

 <b>Halfway Group Holdings (Pty) Ltd</b>	DOC NO	COSEC01
	REV DATE	01/01/2022
	REV NO	01
	ISSUED	24/10/2023
SECTION	<b>COMPANY SECRETARIAT</b>	
SUB-SEC	<b>PAIA MANUAL</b>	
SUBJECT	<b>INFORMATION MANUAL FOR HALFWAY GROUP HOLDINGS (PTY) LTD IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA)</b>	

**INFORMATION MANUAL FOR HALFWAY GROUP HOLDINGS (PTY) LTD**

**in terms of**

**THE PROMOTION OF ACCESS TO INFORMATION ACT**

*TB*

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |   |
|-----|--------------------|---|
| 1.1 | <b>“CEO”</b>       | Chief Executive Officer;  |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;   |
| 1.3 | <b>“Halfway”</b>   | Shall mean Halfway Group Holdings (Pty) Ltd (registration number: 2015/274007/07), a private body incorporated in South Africa with subsidiaries and associates ; |
| 1.4 | <b>“IO”</b>        | Information Officer;  |
| 1.5 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;  |
| 1.6 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000 (as Amended);  |
| 1.7 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;  |
| 1.8 | <b>“Regulator”</b> | Information Regulator; and  |
| 1.9 | <b>“Republic”</b>  | Republic of South Africa.   |

## 2. PURPOSE OF PAIA MANUAL

The purpose of this PAIA Manual is to assist you with the following:

- 2.1 Provide you with the categories of records held by the various operating entities within the Halfway Group which are available without you having to submit a formal PAIA request;
- 2.2 Enable you to have a sufficient understanding of how to make a request for access to a record of any operating entity within the Halfway Group, by providing a description of the subjects on which an entity within the Halfway Group holds records and the categories of records held on each subject;
- 2.3 Provide you with a description of the records held by the various entities within the Halfway Group which are available in accordance with legislation;
- 2.4 Provide you with a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.5 To assist you to understand, that where the entities within the Halfway Group processes 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.
- 2.6 Provide you with a description of the categories of data subjects and the information or categories of information relating thereto;
- 2.7 Provide you with the recipients or categories of recipients to whom the personal information may be supplied;
- 2.8 To make you aware of instances where an entity within the Halfway Group 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

TB

- 2.9 To make you aware of appropriate security measures the entities within the Halfway Group has in place to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. SCOPE

The Scope of this policy extends to the following:

- all operating entities which the Halfway Group holds a majority interest; and
- all close corporations to which Mr. John George Baikie (Snr) holds majority membership.

Any reference to “we” used in the context of any obligation or restriction shall mean the entities indicated above. For the sake of absolute clarity, this Policy will not be applicable to the following entities within the Halfway Group:

- Entities which the Halfway Group holds a minority interest; and
- Entities which are dormant

### 4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION ABOUT THE HALFWAY GROUP

4.1. The Chief Executive Officer for Halfway Group Holdings (Pty) Ltd is Mr. J G Baikie.

#### 4.2. HEAD OFFICE

Postal address	Physical address	Contact Details	
PO Box 1585	31 Stevens Road	Tel no:	(039) 978 7500
Scottburgh	Park Rynie	Fax no:	(086) 694 2311
4180	4182	E-mail:	As set out in the Privacy Policy
		Website:	<a href="http://www.halfwaygroup.co.za">www.halfwaygroup.co.za</a>

### 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;

TB

- 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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 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 11<sup>3</sup>; and
  - 5.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 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
  - 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 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

---

<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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.*

TB

<sup>5</sup> 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.*

<sup>6</sup> 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.*

- 5.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> 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 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
  - 5.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 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 business hours.
- 5.5. The Guide can also be obtained-
- 5.5.1. upon request to the Information Officer of any of the entities within the Halfway Group;
  - 5.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 5.6. A copy of this Guide is also available in the following two official languages namely English and IsiZulu, for public inspection during office hours.

TB

---

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”

## 6. AVAILABILITY OF RECORDS

Entities within the Halfway Group maintain the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to who the record relates are set out below:

Category:	Record:	Availability:	Purpose:	Data Subject:
<b>Public Affairs</b>	Public Product Information	Freely Available	Convey Public Information	Organisation
	Public Corporate Records	Freely Available	Convey Public Information	Organisation
	Media Releases	Freely Available	Convey Public Information	Organisation
	Published Newsletters	Freely Available	Convey Public Information	Organisation
	Magazine Articles	Freely Available	Convey Public Information	Organisation
<b>Regulatory &amp; Administrative</b>	FSP license	Freely Available	Statutory Requirement	Organisation
	Promotion of Access to Information Manual	Freely Available	Statutory Requirement	Organisation
	Website & Email Disclaimers	Freely Available	Statutory Requirement	Organisation
	Privacy Policy	Freely Available	Statutory Requirement	Organisation
	Group Conflict of Interest Policy	Freely Available	Risk Management	Organisation
	Complaint's resolution Policy	Freely Available	Risk Management	Organisation
	Risk Management and Compliance Program	PAIA Request	Statutory Requirement	Organisation
	Health & Safety Plan	PAIA Request	Statutory Requirement	Organisation
	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Organisation
	Register of Board of Directors	PAIA Request	Statutory Requirement	Organisation
	Internal correspondence (e-mails/memos)	PAIA Request	Internal Communications	Employees
	Insurance Policies held by organization	PAIA Request	Risk Management	Organisation
<b>Human Resources</b>	Employment Applications	PAIA Request	Internal Referencing	Employees
	Employment Contracts	PAIA Request	Contractual Agreement	Employees
	Personal Information of Employees	PAIA Request	Internal Referencing	Employees
	Employment Equity Plan	PAIA Request	Statutory Requirement	Organisation
	Medical Aid Records	PAIA Request	Internal Referencing	Employees
	Pension Fund Records	PAIA Request	Internal Referencing	Employees
	Disciplinary Records	PAIA Request	Statutory Requirement	Employees
	Performance Management Records	PAIA Request	Internal Referencing	Employees

TB

	Salary Records	PAIA Request	Internal Referencing	Employees
	Employee Benefit Records	PAIA Request	Internal Referencing	Employees
	PAYE Records	PAIA Request	Statutory Requirement	Employees
	Seta Records	PAIA Request	Statutory Requirement	Employees
	Disciplinary Code	PAIA Request	Statutory Requirement	Organisation
	Leave Records	PAIA Request	Internal Referencing	Employees
	Training Records	PAIA Request	Internal Referencing	Employees
	Training Manual	PAIA Request	Internal Referencing	Organisation
<b>Financial</b>	Financial Statements	PAIA Request	Statutory Requirement	Organisation
	Financial and Tax Records	PAIA Request	Statutory Requirement	Organisation
	Asset Register	PAIA Request	Internal Referencing	Organisation
	Management Accounts and Reports	PAIA Request	Internal Referencing	Organisation
	Vouchers, Cash Books and Ledgers	PAIA Request	Internal Referencing	Organisation
	Banking Records and Statements	PAIA Request	Internal Referencing	Organisation
	Electronic Banking Records	PAIA Request	Internal Referencing	Organisation
<b>Marketing</b>	Market Information	PAIA Request	Internal Referencing	Organisation
	Product Brochures	PAIA Request	Internal Referencing	Organisation
	Advertisement policy	PAIA Request	Internal Referencing	Organisation
	Performance Records	PAIA Request	Internal Referencing	Organisation
	Product / Service Sales Records	PAIA Request	Internal Referencing	Organisation
	Marketing Strategies	PAIA Request	Internal Referencing	Organisation
<b>Client / Customer</b>	Customer / Client Database	PAIA Request	Internal Referencing	Customers
	Customer / Client agreements	PAIA Request	Internal Referencing	Customers
	Customer / Client Files	PAIA Request	Internal Referencing	Customers
	Customer / Client Instructions	PAIA Request	Internal Communications	Customers
	Customer / Client Correspondence	PAIA Request	External Communications	Customers
<b>Third Party</b>	Intermediary agreements	PAIA Request	Contractual Agreement	Financial Services Providers within the Halfway Group
	Binder agreements	PAIA Request	Risk Management	Financial Services Providers within the Halfway Group
	Referral agreements	PAIA Request	Contractual Agreement	Financial Services Providers within the Halfway Group

TB

	Outsource agreements	PAIA Request	Contractual Agreement	Third Party
	Non-disclosure agreements	PAIA Request	Contractual agreement	Third party
	Lease agreements	PAIA Request	Contractual agreement	Third party
	Service Provider agreements	PAIA Request	Contractual agreement	Third party

## 7. STATUTORY RECORDS

Administrative Adjudication of Road Traffic Offences
Basic Conditions of Employment Act
Broad Based Black Economic Empowerment Act
Companies Act
Competition Act
Compensation for Occupational Injuries and Diseases Act
Constitution of the Republic of South Africa
Copyright Act
Disaster Management Act
Electronic Communications Act
Electronic Communications and Transactions Act
Employment Equity Act
Financial Advisory and Intermediary Services Act
<b>Financial Intelligence Centre Act</b>
Financial Sector Regulation Act
Health and Safety Regulations
Income Tax Act
Insurance Act
Labour Relations Act
National Minimum Wage Act
National Payment System Act
National Qualifications Framework Act
Occupational Health and Safety Act
Policyholder Protections Rules 2017 Short Term Insurance
Prescription Amendment Act
Promotion of Equality and Prevention of Unfair Discrimination Act
Promotion of Access to Information Amendment Act

TB



Protected Disclosures Act
Protection of Personal Information Act
Rental Housing Act
Skills Development Act
Skills Development Levies Act
Short Term Insurance Act
Tax Administration Act
Unemployment Insurance Act
Unemployment Insurance Contributions Act
Value-Added Tax Act

**8. DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO**

Below is a description of all data subjects and the description of the nature or category of personal information to be processed.

<b>Category of Data Subjects</b>	<b>Types of Information processed</b>
<b>Individuals (customer, policyholders etc.)</b>	Name, surname, South African identity number or other identifying number (e.g., passport), date of birth, age, marital status, citizenship, telephone numbers, email address, physical and postal addresses, drivers' licence, income tax number, employment information, occupation, financial information (e.g., remuneration), banking information including account numbers, claims and payment history, FICA documentation.
<b>Entities (Corporate Customers, Companies, Close Corporations, Trusts and Partnerships)</b>	Entity name, registration number, tax-related information, contact details for representatives, FICA documentation, beneficial owners' personal information (as for Individuals).
<b>Directors, Members, Partners &amp; Trustees</b>	Identity numbers, names, physical and postal address, contact numbers, email address & FICA documentation.
<b>Employees (potential employees, new recruitments, independent contractors)</b>	Name, surname, South African identity number or other identifying number (e.g., passport number), contact details, physical and postal address, date of birth, age, marital status, race, disability, information, employment history, criminal background checks, fingerprints, CVs, education history, banking details, income tax reference number, remuneration and benefit information, drivers' licence, health information, details related to employee performance, disciplinary procedure information.
<i>TB</i>	May also include the personal information of children / minors, if they are listed as beneficiaries or dependants.

<b>Service providers (including outsourced or hosted services, auditors, etc.)</b>	Company registration details, identity numbers, BEE certificates, tax clearance, income tax and VAT registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details.
--	---

## 9. THE CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

Below is a description of recipients to whom your personal information may be shared:

- Service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.
- Entities within the Group. We only do this, in instances where we have received your express consent to do so.
- Insurers, intermediaries, administrators, and Underwriting Managers.
- Provident Funds and their Trustees and Principal Officers.
- Medical aid companies.
- Recruitment organisations that may collect information on our behalf.
- Regulators and Law Enforcement Agencies.
- Motor Licencing Bureau.
- Original Equipment Manufacturers (OEMs).
- Banks and other financing Institutions.
- The South African Revenue Service (SARS).
- Auditors and External Compliance Practices

## 10. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

10.1.1. Entities within the Halfway Group make use of hosted services provided by third parties. These operations may be hosted in various countries resulting in the transfer of personal information.

10.1.2. In general, entities within the Halfway Group try as far as possible to ensure that these service providers are located in jurisdictions with strong data protection legislation, such as the European Union or the United Kingdom. Where this is not possible, data protection requirements are enforced by means of contractual agreement.

## 11. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION.

11.1. We take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorized access and disruption of services.

11.2. We will implement appropriate levels of data security, confidentiality, integrity, and availability in accordance with general accepted practices and standards.

11.3. When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

TB

## 12. REQUEST FOR INFORMATION PROCEDURE

12.1. To facilitate the processing of your information request, kindly complete the form 2 marked *Annexure A*. The form must be submitted to the Information Officer or Deputy Information Officer of Entity within the Halfway Group to which the request pertains.

12.2. The Information Officer or Deputy Information Officer will notify you that a request for access has been received and that the prescribed fee (if any) is payable prior to processing the request. Please refer to form 3 *Annexure B* for a full breakdown of fees payable.

12.3. Please be advised that PAIA provides a number of grounds on which a request for access to information may be refused. These grounds mainly comprise instances where:

- the privacy and interests of other individuals are protected.
- where such records are already otherwise publicly available.
- instances where public interest are not served.
- the mandatory protection of commercial information of a third party.
- the mandatory protection of certain confidential information of a third party.

12.4. When completing the form below please:

- indicate the identity of the person seeking access to the information.
- provide sufficient particulars to enable the Information or Deputy Information Officer to identify the information requested.
- specify the format in which the information is required.
- indicate the contact details of the person requiring the information.
- indicate the right to be exercised and/or to be protected and specify the reasons why the information required will enable the person to protect and/or exercise the right.
- where the person requesting the information wishes to be informed of the decision of the request in a particular manner, state the manner and particulars to be so informed.
- if the request for information is made on behalf of another person, submit proof that the person submitting the request, has obtained the necessary authorisation to do so.

## 13. AVAILABILITY OF THE MANUAL

13.1. A copy of the Manual is available-

- On the various operating entities websites as well as on [www.halfwaygroup.co.za](http://www.halfwaygroup.co.za);
- at each entity's physical place of business for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

13.2. A fee for a copy of the Manual, as contemplated in Annexure B, shall be payable per each A4-size photocopy made.

## 14. POLICY REVIEW

This policy will be reviewed on an ad hoc basis if there are any changes to the business operations or legislation that warrant such change. Alternatively, the policy will be reviewed once annually.

Name of the policy	Version NO	Reason for change	Author	Approver	Approver Signature	Effective date
PAIA MANUAL	CoSEC01V1	Amendment to Policy	Craig Humphreys	George Baikie		1 January 2022
PAIA MANUAL	CoSEC01V2	Amendment to Policy	Group Compliance	Trevor Browse	<i>Trevor Browse</i>	10 November 2023

# 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			

*TB*

E-mail Address	
Contact Numbers	Tel. (B) <input type="text"/> Facsimile <input type="text"/>
	Cellular <input type="text"/>
<b>PARTICULARS OF RECORD REQUESTED</b>	
<i>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.)</i>	
Description of record or relevant part of the record:	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Reference number, if available	<input type="text"/>
Any further particulars of record	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>

TB

<b>FORM OF ACCESS</b> <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	

<b>MANNER OF ACCESS</b> <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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<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:	

<b>FEES</b>	
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 ( <i>Please specify</i> )

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_  
**Signature of Information Officer**

**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.	
---	--

**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	R2.00		
Printed copy	R2.00		
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor	R40.00		
(ii) Compact disc • If provided by requestor • If provided to the requestor	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	R40.00		
(ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs if any		
<b>TOTAL:</b>			

**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*

*TB*