

**Legal Expenses Insurance Southern Africa Limited
(LEZA)**

Manual

As Prescribed by the Provisions of
The Promotion of Access to Information Act, 2000
and
The Protection of Personal Information Act, 2013

Date of compilation: 4 October 2021

Date of revision: 4 October 2021

This revision of this Manual has been approved by the Chief Executive Officer (CEO) on behalf of the Legal Expenses Insurance Southern Africa Limited (LEZA), its holding company Legal Expenses Group Africa Limited (LEGA) and its subsidiaries on

04 October 2021.

Signed by:

E W du Toit

E W du Toit
CEO – LEZA

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1. Purpose of the Manual

The purpose of this Manual is to set out the information which Legal Expenses Insurance Southern Africa Limited, its holding company Legal Expenses Group Africa Limited (LEGA) and its South African subsidiaries (together referred to as the Group) are legally required to disclose under the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPI), and to explain how to exercise statutory rights under these acts with respect to records and personal information handled by entities in the Group.

This Manual applies only in respect to records and personal information held by entities in the Group that operate in South Africa.

2. Introduction to the Group

Legal Expenses Insurance Southern Africa Limited (the Company) underwrites legal expenses insurance. The Company is registered as a non-life Insurer at the Prudential Authority (PA) and as a Financial Service Provider (FSP) with the Financial Services Conduct Authority (FSCA). The Group recognises its obligations to its stakeholders.

The Group contains the following entities operating in South Africa:

- Legal Expenses Insurance Southern Africa Limited (LEZA) (FSP licence number 17008),
- Legal Expenses Group Africa Limited (LEGA),
- LegalWise South Africa (RF) (Pty) Limited (FSP licence number 50292),
- Scorpion Legal Protection (RF) (Pty) Limited (FSP licence number 15960),
- Family Expenses Southern Africa (Pty) Limited (FSP licence number 15959), and
- Yes Loans (Pty) Limited (NCRCP6247).

Hollard Life Assurance Company Limited underwrites the life insurance cover for the funeral products offered by Family Expenses Southern Africa (Pty) Limited and Scorpion Legal Protection (RF) (Pty) Limited.

3. Group Head Office Contact Details

Postal address	P O Box 6144 Weltevreden Park 1715
Physical address	Block B Constantia Ridge Office Park, 231 Panorama Drive, Constantia Kloof, 1709
Telephone:	+ 27 11 670 4500
Fax:	+27 11 679 1049
Websites:	www.legalwise.co.za and www.scorpion.biz

Information Officers: The entities in the Group elected to implement a structure whereby each entity appointed designated Deputy Information Officers (DIO) in addition to the respective Information Officers (IO) for PAIA and POPI purposes. The details of these individuals are set out in **Annexure A** of this Manual.

4. Information Regulator

Requestors are referred to the Guide in terms of Section 10 of PAIA that has been compiled by the South African Human Rights Commission (SAHRC), as well as the Guides published by the Information Regulator, which contain information for the purposes of exercising any right in terms of PAIA and POPI. These Guides are available from the SAHRC website (<https://www.sahrc.org.za/index.php/understanding-paia>) and the Information Regulator website (<https://www.justice.gov.za/inforeg/docs.html>).

Contact details of the Information Regulator (South Africa):

Email: inforeg@justic.gov.za or complaints.IR@justice.gov.za

Telephone number: 012 406 4818

Facsimile number: 086 500 3351

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

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

Website: <https://justice.gov.za/inforeg/index.html>

This Manual will be submitted to the Information Regulator when material changes are made. The latest version of the Manual that was submitted will be posted on the websites of entities in the Group. Copies of the Manual are also available at the registered Group head office, from the PAIA Information officer.

5. Right to request access to records and information held by the Group

5.1 Applicable legislation

PAIA grants a requestor 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 the request, the public body must be acting in the public interest.

Requests in terms of PAIA need to be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs regarding the access to the information requested are dealt with in Annexures A and B of the Regulations respectively and are dealt with in **Annexure E** of this Manual.

POPI grants rights to access, correct or delete personal information of the relevant data subject, or the competent person of the of the data subject (subject to the provisions and exclusions as set out under POPI). Personal information can be provided to a third party with the consent of the data subject who is the owner of the personal information. Policyholders are entitled to access all their personal information in relation to their policies after successful verification of their identity.

The requestor may also request information which is available in terms of other legislation. Refer to the **Group regulatory landscape /compliance risk profile (Annexure B)**.

Public product information is freely available on websites of entities in the Group.

5.2 Records to be made available under PAIA

A requestor may request access to the following types of documents, which are **not freely** available:

Personnel records

These include but are not limited to the following:

- any personnel records provided to employees;
- any records a third party has provided to any entity within the Group about any of their employees;
- conditions of employment and other personnel-related contractual and quasi-legal records;
- internal evaluation records; and

- other internal records and correspondence.

Personal information

Personal information must be collected for a specific, explicitly defined and lawful purpose and the data subject must be made aware of the purpose of the collection of the information unless the provisions of section 18(4) of POPI are applicable.

Personal information includes: information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including:

- race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone or cell phone number, location information, online identifier or other particular assignment to the person; and
- the biometric information of the person.

Customer-related records

A customer includes any natural or juristic entity (or their duly mandated person) who receives services from an entity in the Group. Customer-related information includes, but is not limited to the following:

- any records a customer has provided to a third party acting for or on behalf of an entity in the Group;
- any records a third party has provided to an entity in the Group; and
- records generated by or within an entity in the Group pertaining to the customer, including transactional records.

Private body records

Private body records include but are not limited to the following:

- financial records;
- operational records including audio records
- databases;
- information technology;
- marketing records;
- internal correspondence;
- product records;
- statutory records;
- internal policies and procedures;
- treasury-related records;
- securities and equities; and
- records held by officials of entities in the Group.

Other parties

An entity in the Group may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary / holding / sister companies, joint venture companies, service providers. Alternatively, such other parties may possess records which can be said to belong to an entity in the Group.

The following records fall under this category:

- records of personnel, customers or an entity in the Group which are held by another party as opposed to being held by an entity in the Group; and
- records held by an entity in the Group pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

5.3 How to make a request for information

A request for access to a record of any entity in the Group may be made telephonically, via email or website or any of the branches of the entities in the Group.

Such a request will only be actioned once the prescribed form has been completed and submitted together with the required request fee, to the PAIA Information Officer at any of the addresses provided in part 3 of this Manual.

The form must contain the following:

- sufficient information to enable the PAIA Information Officer to identify the requestor;
- sufficient information to enable the PAIA Information Officer to identify the record(s) requested by the requestor;
- the form of access required;
- the requestor's postal address and / or email address in South Africa;
- identification of the right that the requestor is seeking to exercise or protect;
- an explanation on why the requested record is required to exercise or protect that right;
- if request is made on behalf of another person, the submission of proof of the capacity in which the requestor makes the request, to the satisfaction of the PAIA Information Officer; and
- if in addition to a written reply, the requestor wishes to be informed of the decision / outcome of the request in any other manner, the requestor must state that manner and the necessary / applicable particulars.

The ***request for information form*** is attached hereto as ***Annexure C*** of this Manual.

Should requestors not provide all the information listed above, the process will be delayed. The prescribed time periods will not commence until all required information has been furnished to the PAIA Information Officer.

Fees payable for a request for information

Payment of fees is regulated by PAIA. There are two types of fees:

- ***Request fee:*** This is a non-refundable administration fee payable by all requestors who are not personal requestors. It is paid before the request is considered, and
- ***Access fee:*** This is payable by all requestors only when access is granted. This fee is intended to reimburse entities in the Group for the costs involved in searching for a record and preparing it for delivery to the requestor.

The PAIA Information Officer may withhold a record until the request fee and the deposit (if applicable) have been paid.

A ***schedule of the prescribed fees*** is attached as ***Annexure E*** of this Manual.

Note that requests will not be processed until the full applicable request fee and/or access fee or deposit has been paid.

Requestor other than personal requestor

The PAIA Information Officer must in writing inform any requestor, other than the personal requestor, of the amount of the request fee to be paid before the request may be further processed.

If in the PAIA Information Officer's opinion, the search for a record, or preparation of the record for disclosure will require more than the prescribed hours, the PAIA Information Officer may require the requestor to pay a deposit, not being more than one third of the access fee that would be payable if the request is granted. If the request is declined, the deposit must be repaid to the requestor.

The notice given by the PAIA Information Officer must advise the requestor that he/she has a right to apply to court against the payment of the request fee or deposit, and also advise of the procedure of the application.

Personal requestor

A personal requestor is described in terms of PAIA as a requestor seeking access to a record containing information about themselves. This also includes any person who is requesting information on behalf of the personal requestor.

A personal requestor is not liable to pay a request fee or a deposit, but is liable for payment of access fees in the event of a request being granted.

Decision-making process

The PAIA Information Officer will take into consideration the grounds for refusal of a request in terms of the "What are the potential grounds for refusal?" section of this Manual to decide whether access to any of the information stated above should be granted to the requestor.

The PAIA Information Officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the PAIA Information Officer must notify the requestor by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requestor must be given access if the request would otherwise have been granted.

The PAIA Information Officer must within 30 days of receipt of a correctly completed request notify the requestor of the decision as to whether or not to grant the request. If the request is:

- ***Granted:*** the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requestor wish to apply to court against such fee, and the form in which access will be given.
- ***Declined:*** the notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon, and provide the procedure to be followed should the requestor wish to apply to court against the decision.

The PAIA Information Officer may extend the period of 30 days by a further period not exceeding 30 days if:

- the request is for a large number of records or requires a search through a large number of records;
- the request requires a search for records located in a different office of an entity in the Group not situated in the same city;
- consultation between divisions of entities in the Group, or with another private body is required; or
- the requestor consents to the extension.

The requestor must be notified within the initial 30-day period in writing of the extension, together with reasons therefor, and the procedure involved should the requestor wish to apply to court against the extension.

The PAIA Information Officer's failure to respond to the requestor within the 30-day period constitutes a deemed refusal of the request.

The PAIA Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to.

If access is granted, access must be given in the form that is reasonably required by the requestor, or if the requestor has not identified a preference, in a form reasonably determined by the PAIA Information Officer.

5.4 What are the potential grounds for refusal of a request?

The PAIA Information Officer will refuse access to a record in accordance with one of the prescribed grounds in terms of PAIA, namely:

- The unreasonable disclosure of the personal information of natural-person third parties to requestors. This includes the personal information of deceased persons. There are some exceptions to this.
- If it relates to records containing third party information pertaining to:
 - trade secrets;
 - financial, commercial, scientific or technical information where disclosure would be likely to cause harm to the commercial or financial interests of that third party; or
 - information supplied in confidence by the third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations, or prejudice the third party in commercial competition.
- The information must, however, be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.
- If such disclosure would constitute a breach of any duty of confidentiality owed to a third party in terms of an agreement.
- If disclosure could reasonably be expected to:
 - endanger the life or physical safety of an individual;
 - prejudice or impair the security of a building, structure or system, including but not limited to a computer or communication system, means of transport or any other property;
 - prejudice methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme or safety of the public.

The request has to be declined if the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived the privilege.

The PAIA Information Officer may refuse access to a record if the record:

- contains trade secrets of an entity in the Group;
- contains financial, commercial, scientific or technical information, the disclosure of which would be likely to cause harm to the commercial or financial interests of an entity in the Group;
- contains information which, if disclosed, could reasonably be expected to put an entity in the Group at a disadvantage in contractual or other negotiations, or prejudice entities in the Group in commercial competition; or
- consists of a computer program owned by an entity in the Group.

Notwithstanding the above, the information must be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.

The disclosure of information is prohibited if it is about research where disclosure is likely to expose the third party, the person conducting the research on behalf of the third party, or the subject matter of the research to serious disadvantage. Disclosure is discretionary if such research pertains to an entity in the Group.

Notwithstanding any of the above-mentioned provisions, a record must be disclosed if its disclosure would:

- reveal evidence of a substantial contravention of or failure to comply with the law, imminent and serious public safety or environmental risk; and
- if the public interest in the disclosure clearly outweighs the harm.

5.5 Right of appeal to relevant authority

A requester or third party referred to in section 74 of PAIA may only apply to a court for appropriate relief in terms of section 82 of PAIA after that requester or third party has exhausted the internal ***appeal procedure against a decision*** of the PAIA Information Officer, as provided for in section 74 of PAIA and ***Annexure D*** of this Manual and the ***Regulator's complaints procedure as referred to in section 77A***.

It should be noted that notwithstanding any provision in PAIA, the court may examine the record(s) in question. No record may be withheld from the Court on any grounds. The Court may not, however, disclose the contents of the record(s).

The Court is empowered to grant any order that is just and equitable, including:

- confirming, amending or setting aside the PAIA Information Officer's decision;
- requiring the PAIA Information Officer to take any action, or refrain from taking any action as identified by the Court within a specified period;
- granting an interdict, interim or special relief, declaratory order or compensation, or costs.

If the requestor has any complaints regarding the access to information process, the requestor may contact the Information Regulator at the contact details provided under point 4.

6. Protection of personal information processed by the Group

POPI provides for the minimum conditions that must be met for the lawful processing (such as the collecting, using, transferring and sharing) of personal information and must be complied with, unless specific exclusions apply as outlined in POPI.

The Group processes personal information of individual and juristic persons ("data subjects") in order to carry out its business and organisational functions. The manner and purpose of the processing is determined by the Group and may differ in respect of the circumstances and underlying relationship between the data subject and the responsible party within the Group.

The Group will ensure that the personal information of a data subject is dealt with accordingly through implementing procedures and measures to ensure that:

- the processing of personal information is conducted lawfully and in a reasonable manner to not infringe the privacy of the data subject. The Group will collect personal information directly from the data subject and process it with the consent of the data subject, unless the personal information is obtained and processed under the applicable exclusions as provided for in POPI.
- the personal information is collected for specified, explicit and legitimate purposes and only retained for as long as is necessary to achieve that purpose, unless specific exclusions apply as outlined in POPI (for example, where required by law for record purposes, as provided for in a contract, with consent of the data subject, for historical, statistical or research purposes);
- the personal information is adequate, relevant and not excessive for the purposes for which it was collected;

- reasonably practical steps are taken to ensure that personal information is accurate and kept up to date;
- personal information is processed in a manner that secures the integrity and confidentiality of the personal information by taking the appropriate technical or organisational measures to prevent unauthorised or unlawful processing of the personal information and loss, destruction or damage to the personal information;
- effect is given to the rights of data subjects, where applicable.

POPI gives certain rights to data subjects, such as the right to be notified that their personal information is being collected by the Group, as well as to be notified in the event of a data breach.

Data subjects also have the right to access their personal information, request for correction or deletion of their personal information, and to object to the processing of their personal information.

A data subject also has the right to complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPI and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

6.1 Request to access personal information

Section 23 of POPI provides that a data subject has the right to request whether the Group holds personal information about them, and to access that information. This will include requests for a record or description of the personal information and which third parties or categories of third parties have access or have had access to the personal information.

Any request for information in this regard must be handled in accordance with the provisions of this Manual under paragraphs 5.3 and 5.4 above and by completing **Annexure C** of this Manual.

6.2 Object to the processing of personal information

Section 11(3) of POPI and regulation 2 of the POPI Regulations provide that a data subject may, at any time object to the processing of their personal information in the prescribed form attached as **Annexure G** of this Manual and subject to exceptions contained in POPI.

Data subjects may object to the processing of their personal information in terms of:

- section 11(1)(d) to (f) of POPI, which allows for the processing of personal information to protect the legitimate interest of the data subject, to pursue the legitimate interest of the Group or third party to whom information is supplied, and to perform a public law duty by a public body, unless legislation provides for such processing of personal information;
- the processing of personal information for direct marketing purposes in general and/or by means of unsolicited electronic communications.

6.3 Request to correct or delete personal information

Section 24 of POPI and regulation 3 of the POPI Regulations provide that a data subject may request for their personal information to be corrected, deleted or destroyed in the prescribed form attached as **Annexure H** of this Manual.

A data subject may request the **correction or deletion** of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information.

A data subject may request the **destruction or deletion** of a record of personal information the Group is no longer authorised to keep under section 14 of POPI.

Section 14 of POPI provides that personal information can be processed for longer periods to comply with a legal obligation, as provided for in a contract, with consent of the data subject, for historical, statistical or research purposes and so on.

The Group is bound by legislation to keep records of certain information for a prescribed period of time, which must be taken into account when considering a request to delete personal information.

7. Review of this Manual

This Manual shall be reviewed by the LEZA Company CEO in the event of any material changes to legislation or the business.

Amendments / changes to this Manual will follow the same process outlined for initial issuance and be reviewed and authorised by the CEO, and such changes will result in the existing Manual being superseded.

A copy of the most recently approved Manual is to be kept and centrally filed by the Group Company Secretariat and placed on the applicable company websites.

Annexure A – Group Information Officer and Designated Deputy Information Officer Details

Entity	CEO / MD Information Officer	Designated Deputy Information Officer	Designated Deputy Information Officer	Designated Deputy Information Officer	Email Address	Contact Number
Legal Expenses Insurance Southern Africa Limited (LEZA)	EW du Toit	J Prinsloo	A Tennant	R van Staden	popi-informationofficer@leza.co.za	011 670 4500
Legal Expenses Group Africa Limited (LEGA)	CJ Luwes NC Pace	N/A	N/A	N/A	popi-informationofficer@lega.africa	011 670 4500
LegalWise South Africa (RF) (Pty) Limited	S Gengan	A Olivier	N/A	N/A	popi-informationofficer@legalwise.co.za	011 670 4500
Scorpion Legal Protection (RF) (Pty) Limited	RW Smith	J Charles	L Viljoen	N/A	popi@scorpion.biz	011 470 3300
Family Expenses Southern Africa (Pty) Limited	AW Jeppe	M Spronk	N/A	N/A	popi-informationofficer@staylifewise.co.za	011 472 2020
Yes Loans (Pty) Limited	RW Smith	J Charles	L Viljoen	N/A	popi@scorpion.biz	011 470 3300
Group PAIA IO	EW du Toit NC Pace	N/A	N/A	N/A	paia@leza.co.za	011 670 4500

The above-mentioned individuals have been registered with the Information Regulator

Annexure B - Records available in terms of other legislation

The requestor may also request information which is available in terms of legislation, such as the following:

1.	Insurance Act
2.	Long Term Insurance Act (LTIA) and Regulations (<i>Market conduct aspects</i>)
3.	Short Term Insurance Act (STIA) and Regulations (<i>Market conduct aspects</i>)
4.	Financial Advisory and Intermediary Services Act (FAIS) Including Code of Good Practice
5.	Financial Intelligence Centre Act (FICA) and Regulations including Financial Intelligence Centre Amendment Act
6.	Policyholder Protection Rules (PPR) including TCF requirements (STIA)
7.	Direct Marketing Association Code of Ethics and Standard of Practice
8.	Pension Funds Act and Regulations
9.	Consumer Protection Act (CPA) and Regulations
10.	Financial Sector Regulation (FSR) Act
11.	Protected Disclosures Act (Whistleblowing)
12.	South African Reserve Bank Act (debit orders) and Regulations
13.	Association of Savings and Investments SA (ASISA) Code of ethics and conduct
14.	National Payment Systems Act (NPSA)
15.	Code of banking practice (debit orders)
16.	Companies Act and Regulations
17.	Income Tax Act and Regulations
18.	Value Added Tax Act and Regulations
19.	Prevention of Organised Crime Act (POCA) and Regulations
20.	Protection of Constitutional Democracy Against Terrorism and Related Activities Act (POCDATARA) and Regulations
21.	National Credit Act (NCA) and Regulations
22.	Basic Conditions of Employment Act (BCEA) and Regulations
23.	Labour Relations Act (LRA) and Regulations
24.	Employment Equity (EE) Act and Regulations

25.	National Minimum Wage Act
26.	Skills Development Act and Regulations
27.	Unemployment Insurance Act (including amendments) and Regulations
28.	Health and Safety Act (OHSA) and Regulations
29.	Disaster Management Act (COVID -Related regulatory requirements)
30.	Protection from Harassment Act and Regulations
31.	Compensation for Occupational Injuries and Diseases Act (COIDA) and Regulations
32.	Tobacco Products Control Act
33.	Broad-Based Black Economic Empowerment (BBBEE) Act, Regulations and Financial Sector Code
34.	Legal Practice Act
35.	Legal Aid Act and Regulations
36.	Competition Act
37.	Copyright Act and Regulations
38.	Protection of Personal Information Act (POPIA) and Regulations
39.	Promotion of Access to Information Act (PAIA) and Regulations and Promotion of Access to Information Amendment Act 31 of 2019
40.	Electronic Communication and Transaction (ECT) Act and Regulations
41.	Administrative Adjudication of Road Traffic Offences Act (AARTO) and Regulations
42.	National Road Traffic Act and Regulations
43.	Road Transportation Act and Regulations
44.	Transport Laws and Related Matters Amendment Act (including e-toll) and Regulations

Annexure C - Form for request for access to a record of an entity in Group

Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000

(Regulation 7)

A. Particulars of private body

The PAIA Information Officer

Legal Expenses Insurance Southern Africa Group

Postal address:

P O Box 6144
Weltevreden Park
1715

Physical address:

Constantia Ridge Office Park, Block B
231 Panorama Drive,
Constantia Kloof, 1709

Chief Executive Officer: EW du Toit

Tel: +27 11 670 4500

Fax: +27 11 679 1049

Email: paia@leza.co.za

B. Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the records must be recorded below.

(b) Furnish a physical / postal address, email address and/or fax number in the Republic to which information must be sent.

(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full name and surname: _____

Identity number: _____

Postal Address: _____

Telephone number: _____ Fax number: _____

E-mail address: _____

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

C. Particulars of person on whose behalf request is made:

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

Full names and surname: _____

Identity number: _____

D. Particulars of record:

- (a) 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.*
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.*

The requestor must sign all the additional folios

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees:

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) You will be notified of the amount required 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 therefor.*

4. Reason for exemption from payment of fees:

F. Form of access to record:

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
_____	_____
_____	_____
_____	_____
_____	_____

Mark the appropriate box with an "X"

NOTES:

(a) Your indication as to the required form of access depends on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

	Copy of record*		Inspection of record
--	-----------------	--	----------------------

2. If record consists of visual images:
(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

	View the images		Copy of the images*		Transcription of the images*
--	-----------------	--	---------------------	--	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	Listen to the soundtrack (audio recording)		Transcription of soundtrack* (written or printed document)
--	---	--	---

4. If record is held on computer or in an electronic or machine-readable form:

	Printed copy of record		Printed copy of information derived from the record*		Copy in computer readable form* (electronic media storage device)
<i>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted or emailed to you?</i> <i>A postal fee is payable.</i>					Post Email

G. Particulars of right to be exercised or protected:

If the provided space is inadequate please continue on a separate folio and attach it to this form.

The requestor must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

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

H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof 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 _____ this _____ day of _____

SIGNATURE OF REQUESTOR/PERSON ON WHOSE BEHALF REQUEST IS MADE

Annexure D - Notice of Internal Appeal

Section 75 of the Promotion of Access to Information Act, No 2 of 2000

(Regulation 9)

STATE YOUR REFERENCE NUMBER: _____

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- (a) The particulars of the person who lodge the internal appeal must be given below.
- (b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.
- (c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.

Full names and surname: _____

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address: _____

Telephone number: (____) _____ Fax number: (____) _____

E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed **ONLY** if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner: _____

Particulars of manner: _____

Signed at _____ this day _____ of _____ year _____

SIGNATURE OF APPELLANT

FOR INTERNAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on (date) by

..... (state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on (date) to the relevant authority.

OUTCOME OF APPEAL:

.....

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW DECISION SUBSTITUTED

NEW DECISION:

.....

DATE RELEVANT AUTHORITY

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT

AUTHORITY ON (date):

Annexure E - Reproduction and/or access fees (Private bodies)

The fees for reproduction and/or access referred to in PAIA and set out in the PAIA Regulations relating to the Access to Information:

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 A4size page	R2.00 per page or part thereof.
3.	Printed copy of A4 size page	R2.00 per page or part thereof
4.	For a copy in a computer readable form on:	
	(iii) Flash drive (to be provided by requestor)	R40.00
	(iv) Compact disc: If provided by requestor If provided to the requestor	R40.00 R60.00
5.	For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4 size page.	R24.00
8.	Copy of an audio record on:	
	(v) Flash drive (to be provided by requestor)	R40.00
	(vi) Compact disc: If provided by requestor If provided to the requestor	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	R145.00
	To not exceed a total cost of	R435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any

Annexure G - Form for objection of processing personal information

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, 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 of
.....20.....

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

Annexure H – Form for correction or deletion of personal information

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, 2018
[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".

Request for:

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

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

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/ DESTROYED/ 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 of
.....20.....

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