



**PROMOTION OF ACCESS TO INFORMATION
("PAIA") MANUAL**

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1. PART 1 - INTRODUCTION

1.1 About PAIA

The Promotion of Access to Information Act, 2 of 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.

PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual has to comply with.

Where a person is desirous of obtaining information from a private body, in terms of PAIA such request must be made in the format as prescribed and described under the private body's PAIA Manual, and following receipt of the request, such 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, and provided that no grounds of refusal contained in PAIA are applicable.

1.2 About this Manual

This Manual constitutes LIT SA's PAIA manual.

This Manual has been compiled in accordance with section 51 of PAIA, as amended by the Protection of Personal Information Act, 4 of 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy and which came into full operation on 1 July 2021.

POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions 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.

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.

For purposes of this Manual, we refer to ourselves as “LIT SA”, “we”, “us”, “the Company” or “our”.

We have compiled this Manual to inform you of and guide you through the procedural and other requirements with which a PAIA request must comply.

1.3 About LIT SA

Liquid Telecommunications South Africa (Pty) Ltd, registration number 2004/004619/07 trading as Liquid Intelligent Technologies ("the Company") is a private company and has its registered offices at 401 Old Pretoria Rd, Midrand, 1685.

If you would like to find out more about us, including our main business activities, our company profile is available at <https://www.liquid.tech/about-us/>.

Bronwen Zehmke has been duly appointed as Information Officer and Debbie Minnaar as the Deputy Information Officers of the Company, to act as the person to whom requests for access to information must be made in terms of the Act.

2. PART 2 – OUR CONTACT DETAILS

2.1 Contact Details:

Physical Address:	401 Old Pretoria Main Road, Midrand, 1685
Postal Address:	Suite 612, Private Bag X29, Gallo Manor, 2052
Phone Number:	+27 11 585 0000
Email Address:	informationofficer@liquid.tech
Website Address:	https://www.liquid.tech

2.2 Details of our Information Officer and Deputy Information Officers:

- **Information Officer: Bronwen Zehmke**
Contact details: Same as above
Information Regulator Reference Number: *awaited from Regulator*

- **Deputy Information Officer: Debbie Minnaar**
Contact details: Same as above
Information Regulator Reference Number: *awaited from Regulator*

2.3 Correspondence:

To be addressed for the attention of the Information Officer

- **Phone number for PAIA / POPIA requests: 011 585 000**
- **Email address for PAIA / POPIA requests: informationofficer@liquid.tech**

3. PART 3 – INFORMATION ON THE ACCESS TO INFORMATION GUIDE [section 51(1)(b)]

The South African Humans Rights Commission has compiled the guide contemplated in Section 10 of PAIA, which guide must be updated and made available by the Information Regulator. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act, as well is in the Protection of Personal Information Act, 2013. Any enquiries regarding this guide should be directed to the Information Regulator.

The Information Regulator Contact Details:

Physical Address:	27 Siemens Street, Braamfontein, 2017
Postal Address:	PO Box 31533, Braamfontein, 2017
Phone Number:	(010) 023 5200
Fax Number:	(011) 403 0625
Email Address:	infoereg@justice.gov.za
Website Address:	https://www.justice.gov.za/infoereg

Alternatively, you can contact the Company's Information Officer or Deputy Information Officer, as set out in part 2 above, to provide you with a copy of the Guide.

4. PART 4 – NOTICE IN TERMS OF SECTION 52(2) [section 51(1)(b)(ii)]

The Company has not published a notice in terms of section 52(2) of PAIA.

5. PART 5 – DESCRIPTION OF RECORD THAT ARE AVAILABLE

5.1 Information that is automatically available without a PAIA request

The information available on our website, may be automatically accessed by you without having to go through the formal PAIA request process.

5.2 Records that are available in accordance with other legislation [section 51(1)(b)(iii)]

The Company is subject to many laws and regulations, some of which require us to keep certain records. The Company maintains records in terms of the following legislation and regulations, as far as required. (This is not an exhaustive list):

- Income Tax Act 58 of 1962
- The Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991
- Consumer Protection Act 68 of 2008
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Skills and Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Promotion of Access of Information Act 2 of 2000
- Electronic Communications and Transactions Act 25 of 2002
- Electronic Communications Act No. 36 of 2005
- The Protection of Personal Information Act 4 of 2013
- Disaster Management Act 57 of 2002 and Regulations
- Companies Act 71 of 2008 and Regulations
- Financial Intelligence Centre Act 38 of 2002
- Competition Act 89 of 1998
- King IV Report on Corporate Governance 2016
- Amended Property Sector Code
- National Building Regulations and Building Standards Act 103 of 1977
- National Environment Management Act 31 of 1998
- Prevention of Organised Crime Act 121 of 1998
- Prevention and Combatting of Corrupt Activities Act 12 of 2004
- Credit Agreements Act 75 of 1980
- Currency and Exchanges Act 9 of 1933
- Customs and Excise Act 91 of 1964
- Insolvency Act 24 of 1936
- Medical Schemes Act 131 of 1998

- Pension Funds Act 24 of 1956
- Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
- SA Reserve Bank Act 90 of 1989
- Telecommunications Act 103 of 1996 (repealed but regulations still in force)
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002

6. PART 6 – DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS [section 51(1)(b)(iv)]

Described below are the records which the Company holds. This is not an exhaustive list:

COMMUNICATIONS	
1.	Media Releases
2.	Promotion of Access to Information Act Manual
3.	Internal and external correspondence
FINANCIAL STATEMENTS	
1.	Financial and Tax Records
2.	Asset Register
3.	Banking details
EMPLOYEE RECORDS	
1.	Employment Contracts
2.	Conditions of Employment
3.	Promotion/Demotion/Disciplinary/Performance related information
4.	Employee tax information
5.	Remuneration and Benefits
6.	Pension and Provident Fund records
7.	Personnel Guidelines, Policies and Procedures
8.	Employment equity information
OPERATIONAL INFORMATION	
1.	Tenant Information
2.	Customer Information
3.	Commercial and/or other legal contracts or agreements
4.	Information on existing and past litigation
5.	Trademarks and Intellectual Property information
6.	General Operational Information
7.	Service Provider information
8.	BBBEE-Ratings and supporting information
9.	CSI and Bursar Records
10.	Security and Surveillance
11.	Property Management Records
12.	Property Development Records
13.	Marketing and Promotional Records
14.	Insurance Policies

15.	Company Guidelines, Policies and Procedures
16.	Organisational structures
17.	Regulatory filings and licences
COMPANY SECRETARIAL	
1.	Documents of Incorporation
3.	Charters and Mandates
4.	Share register and other statutory records
5.	Director and shareholder information
6.	Minutes of meetings and resolutions
7.	Delegation of authority
8.	Registration with statutory bodies

7. PART 7 – PROTECTION OF PERSONAL INFORMATION ACT (POPIA) [section 51(1)(c)(i-iv)]

7.1 Introduction

POPIA requires the Company to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed.

We have set out the required information below.

7.2 Information on how you can request your personal information under POPIA

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined below.

If we provide you with your personal information, you have the right to request the correction, deletion or destruction of your personal information, in the prescribed form. You may also object to the processing of your personal information in the prescribed form.

We have attached the prescribed forms to this Manual for your convenience.

In addition, we will give you a written estimate of the fee for providing you with your personal information, before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee prior to giving you the requested personal information.

7.3 Purpose of processing

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy.

We will disclose to you why the personal information is being collected and will process the personal information for that purpose only. Generally, we process personal information of the data subjects listed below in order to operate various properties which we own as rental enterprises.

The type of personal information that we process will depend on the purpose for which it is collected. However, we may process your personal information for the any of the following purposes (this is not an exhaustive list):

- Fulfilling statutory/legislative/regulatory obligations;
- Verifying the information that you provided to the Company;
- In order to provide contractually agreed services and/or products to a customer;
- Monitoring, maintaining and managing the Company's contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- Marketing and advertising;
- Monitoring and securing the assets, employees and visitors to the premises of the Company;
- Prevention and detection of unlawful and/or unethical behaviour; and/or
- Historical record keeping, research and recording statistics necessary for fulfilling the Company's business objectives.

7.4 Personal information that is processed; categories of data subjects and categories of personal information.

The information provided under this section refers to broad categories of information. This list is not exhaustive.

- Contracted Service Providers – natural and juristic persons/entities: Names of contact persons; name of legal entity; physical, email and postal address and contact details; financial information; registration number; identity number; founding documents; directors details; BEE information; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff: gender; pregnancy; marital status; race; disability; age, language, education information; financial information; biometric information; employment history; medical information; ID number; next of kin; children's name, gender, age, physical, email and postal address; contact details; opinions; criminal behaviour and/or criminal records; well-being; external commercial and/or other interests; medical information.

- Customers - Natural persons: names; contact details; physical, email and postal addresses; date of birth; ID number; nationality; race; gender; GPS data; preferences; billing information; products and services; CCTV; views and opinions.
- Customers - Juristic persons/entities: Names of contact persons; name of legal entity; physical, email and postal address and contact details; registration number; authorised signatories; directors' details; products and services; billing information; GPS data; preferences; views and opinions.
- Website end-users / Application end-users: names, electronic identification data; ID Number; IP address; log-in data; cookies; electronic localization data; cell phone details; email address; and/or GPS data.

7.5 Categories of recipients for the purposes of processing personal information

We may supply personal Information to these potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators; and
- Other recipients in the international organisation.

We may disclose personal information we collected to our shareholder/s, directors, any of our overseas subsidiaries, associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions.

We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

Actual or planned trans-border flows of personal information

7.6 General description of information security measures

The Company employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;

- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

7.7 Request Procedure

A requester must complete the application form and submit same to the Company's information officer, at the particulars indicated above.

The prescribed form must be completed with enough detail to at least enable the Information Officer to identify the record, the identity of the requester; which form of access is required and the postal address or fax number of the requester.

The requester must identify the right that needs to be exercised or protected and specify why the record is necessary to exercise or protect such a right.

The Information Officer will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

The requester will be informed in writing whether access is granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The application form is attached hereto, as well as available on our website under "PAIA Manual" and at our offices.

The completed form must be accompanied by proof of payment of the prescribed application fee, as described below.

Upon receipt of the application form and proof of payment, as aforesaid, the Information Officer will consider the request. If the request is approved, the Information Officer will provide the applicant with a summary of fees payable in respect of the application. Upon receipt of payment the requested information will be supplied.

In the event of the application being denied, the Information Officer will inform the applicant and provide reasons for the decision.

8. PART 8 – OBJECTION AND CORRECTION

8.1 Objection

POPIA provides that a data subject may object, at any time, to the processing of personal information by the Company, 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 Annexure 4 - FORM 1 - Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2] and submit it to the Information Officer at the postal or physical address or electronic mail address set out above.

8.2 Correction or Deletion

A data subject may also request the Company 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 the Company is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

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, or electronic mail address set out above on the form attached hereto as Annexure 5 - 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 POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]

8.3 Proof of Identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to this 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.

8.4 Timelines for consideration of a request for access

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.

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

9. PART 9 – INFORMATION SECURITY [section 51(1)(c)(v)]

The Company is committed to ensuring that your personal information is secure. In order to prevent unauthorised access or disclosure to such information, the Company has put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

The Company secures its data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorised access, disclosure, alteration, and destruction.

The Company also takes reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

10. PART 10 – FEES [section 54]

The fees applicable to an application for information shall be as per the prescribed fees. A schedule of these fees is attached hereto. The schedule attached is subject to change in accordance with changes to the prescribed fees.

An application fee of R50.00 is payable in respect of each application for information. Proof of payment of the said fee must accompany the completed application form.

No fees are payable by persons who request information pertaining to their own affairs.

11. PART 11 – GROUNDS FOR REFUSAL [section 55 and Chapter 4]

The main grounds for the Company to refuse a request for information relates to the following:

- records that cannot be found or that do not exist;
- mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- mandatory protection of the commercial information of a third party, if the record contains
 - trade secrets of that third party;
 - financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - mandatory protection of the safety of individuals and the protection of property;

- mandatory protection of records which would be regarded as privileged in legal proceedings;
- the commercial activities of the Company and its subsidiaries, which may include –
 - trade secrets of the Company and its subsidiaries;
 - financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company and its subsidiaries;
 - information which, if disclosed could put the Company or its subsidiaries at a disadvantage in negotiations or commercial competition;
 - a computer program which is owned by the Company or its subsidiaries, and which is protected by copyright.
- the research information of the Company, its subsidiaries or a third party, if its disclosure would disclose the identity of the Company, its subsidiaries, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
- requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

12. PART 12 – REMEDIES AVAILABLE WHEN THE COMPANY REFUSED A REQUEST FOR INFORMATION [section 77A]

12.1 Internal remedies [section 77A(1)]

The Company does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

12.2 External remedies [section 77A(2)]

A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 180 days of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 180 days of notification of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

13. PART 13 – AVAILABILITY OF THE MANUAL [section 51(3)]

This manual is available on the Company's website as well as at the principal place of business of the Company for public inspection during normal business hours.

This manual is available to any person and upon payment of a reasonable amount.

This manual is available to the Information Regulator upon request.

ANNEXURE 1

Prescribed Form A

REQUEST FOR ACCESS TO RECORDS OF:

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

[Regulation 6]

FOR INTERNAL USE ONLY

Reference number	
Request received by	
Date request received	
Place request received	
Request fee (if any)	
Deposit (if any)	
Access fee	

**Signature of
Information Officer/Deputy Information Officer**

A) Particulars of the Information Officer / Deputy Information Officer

The Information Officer:

Attention: Bronwen Zehmke

Telephone number: +27 11 585 0000

E-mail address: informationofficer@liquid.tech

Postal Address: Suite 612, Private Bag X29, Gallo Manor, 2052

B) Particulars of requester (person requesting access to information)

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

Full names and surname	
Postal address	
Identity number	
Fax number	
Telephone 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/company number	

D) Particulars of record

<p><i>(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.</i></p> <p><i>(b) If the provided space is inadequate, please continue on a separate page and attach it to this form. Please sign all additional pages.</i></p>
--

1. Full description of the record or relevant part of the record

2. Reference number(s), if available

3. Any other particulars of the 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 for exemption

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 below, state your disability and indicate in which form the record is required.

Mark the appropriate box with an X. Notes:

- (a) Compliance with your request for access in the specified form may depend 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.

Disability	Form in which record is required

If the record is in written or printed form:

- copy of record*
- inspection of record

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*

<p>If record consists of recorded words or information which can be reproduced in sound:</p> <p><input type="checkbox"/> listen to the soundtrack (audio cassette)</p> <p><input type="checkbox"/> transcription of soundtrack* (written or printed document)</p>
<p>If record is held on computer or in an electronic or machine-readable form:</p> <p><input type="checkbox"/> printed copy of record</p> <p><input type="checkbox"/> printed copy of information derived from the record*</p> <p><input type="checkbox"/> copy in computer readable form* (compact disc)</p>
<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>In which language would you prefer the record?</p> <p>_____</p> <p>Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.</p>

G) Notice of decision regarding request for access

You will be notified 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.

<p>How would you prefer to be informed of the decision regarding your request for access to the record?</p> <p><input type="checkbox"/> Postal address</p> <p><input type="checkbox"/> E-mail</p> <p><input type="checkbox"/> Fax</p> <p><input type="checkbox"/> Other. Specify: _____</p>
--

Signed at _____ this _____ day of _____ 20__

SIGNATURE OF REQUESTER

ANNEXURE 2

FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF GOVERNMENT NOTICE NO. R. 187 IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R1,10 for every photocopy of an A4 size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:

Description		R/C
(a) For every photocopy of an A4 size paper or part thereof		1,10
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form		0,75
(c) For a copy in a computer-readable form on –		
(i) Compact disc		70,00
(d)	(i) For a transcription of visual images, for an A4 size page or part thereof	40,00
	(ii) For a copy of visual images	60,00
(e)	(i) For a transcription of an audio record, for an A4 size page or par thereof	20,00
	(ii) For a copy of audio records	30,00

3. The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is R35,00.
4. The access fees payable by a requester referred to in Regulation 7(3) are as follows:

Description		R/C
(a) For every photocopy of an A4 size paper or part thereof		1,10
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form		0,75
For a copy in a computer-readable form on –		70,00
(i) Compact disk		
(d)	(i) For a transcription of visual images, for an A4 size page or part thereof	40,00
	(ii) For a copy of visual images	60,00
(e)	(i) For a transcription of audio records, for an A4 size page or part thereof	20,00
	(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.		
For purposes of section 22(2) of the Act, the following applies:		
Six hours as the hours to be exceeded before a deposit is payable; and		
One third of the access fee is payable as a deposit by the requester		
(h) The actual postage is payable when a copy of a record must be posted to a requester		

5. Copies shall be printed in black and white.

ANNEXURE 3

PAIA GLOSSARY relevant to the Company and its subsidiaries:

Access fee	A fee prescribed for the purpose of reproduction, search, and preparation of records and, if applicable, postal fees.
Date of submission	The date on which the requester submits the PAIA Request. The Deputy Information Officer must respond to the request within 30 days of this date.
Deputy Information Officer (DIO)	The individual in the public body who is responsible for assisting the Information Officer with the PAIA Request.
Grounds for refusal	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
Information Officer (IO)	The individual in the public or private body who is responsible for dealing with a PAIA Request.
Inventory	A complete list of items in the custody of a particular public body.
Letter of authorisation	A letter from an individual who requires the requester to submit a PAIA Request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, if necessary) to submit a request to access information in terms of PAIA on their behalf.
PAIA	The Promotion of Access to Information Act 2 of 2000.
PAIA Request	The name given to the document(s) submitted to a public body requesting access to information in terms of PAIA.
PAIA Request reference number	The reference number allocated for an individual PAIA Request. It is advisable to use this reference number throughout all correspondence.
Personal requester	A requester seeking access to a record containing personal information about themselves.
Private body	Generally, any natural person who carries on business, a partnership or a former or existing juristic person, but excludes a public body.
Record	Any recorded information irrespective of form or medium.
Requester	An individual seeking or requesting access to records and/or information held by the State and/or public body.
Request fee	The fee that must be paid by the requester before a request can be processed.

ANNEXURE 4

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION
IN TERMS OF SECTION 11(3) OF POPIA**

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

ANNEXURE 5

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	<p>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</p> <p>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.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

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