69 of 1984*
- *Companies Act 71 of 2008*
- *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- *Competition Act 89 of 1998*
- *Consumer Protection Act 68 of 2008*
- *Employment Equity Act 55 of 1998*
- *Estate Agency Affairs Act 112 of 1976*
- *Income Tax Act 58 of 1962*
- *Insolvency Act 24 of 1936*
- *Labour Relations Act 66 of 1995*
- *Occupational Health & Safety Act 85 of 1993*
- *Patents Act 57 of 1978*
- *Pension Funds Act 24 of 1956*
- *Skills Development Act 97 of 1998*
- *Skills Development Levies Act 9 of 1999*
- *Stock Exchanges Control Amendment Act 54 of 1995 (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)*
- *Trademarks Act 194 of 1993*
- *Unemployment Contributions Act 4 of 2002*
- *Unemployment Insurance Act 63 of 2001*
- *Value Added Tax Act 89 of 1991*
- *Pharmacy Act, 53 of 1974*
- *Medicines and Related Substance Act, 1965 (Act 101 of 1965)*
- *Hazardous Substance Act (Act 15 of 1973)*
- *National Health Act, 2003 (Act 61 of 2003)*

- *Foodstuffs, Cosmetics And Disinfectants Act, 1972 (Act No. 54 Of 1972) As Amended*
- *Drugs And Drug Trafficking Act, 1992 (Act No. 140 Of 1992)*
- *Environmental Management Act: Waste Management Act, 1998 (Act No. 107 Of 1998)*

Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

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

10. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

- 10.1. CFAO Healthcare maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.
- 10.2. Please note further that many of the records held by CFAO Healthcare are those of third parties, such as clients and employees, and CFAO Healthcare takes the protection of third party confidential information very seriously. In particular, where CFAO Healthcare acts as professional advisors to clients, many of the records held are confidential and others are the property of the client and not of CFAO Healthcare. For further information on the grounds of refusal of access to a record please see paragraph 11.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Subject on which the body holds records	Category of Records
Internal records The records listed pertain to CFAO Healthcare's own affairs	• Memoranda and Articles of Association • Financial records • Operational records • Intellectual property • Marketing records • Internal correspondence • Service records • Statutory records • Internal policies and procedures

	Minutes of meetings.
Personnel records For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of CFAO Healthcare and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of CFAO Healthcare. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.	- Any personal records provided to us by our personnel - Any records a third party has provided to us about any of their personnel - Conditions of employment and other personnel-related contractual and quasi legal records - Employment policies and procedures - Internal evaluation and disciplinary records and - Other internal records and correspondence.
Client-related records	Contracts with the client and between the client and other persons
Other third party records Records are kept in respect of other parties, including without limitation joint ventures and consortia to which CFAO Healthcare is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to CFAO Healthcare.	- Personnel, client, or CFAO Healthcare records which are held by another party as opposed to being held by CFAO Healthcare - Records held by CFAO Healthcare pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers
Supplier Information	- Contracts with suppliers - Records generated by or within the company pertaining to suppliers including transactional records
Information technology	- Business and data information - IT Technology capabilities - Systems and user manuals
Other records	Information relating to CFAO Healthcare Research information belonging to CFAO Healthcare or carried out on behalf of a third party

11. REQUEST PROCEDURE

11.1. Completion of the prescribed form

- 11.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form C of Annexure B to Government Notice No. R.187 dated 15 February 2002 (available on the website of the Regulator at <https://inforegulator.org.za/paia-forms/> and set out in Appendix A) and should be specific in terms of the record requested.
- 11.1.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 11.1.3. POPIA provides that a data subject may, upon proof of identity, request CFAO Healthcare 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.
- 11.1.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, CFAO Healthcare must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 11.1.5. Grounds for refusal of the data subject's request are set out in chapter 4 of PAIA and are discussed below.
- 11.1.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by CFAO Healthcare, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Appendix C and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- 11.1.7. A data subject may also request CFAO Healthcare 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 CFAO Healthcare is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

11.1.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Appendix D.

11.2. Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to the prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

11.3. Payment of the prescribed fees

11.3.1. A requester who seeks access to a record containing Personal Information must pay the required access fee.

11.3.2. The Information Officer must by notice, require the requester to pay the prescribed fee, if any, before further processing the request.

11.3.3. The requester may lodge an application to the High Court relating to the payment of the access fee.

11.3.4. After the Information Officer has decided on the request, the requester will be notified in the required form.

11.3.5. If the request is granted, a further access fee must be paid for the search, reproduction, preparation and for any time, in excess of the prescribed hours, required to search and prepare for the record disclosure.

11.3.6. A fee for a copy of this Manual, shall be payable per each A4- size photocopy made. The prescribed fees are available from the Information Officer, from the Regulator and set out in Appendix B attached hereto.

11.4. Timelines for consideration of a request for access

11.4.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

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

11.5. Grounds for refusal of access to records and protection of information

11.5.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the mandatory protection of personal information of a third person (who is a natural person) from unreasonable disclosure, including a deceased individual;
- the mandatory protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put CFAO Healthcare (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by CFAO Healthcare.

11.5.2. Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

11.5.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

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

12.2. There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

- 12.3. Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

13. AVAILABILITY OF THIS MANUAL

- 13.1. A copy of the Manual is available:

- 13.1.1. on CFAO Healthcare's website at: <https://cfaohealthcare.com/cfao-healthcare-south-africa/>;
- 13.1.2. to any person upon request and upon the payment of the reasonable prescribed fee; and;
- 13.1.3. to the Regulator upon request.

- 13.2. A fee for a copy of the Manual, as contemplated in the Regulations, shall be payable per each photocopy made.

14. UPDATING OF THE MANUAL

The Information Officer will on a regular basis update this manual.

Issued by



Signer ID: WXAGP6WN15...

Name: **Dalosh De Place**

Position: **Financial Manager**

Information Officer

ACCESS REQUEST FORM

Particulars of CFAO Healthcare's Information Officer

Requests can be submitted either via post, e-mail or fax and should be addressed to the Information Officer as indicated below:

Information Officer	Dalosh De Place
Street Address	Atrium on 5 th , 6 th Floor, Sandton City, Corner Maude and 5 th Street Sandton, Gauteng, 2146
Telephone	+27 (0) 11 779 6700
Email	information.officer@cfao.com
Website	https://cfaohealthcare.com/cfao-healthcare-south-africa/

Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

Particulars of person requesting access to the record (if a legal entity)

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

Name of entity:

Registration number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Particulars of the person on whose behalf request is made

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

Full names and surname:

Identity number:

Particulars of record

- a) *Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be requested.*
- b) *If the space provided is inadequate, please use a separate folio and attach it to this form. Please sign any additional folios.*

Description of record or relevant part of the record:**Reference number (if available):****Any further particulars of record:****FEES**

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

Reason for exemption of payment of fees:

FORM OF ACCESS TO RECORD

Form in which record is
required.

Mark the appropriate box with
an X

NOTES

- 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 under certain circumstances. In such a case*

you will be informed whether 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.*

If the record is in written or printed form

☐

Copy of record

☐

Inspection of record

If record consists of visual images

☐

View the images

☐

Copy of the images

☐

Transcription of
the images

If the record consists of recorded information that can be reproduced in sound

☐

Listen to the
soundtrack (audio)

☐

Transcription of soundtrack

If the record is held on computer or in an electronic or machine-readable form (this includes photographs, slides, video recordings, computer generated images, sketches etc.)

☐

Printed copy of
record

☐

Printed copy of information derived from the
record

☐

Copy in
computer
readable form

If you requested a copy or transcription of a record (above) do you wish the copy of transcription to be posted to you? Note that postage is payable.

☐

Yes

☐

No

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.

In which language would you prefer the record?

In the event of a disability

If you are prevented by a disability from reading, viewing or listening to the record, state your disability and indicate in the form in which the record is required:

Disability**Form in which record is required**

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

1. Indicate the right to be exercised or protected:

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

NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

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

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

Signed at..... on this day of20....

SIGNATURE OF REQUESTER/PERSON ON
WHOSE BEHALF REQUEST IS MADE

PRINT NAME:

YOU MUST

- 1 Complete all necessary spaces
- 2 Sign the access request form
- 3 Sign additional folios completed

SEND WITH THIS APPLICATION

- 1 The request fee
- 2 Any additional folios completed
- 3 Copy of Identity Document

APPENDIX B: FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The Request Fee payable by every Requester	R140.00
2.	Photocopy/printed black & white copy of A4-size Page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
Item	Description	Amount
4.	For a copy in a computer-readable form on: Flash drive (to be provided by the requestor) Compact disc (if provided by the requestor) Compact disc (if provided to the requestor)	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. It will depend on a quotation from the Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: Flash drive (to be provided by the requestor) Compact disc Flash drive (to be provided to the requestor) Compact disc	R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. The search and preparation fee cannot exceed.	R145.00 R435.00
10.	Deposit: If the search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail, or any other electronic transfer	Actual expense, if any.

APPENDIX C - 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, 2018

[Regulation 2]

Note:

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

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	

	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....

Signature of data subject/designated person

APPENDIX D: 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, 2018

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

Request for:

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

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY

Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....

Signature of data subject/ designated person