
	KAAP AGRI PAIA MANUAL	
		REVISION NUMBER
		Version 1
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	1	June 2021

## PAIA MANUAL



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**MANUAL IN TERMS OF SECTION 51 OF**  
**THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (“PAIA”)**  
**AS AMENDED BY**  
**THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (“POPIA”)**

of

**KAAP AGRI BEDRYF LIMITED**  
 (Registration Number: 1995/000336/06)  
 together with its holding company, Kaap Agri Limited (Registration Number: 2011/113185/06), being a JSE listed  
 entity, including all its subsidiaries  
 (“Kaap Agri”)

Date of Compilation: June 2021

Date of Revision:


Revision 1

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## 1. AN INTRODUCTION TO PAIA

The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001.

PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

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.

## 2. OUR PAIA MANUAL

This Manual constitutes Kaap Agri's PAIA manual.


This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

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 "Kaap Agri", "we", "us" 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.

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### 3. WHO ARE WE - ABOUT US AND OUR BUSINESS

Kaap Agri specialises in retail and trade in agricultural, fuel and related retail markets in Southern Africa. With its strategic footprint, infrastructure, facilities and client network, Kaap Agri follows a differentiated market approach. In support of the core retail business, Kaap Agri also offers financial, grain handling and agency services.

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

### 4. MAIN SUBSIDIARIES AND ASSOCIATE COMPANIES

Kaap Agri has the following subsidiaries and associate entities.

- Agriplas (Proprietary) Limited, Registration Number: 1991/006640/07
- KAL Corporate Services (Proprietary) Limited, Registration Number: 2020/841850/07
- Partridge Building Supplies (Proprietary) Limited, Registration Number: 1994/000219/07
- Tego Plastics (Proprietary) Limited, Registration Number: 2015/393423/07
- TFC Operations (Proprietary) Limited, Registration Number: 2014/282018/07
- TFC Properties (Proprietary) Limited, Registration Number: 2015/179505/07
- Empowerment and Transformation Investments (Proprietary) Limited, Registration Number: 2011/126237/07


If you have a PAIA request you would like to submit to one of them, you should follow the procedures set out in this Manual, as it will also apply to them.

### 5. OUR BOARD OF DIRECTORS

Our directors are:

- Sean Walsh – Chief Executive Officer
- Graeme Wayne Sim – Financial Director
- David Carl Gempies – Director: HR
- Abraham Jacobus Griesel – Director Agri & Retail
- Hennie Smit – Director: Supply Chain

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- Tasneem Sulaiman-Bray – Director: Corporate Affairs

The Management Committee may change from time to time and can be viewed on <https://www.kaapagri.co.za/>

## 6. OUR CONTACT DETAILS

Our general contact details are as follows:

- Postal Address: PO Box 7140, Paarl, 7646
- Street Address: 1 Westhoven Street, Paarl, 7646
- Telephone contact number: 021 860 3750

## 7. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

The details of our Information and Deputy Information Officer(s) are as follows:

### Information Officer:

Name: Mr. Satish Bhoola

Address: 1 Westhoven Street, Paarl, 7646

Email: [popia@kaapagrigrp.co.za](mailto:popia@kaapagrigrp.co.za)

### Correspondence:

For the attention of the Information Officer

Email address for PAIA / POPIA requests: [popia@kaapagrigrp.co.za](mailto:popia@kaapagrigrp.co.za)

## 8. PAIA GUIDE

In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA ("the Guide") is available in all the South African official languages.

If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:


The Information Regulator (South Africa)

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

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

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General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

## 9. 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.

## 10. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

Kaap Agri is subject to many laws and regulations, some of which require us to keep certain records as far as reasonably possible.

These laws are detailed below:

- Agricultural Debt Management Act 45 of 2001 (Farming)
- Arbitration Act 42 of 1965 (Procedural Law)
- Atmospheric Pollution Prevention Act 45 of 1965 (Environment and Conservation)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Bills of Exchange Act 34 of 1964 (Commercial Law)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Close Corporations Act 69 of 1984 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998 (Commercial Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Affairs (Unfair Business Practices) Act 71 of 1988 (Commercial Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Copyright Act 98 of 1978 (Commercial Law)
- Corporate Amendment Act 24 of 2006 and Directors Liability
- Credit Agreements Act 75 of 1980 (Contract and Delict)
- Customs and Excise Act 91 of 1964 (Revenue)
- Designs Act 195 of 1993 (Commercial Law)

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- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Expropriation Act 63 of 1975 Legal (Administration)
- Finance Act 42 of 2008 (Finance)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)
- Financial Services Board Act 97 of 1990 (Financial Institutions and Insurance)
- Hazardous Substances Act 15 of 1973 (Health)
- Health Act 63 of 1977 (Health)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)
- Insolvency Act 24 of 1936 (Estates)
- Labour Relations Act 66 of 1995 (Labour)
- Liquor Act 59 of 2003 (Liquor)
- Liquor Products Act 60 of 1989 (Liquor)
- National Credit Act 34 of 2005 (Contract and Delict)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)
- National Environmental Management Amendment Act 62 of 2008 (Environment and Conservation)
- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Petroleum Products Act 120 of 1977 (Energy)
- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)
- Road Traffic Act 29 of 1989 (Transport)

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- Skills Development Act 97 of 1998 (Labour)
- Skills Development Amendment Act 37 of 2008 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)
- Tobacco Products Control Act 83 of 1993 (Health)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Water Services Act 108 of 1997 (Resources)

This list is not exhaustive.

## 11. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS

Described below are the records which we endeavour to hold as far as reasonably possible, divided into categories for ease of reference:

### Companies Act Records

- Documents of Incorporation;
- Memorandum of Incorporation;
- Minutes of Board of Directors meetings and General Meetings;
- Written Resolutions;
- Records relating to the appointment of directors / auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.

### Financial Records

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;

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- Banking Records;
- Bank Statements;
- Paid Cheques;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices
- Credit records
- Trade references
- Commercial records (deal sheets, pricing, rebate agreements, trading terms, supply agreements)

### Income Tax Records

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;
- VAT;
- Regional Services Levies;
- Skills Development Levies;
- UIF; and
- Workmen's Compensation.

### Personnel Documents and Records

- Employment contracts;
- Employment policies and procedures;
- Employment Equity Plan;

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- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.

## 12. INFORMATION RELATED TO POPIA

### Introduction

POPIA requires us 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.

### 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 in paragraph 13 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.

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.

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## 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.

The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

## Personal information that is processed; category of data subject; and category of personal information

The information provided under this section refers to broad categories of information.

This list is not exhaustive.

Clients / Suppliers - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.

Clients / Suppliers – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.

Clients / Suppliers – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.


Contracted Service Providers: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

Intermediary / Advisor: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; 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, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.

Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

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### Categories of recipients for purposes of processing personal information

We may supply personal Information to these potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators;
- Credit bureaus; and
- Suppliers

We may disclose personal information we collected to 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

We may disclose personal information we collected to our shareholders, 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.

### General description of information security measures

Kaap Agri shall use it best endeavours to employ 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 as far as reasonably and practicably possible. 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

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- Outsourced service providers who are contracted to implement security controls.

### 13. REQUEST PROCEDURE

#### Completion of the prescribed form

Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form attached hereto marked *Appendix A - FORM C - Request for access to record of private body (Section 53(1) of PAIA)* [Regulation 10].

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

#### Payment of the prescribed fees

A Fee may be payable, depending on the type of information requested, as described under *Appendix B - Fees in respect of private bodies*.

There are two categories of fees which are payable:

- **The request fee:** R50
- **The access fee:** This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.

Section 54 of PAIA entitles Kaap Agri to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

POPIA provides that a data subject may, upon proof of identity, request Kaap Agri to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Kaap Agri must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

### 14. OBJECTION

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POPIA provides that a data subject may object, at any time, to the processing of personal information by Kaap Agri, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as *Appendix C - 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, facsimile number or electronic mail address set out above.

## 15. CORRECTION

A data subject may also request Kaap Agri 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 Kaap Agri 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, facsimile number or electronic mail address set out above on the form attached hereto as *Appendix D - 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]*

## 16. 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.

## 17. 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.

## 18. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

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

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;

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

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

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

## 19. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

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


There is an appeal procedure that may be followed after a request to access information has been refused, which will be described in the correspondence addressed to you by the Information Officer.

In the event that you are not satisfied with the outcome of the appeal, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

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

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## 20. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the registered offices of Kaap Agri at:

- Agriplas (Proprietary) Limited, Registration Number: 1991/006640/07 - 13 Spilhaus St, Stikland, Cape Town, 7530 – 1 Westhoven Street, Paarl, Cape Winelands, Western Cape, 7646.
- KAL Corporate Services (Proprietary) Limited, Registration Number: 2020/841850/07 – 1 Westhoven Street, Paarl, 7646 - 1 Westhoven Street, Paarl, Cape Winelands, Western Cape, 7646.
- Partridge Building Supplies (Proprietary) Limited, Registration Number: 1994/000219/07 - 56 Main Road, Underberg, Kwa-Zulu Natal, South Africa – Main Road, Underberg, 3257
- Tego Plastics (Proprietary) Limited, Registration Number: 2015/393423/07 – 12 to 16 Silver Street, Brakenfell, 7560 - 1 Westhoven Street, Paarl, Cape Winelands, Western Cape, 7646.
- TFC Operations (Proprietary) Limited, Registration Number: 2014/282018/07 - Corner Of Oosbosh and Distillery, Paarl, 7620 – The Fuel Company CNR Oosbosch and Distillery Streets, Paarl, Western Cape, 7646
- TFC Properties (Proprietary) Limited, Registration Number: 2015/179505/07 - Corner Of Oosbosh and Distillery, Paarl, 7620 - The Fuel Company CNR Oosbosch and Distillery Streets, Paarl, Western Cape, 7646
- Empowerment and Transformation Investments (Proprietary) Limited, Registration Number: 2011/126237/07 – 1 Westhoven Street, Paarl, 7646 - 1 Westhoven Street, Paarl, Cape Winelands, Western Cape, 7646.

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**REPUBLIC OF SOUTH AFRICA**

**FORM C**  
**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
**(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))**  
**[Regulation 10]**

### A. PARTICULARS OF PRIVATE BODY

### The Head:

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

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

Full names and surname: .....

Identity  
number:

[illegible]

Postal address: \_\_\_\_\_

Telephone number: (.....) ..... Fax number: (.....) .....

E-mail address:

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

**C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE**

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

Full names and surname: .....

Identity number:

[illegible]

#### D. PARTICULARS OF RECORD

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.  
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

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

.....  
.....  
.....

2. Reference number, if available:

.....  
.....  
.....

3. Any further particulars of record:

.....  
.....  
.....

#### E. FEES

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

Disability: ..... Form in which 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.

<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 -</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	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

## Appendix B

### FEES IN RESPECT OF PRIVATE BODIES

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
  - (a) for every photocopy of an A4-size page or part thereof - R1 - R10
  - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form - R0 - R75
  - (c) for a copy in a computer-readable form on:
    - (i) stiffy disc - R7 - R50
    - (ii) compact disc - R70
  - (d)
    - (i) for a transcription of visual images, for an A4-size page or part thereof - R40;
    - (ii) for a copy of visual images - R60
  - (e)
    - (i) for transcription of an audio record, for an A4-size page or part thereof - R20;
    - (ii) for a copy of an audio record - R30
  - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester Exemptions from paying “access fees”

Person or persons exempted from paying access fees:

- (i) A single person whose annual income does not exceed R14,712.00; or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

**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 of .....20.....

.....

*Signature of data subject/designated person*

**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:**

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

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

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



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

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

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

## **FURTHER INFORMATION**

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### **FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA**

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 is for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
  - (a) For every photocopy of an A4-size page or part thereof R 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 R0, 75.
  - (c) For a copy in a computer-readable form on -
    - (i) stiffy disc R7, 50;
    - (ii) compact disc R70,00.
  - (d)
    - (i) For a transcription of visual images, for an A4-s1ze page or part thereof R40,00;
    - (ii) For a copy of visual images R60,00.
  - (e)
    - (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;
    - (ii) For a copy of an audio record R30,00.
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
  - (1)
    - (a) For every photocopy of an A4-size page or part thereof R1, 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 R0,75.
    - (c) For a copy in a computer-readable form on -
      - (i) stiffy disc R7,50;
      - (ii) compact disc R70,00.
    - (d)
      - (i) For a transcription of visual images, for an A4-size page or part thereof R40,00;
      - (ii) For a copy of visual images R60,00.
    - (e)
      - (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;
      - (ii) For a copy of an audio record R30,00.
    - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and reparation.
  - (2) For purposes of section 54(2) of PAIA, the following applies:
    - (a) six hours as the hours to be exceeded before a deposit is payable; and
    - (b) one third of the access fee is payable as a deposit by the requester.
  - (3) The actual postage is payable when a copy of a record must be posted to a requester.