



## **MAXPROP GROUP**

### **Promotion of Access to Information Manual**

**Compiled in terms of Section 51 of the Promotion of Access to  
Information Act 2 of 2000 ("PAIA")**

### **POPIA - Request Forms**

This 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 the Protection of Personal Information 4 of 2014 ("POPIA").

## TABLE OF CONTENTS

1.	INTRODUCTION.....	3
2.	DEFINITIONS AND INTERPRETATION .....	3
3.	CONTACT DETAILS [Sec 51(1)(a)] .....	4
4.	SECTION 10 GUIDE ON HOW TO USE THE ACT [Sec 51(1)(b)] .....	5
5.	AUTOMATICALLY AVAILABLE INFORMATION .....	5
6.	CATEGORIES OF RECORDS OF THE ORGANISATION WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT.....	5
7.	RECORDS MAINTAINED IN ACCORDANCE WITH OTHER LEGISLATION [Sec 51(1)(d)].....	6
8.	SUBJECT AND CATEGORIES OF RECORDS HELD BY THE ORGANISATION : SECTION 51(1)(e).....	7
9.	ACCESS REQUEST PROCEDURES .....	9
10.	PRESCRIBED FEES : SECTION 51(1)(f) .....	11
11.	REASONS FOR REFUSAL .....	11
12.	GOOD REASONS FOR WITHHOLDING INFORMATION .....	12
13.	INFORMATION OR RECORDS NOT FOUND .....	13
14.	INFORMATION REQUESTED ABOUT A THIRD PARTY.....	13
15.	OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION .....	14
16.	REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION .....	14
17.	GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES .....	14
18.	DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE ORGANISATION.....	15
19.	AVAILABILITY OF THIS MANUAL .....	15
20.	<b>ANNEXURES</b>	
	1 – Form: Request for Access to Information	
	2 – Form: Prescribed Fees per Government Gazette	
	3 – Form: Objection to processing of personal information	
	4 – Form: Request for alteration or deletion of personal information	

## 1. **INTRODUCTION**

1.1. Maxprop Holdings (Pty) Ltd and all its subsidiaries have determined the manner in which information is to be requested under the Promotion of Access to Information Act 2 of 2000 (“PAIA”) and the Protection of Personal Information Act 4 of 2013. This PAIA Manual applies to records held by Maxprop Holdings (Pty) Ltd and all its subsidiaries (“**Maxprop Group**”).

1.2. **Maxprop Group** consists of the following entities:

- 1.2.1. Maxprop Holdings (Pty) Ltd (1965/004024/07);
- 1.2.2. Maxprop Administration (Pty) Ltd (1987/002991/07);
- 1.2.3. Maxprop Digital (Pty) Ltd (1987/003123/07);
- 1.2.4. Maxprop Durban (Pty) Ltd (1988/003080/07); and
- 1.2.5. Kwanew Investments (1994/003854/07).

## 2. **DEFINITIONS AND INTERPRETATION**

2.1. Unless otherwise expressly stated, or the context otherwise requires, the words and expressions listed below shall, when used in this Manual or in any schedules hereto, bear the meanings ascribed to them below and cognate expressions bear corresponding meanings:

2.1.1. “**Board**” means the Board of Directors of the Organisation serving from time to time;

2.1.2. “**Directors**” means those persons appointed as executive or non-executive Directors to the Board according to the Organisation’s Memorandum of Incorporation and the ruling policies and procedures applicable to the Organisation from time to time;

2.1.3. “**Organisation**” means the Maxprop Group of entities stipulated in clause 1.2.1 to 1.2.5 above;

2.1.4. “**PAIA**” / “**the Act**” means the Promotion of Access to Information Act 2 of 2000;

2.1.5. “**POPIA**” means the Protection of Personal Information Act 4 of 2013;

2.1.6. “this Manual” means this PAIA Manual.

2.2. In this Manual:

2.2.1. table of contents and paragraph headings are for purposes of reference only and shall not be used in interpretation;

2.2.2. unless the context clearly indicates a contrary intention, any word connoting any gender includes the other genders, and the singular includes the plural and vice versa;

2.2.3. When a number of days are prescribed such number shall exclude the first and include the last day unless the last day is not a business day, in which case the last day shall be the next succeeding business day.

### 3. **CONTACT DETAILS [Sec 51(1)(a)]**

All queries and requests concerning the Maxprop Group may be directed to Maxprop Holdings (Pty) Ltd.

<b>Name of Body</b>	Maxprop Holdings (Pty) Ltd.
<b>Nature of Business</b>	(1) Private Body in terms of section 51 of PAIA. (2) Private company incorporated in accordance with the Companies Act 71 of 2008.
<b>Registration Number</b>	1965/004024/07
<b>Registered Business Address</b>	108 Josiah Gumede Road, Pinetown, 3610
<b>Postal Address</b>	PO Box 221, Pinetown, 3600
<b>Telephone Number</b>	031 701 2341
<b>Head of Body</b>	Managing Director (A van der Veen)
<b>Designated Information Officer</b>	James Strang
<b>E-mail Address</b>	<a href="mailto:popi@maxprop.co.za">popi@maxprop.co.za</a>

**4. SECTION 10 GUIDE ON HOW TO USE THE ACT [Sec 51(1)(b)]**

- 4.1. In terms of Section 10 of the Act, the Human Rights Commission has compiled, in each official language, a guide to the Act to assist people exercising their rights under the Act.
- 4.2. The guide is available from the Human Rights Commission. To receive a copy of the guide please direct any queries to:

**The Human Rights Commission**

**Postal address:** Private Bag 2700, Houghton, 2041

**Physical address:** Braampark Forum 3, 33 Hoodf Street, Braamfontein,  
Johannesburg

**Telephone:** +27 11 484 8300

**Facsimile:** +27 11 484 0582

**Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

**Email:** [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**5. AUTOMATICALLY AVAILABLE INFORMATION**

- 5.1. The following categories of records are automatically available for inspection, purchase or photocopying (prescribed fees will be charged in case of photocopying). This information does not need to be requested in terms of PAIA.
- 5.1.1. This Manual;
- 5.1.2. Brochures; and
- 5.1.3. Other literature intended for public viewing.

**6. CATEGORIES OF RECORDS OF THE ORGANISATION WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT**

- 6.1. This is limited to any information that is already available to the public, including but not limited to any information held by the Companies and Intellectual Property Commission, the Deeds Offices, and available on the internet.

**7. RECORDS MAINTAINED IN ACCORDANCE WITH OTHER LEGISLATION**

**[Sec 51(1)(d)]**

7.1. Where applicable to our operations, information is also kept and maintained in accordance with the following legislation, including but not limited to:

- 7.1.1. Basic Conditions of Employment Act No.75 of 1997
- 7.1.2. Board Based Black Economic Empowerment Act No. 53 of 2003
- 7.1.3. Companies Act No. 71 of 2008
- 7.1.4. Compensation for Occupational Injuries and diseases Act No. 130 of 1993
- 7.1.5. Consumer Protection Act No. 68 of 2008
- 7.1.6. Customs and Excise Act No. 91 of 1964
- 7.1.7. Deeds Registries Act No.114 of 1998
- 7.1.8. Electronic Communications and Transactions Act No. 25 of 2002
- 7.1.9. Employment Equity Act No. 55 of 1998
- 7.1.10. Estate Agency Affairs Act No. 112 of 1976 (to be replaced by Property Practitioners Act No. 22 of 2019)
- 7.1.11. Income Tax Act No. 58 of 1962
- 7.1.12. Labour Relations Act No. 66 of 1995
- 7.1.13. Occupational Health and Safety Act No. 85 of 1993
- 7.1.14. Promotion of Access to Information Act No.2 of 2000
- 7.1.15. Protection of Personal Information Act No.4 of 2013
- 7.1.16. Sectional Titles Act No. 95 of 1986
- 7.1.17. Sectional Titles Schemes Management Act No. 8 of 2011
- 7.1.18. Skills Development Levies Act No. 9 of 1999
- 7.1.19. Skills Development Act No. 97 of 1998
- 7.1.20. South African Revenue Services Act No. 34 of 1997
- 7.1.21. Unemployment Insurance Act No. 63 of 2001
- 7.1.22. Value Added Tax Act No. 89 of 1991.

## 8. SUBJECT AND CATEGORIES OF RECORDS HELD BY THE ORGANISATION : SECTION 51(1)(e)

8.1. The Organisation maintains 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. Access to these records may be protected by professional privilege, confidentiality, privacy grounds and/or other reasonable grounds of refusal as set out in this Manual.

Category	Record	Availability	Purpose	Data Subject
<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 and Skills Plan	PAIA Request	Statutory Requirement	Organisation
	Medical Aid Records	PAIA Request	Internal Referencing	Employees
	Pension / Provident Fund Records	PAIA Request	Internal Referencing	Employees
	Disciplinary Records	PAIA Request	Statutory Requirement	Employees
	Performance Management Records	PAIA Request	Internal Referencing	Employees
	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
	Loan and Bursary Agreements	PAIA Request	Internal Referencing	Employees
Recruitment and other HR policies	PAIA Request	Internal Referencing	Employees	
<b>Financial Information</b>	Annual financial returns	PAIA Request	Statutory Requirement	Organisation
	Management Accounts and Reports	PAIA Request	Statutory Requirement	Organisation
	Asset register	PAIA	Internal Referencing	Organisation

		Request		
	Tax returns	PAIA Request	Statutory Requirement	Organisation
	Accounting records	PAIA Request	Statutory Requirement	Organisation
	Bank statements and reconciliations	PAIA Request	Internal Referencing	Organisation
	Cheques paid	PAIA Request	Internal Referencing	Organisation
	Invoices	PAIA Request	Internal Referencing	Organisation
	PAYE records	PAIA Request	Statutory Requirement	Employees
	IRP5 records	PAIA Request	Statutory Requirement	Employees
	UIF contribution records	PAIA Request	Statutory Requirement	Employees
	Records of payments to SARS on behalf of employees	PAIA Request	Statutory Requirement	Employees
<b>Regulatory &amp; Administrative</b>				
	Permits, Licenses or Authorities	Freely Available	Statutory Requirement	Organisation
	FICA and other legislative Policies and plans	PAIA Request	Statutory Requirement	Organisation
	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Organisation
	Minutes of Board or Directors Meetings	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 organisation	PAIA Request	Risk Management	Organisation
	Policies and Procedures	PAIA Request	Internal Referencing	Organisation and Employees
	Records pertaining to fixed and movable assets	PAIA Request	Internal Referencing	Organisation
	Further records required to be kept in terms of the Companies Act 71 of 2008.	PAIA Request	Statutory Requirement	Organisation
<b>Client Customer</b>				
	Customer / Client Database	PAIA Request	Internal Referencing	Customer
	Customer / Client agreements	PAIA Request	Internal Referencing	Customer
	Customer / Client Files	PAIA Request	Internal Referencing	Customer
	Customer / Client Instructions	PAIA Request	Internal Communications	Customer
	Customer / Client Correspondence	PAIA Request	External Communications	Customer
	Customer / Client Share registers, Deeds of Trust,	PAIA Request	Contractual Agreement	Customer

	maintenance records, meeting minutes, building plans			
<b>Third Parties</b>	Rental agreements	PAIA Request	Contractual Agreement	Third Party
	Supplier Contracts	PAIA Request	Contractual Agreement / legitimate interest	Third Party
	Joint venture agreements	PAIA Request	Contractual Agreement	Third Party
	Non-disclosure agreements	PAIA Request	Risk Management / legitimate interest	Third Party
	Letters of Intent	PAIA Request	Contractual Agreement	Third Party
<b>Travel</b>	Travel agent invoices, foreign exchange orders, vehicle and travel insurance declarations	PAIA Request	Contractual Agreement	Employee / Third Party
	Corporate agreements with airlines, hotels, vehicle rental companies	PAIA Request	Contractual Agreement	Employee / Third Party
	Cell phone contracts	PAIA Request	Internal Referencing	Employee / Third Party

## 9. **ACCESS REQUEST PROCEDURES**

### 9.1. **Request for Official Information**

- 9.1.1. Requests for the Organisation's official information should be addressed in writing to the Information Officer of the Organisation at an address in paragraph 3 above.
- 9.1.2. Requests should be made using the prescribed PAIA **Form C** attached hereto, and include the reason why the information is sought. The form is also available from the website of the HRC, or the website of the Department of Justice and Constitutional Development at [www.doj.gov.za](http://www.doj.gov.za).
- 9.1.3. If a request is refused, the applicant will be told the reason for the refusal.
- 9.1.4. A request must be answered within thirty (30) days after the request has been received.

- 9.1.5. A requestor may ask that the request be treated as urgent, but reasons should be provided for seeking urgency.
- 9.1.6. The time limit for answering requests can be extended in some cases, but the applicant will be advised of the refusal and the reasons for it. For example, an extension may be required where:
  - 9.1.6.1. the request is for a large number of records;
  - 9.1.6.2. the search for the records is to be conducted at premises not situated in the same town or city as the head office of the Organisation;
  - 9.1.6.3. consultation among divisions or departments, as the case may be, of the Organisation is required;
  - 9.1.6.4. the parties agree in any manner to such an extension.
- 9.1.7. Most requests will be answered without a charge but should the Organisation incur any costs in retrieving the information or have to make photocopies, a nominal fee will be charged which fee will be determined by the Board.
- 9.1.8. The Organisation will endeavour to provide the information in the form requested, unless to do so will impair efficient administration, be contrary to a legal duty or prejudice the interests that are protected by withholding for example:
  - 9.1.8.1. reasonable opportunity to inspect the document;
  - 9.1.8.2. provide a copy of the document;
  - 9.1.8.3. making arrangements for person to hear or view any relevant sounds or images;
  - 9.1.8.4. transcript, excerpt, summary or oral information with respect to words recorded or in a document; or
  - 9.1.8.5. provide with deletions or alterations as are necessary to protect the interests protected by withholding grounds.

9.1.9. If the head of the Organisation or the Information Officer fails to respond within thirty days after a request has been received, the request is deemed to be refused in terms of section 58 read together with section 56(1) of the Act.

9.1.10. The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

## **10. PRESCRIBED FEES : SECTION 51(1)(f)**

10.1. The requestor must pay the non-refundable, prescribed request fee of R50.00 (Fifty Rand) to be submitted together with the completed Form C to the Organisation. Should the request for access to information be approved, further fees will be payable per the provisions of PAIA and these fees will be made known to the requester by the Information Officer. An itemised fee structure can be obtained on the SAHRC website, <https://www.sahrc.org.za>, and a copy thereof is attached hereto.

10.2. Access to information, if approved, will only be provided once all the prescribed fees have been paid.

10.3. In terms of the Protection of Personal Information Act 4 of 2013, a data subject has the right to request the Organisation to confirm, free of charge, whether or not it holds personal information about the data subject.

## **11. REASONS FOR REFUSAL**

11.1. The Organisation may neither confirm nor deny the existence or non-existence of the information requested to protect an interest identified as a conclusive reason to withhold information or to protect trade secrets or the commercial position of the person who supplied the information or is the subject of the information.

11.2. The Organisation may also refuse to provide information if:

- 11.2.1. the making available of the information would be contrary to the provisions of a specific legislation;
- 11.2.2. the information requested is or will soon be publicly available;
- 11.2.3. the document alleged to contain the information requested does not exist or cannot be found;
- 11.2.4. the information requested is not held and the person dealing with the request has no grounds for believing that the information is either held or more closely connected with the functions of the Organisation;
- 11.2.5. the request is frivolous or vexatious or that the information requested is trivial;
- 11.2.6. the information contains protected copyright;
- 11.2.7. the information contains personal information or sensitive personal information in terms of the Protection of Personal Information Act 4 of 2013, as amended (privacy); and/or
- 11.2.8. the information is confidential, or protected by privilege.

## **12. GOOD REASONS FOR WITHHOLDING INFORMATION**

- 12.1. Information may be withheld where:
  - 12.1.1. the giving might prejudice the security and client relations of the Organisation;
  - 12.1.2. the giving of the information might endanger an employee or client's safety;
  - 12.1.3. to protect the privacy of natural persons who may be employees or clients;
  - 12.1.4. to protect trade secrets or the commercial position of the Organisation or the person who supplied or who is the subject of the information;
  - 12.1.5. to protect the confidential information which, if released, would prejudice the supply of such similar information or damage the public interest;

- 12.1.6. to protect the substantial economic interests of the Organisation; or
- 12.1.7. where information is protected by legal or litigation privilege.

**NOTE:** *It is important to note that access is not automatic. An application for access to information can be refused in the reasonable discretion of the Information Officer, including but not limited to the reasons in this Manual and in the event that the application does not comply with the procedural requirements. If it is reasonably suspected that the requester has obtained access to the records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.*

### **13. INFORMATION OR RECORDS NOT FOUND**

- 13.1. If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of the Organisation or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record. This notice shall be considered as a deemed refusal for purposes of the Act.
- 13.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine its existence.
- 13.3. If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused.

### **14. INFORMATION REQUESTED ABOUT A THIRD PARTY**

- 14.1. Section 71 of the Act makes provision for a request for information or records about a third party.
- 14.2. When considering such requests, the Organisation will adhere to the provisions of sections 71 to 74 of the Act.

- 14.3. In certain circumstances, the Organisation may be obliged in terms of the Act to advise third parties of such requests lodged, and the relevant third party(ies) may be entitled to dispute the decision by the Information Officer by referring the matter to a competent court of law.

**15. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION**

- 15.1. You may, at any time object to the Processing of your personal information in the prescribed form attached as **Annexure 3** to this Manual. However, the Organisation may be lawfully entitled to continue processing your personal information in the limited circumstances permitted by POPIA, including where such processing is required by law, protects a legitimate interest or is required to perform our obligations in terms of a contract with you.

**16. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION**

- 16.1. Subject to the exceptions already stated in 15.1 above, you may request for your personal information to be corrected/deleted in the prescribed form attached to this Manual as **Annexure 4**.

**17. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES**

- 17.1. The Organisation uses technology and organisational measures detailed in its Data Protection Policy to ensure the confidentiality, integrity and protection of the personal information under its care.
- 17.2. These measures include, among others:
- 17.2.1. physical access control;
  - 17.2.2. firewalls;
  - 17.2.3. secure networks;
  - 17.2.4. virus protection software and update protocols;
  - 17.2.5. backup protocols;
  - 17.2.6. any outsourced service providers who process personal information on behalf of the Organisation are contracted to implement security controls.

**18. DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE ORGANISATION**

- 18.1. If the Organisation refuses a request for information in terms of PAIA, the requester may, within 60 days, in the prescribed form and against payment of the prescribed appeal fee, lodge an internal appeal against the decision of the Information Officer in accordance with the provisions of section 75 of PAIA.

**19. AVAILABILITY OF THIS MANUAL**

- 19.1. This Manual is available for inspection at the offices of the Organisation at no cost. A copy of this Manual may be made available on the Organisation's website.





**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.

Disability:	Form in which record is required:
Mark the appropriate box with an <b>X</b> .	
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.	

<b>1. If the record is in written or printed form:</b>					
	copy of record*		inspection of record		
<b>2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>					
	view the images		copy of the images*		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)
*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.				YES	NO

**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 requester must sign all the additional folios.**

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

.....

2. Explain why the record requested is required for the exercise 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 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 ..... year .....

.....  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE

**PART III**  
**FEES IN RESPECT OF PRIVATE BODIES**

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page 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) stiffy disc	7,50
(ii) 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 part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page 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)  | stiffy disc  | 7,50  |
|     | (ii) | compact disc   | 70,00 |
| (d) | (i)  | For a transcription of visual images,<br>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,<br>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<br>or part of an hour reasonably required for such search and preparation. |       |
| (2) |      | For purposes of section 54(2) of the Act, the following applies:   |       |
|     | (a)  | Six hours as the hours to be exceeded before a deposit is payable;<br>and  |       |
|     | (b)  | one third of the access fee is payable as a deposit by the<br>requester.   |       |
| (3) |      | The actual postage is payable when a copy of a record must be posted<br>to a requester.  |       |

**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.*

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</b>


Signed at ..... this ..... day of .....20.....

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

## 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:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<b>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</b> <b>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.</b> <i>(Please provide detailed reasons for the request)</i>

Signed at ..... this ..... day of .....20.....

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