

Free State
Polygraph & Verification



***Labour Life Consultancy (Pty) Ltd t/a Free State Polygraph and
Verification
“The Company”***

PAIA MANUAL

Version 2: Updated October 2024

**PREPARED IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT 2 OF
2000 (AS AMENDED)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

| | |
|--------------------|--|
| “CEO” | Chief Executive Officer |
| “DIO” | Deputy Information Officer |
| “IO” | Information Officer |
| “Minister” | Minister of Justice and Correctional Services |
| “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended) |
| “POPIA” | Protection of Personal Information Act No.4 of 2013 |
| “Regulator” | Information Regulator |
| “Republic” | Republic of South Africa |

2. PURPOSE OF THIS MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY INFORMATION OF THE COMPANY

3.1. COMPANY INFORMATION

Company Name: **Labour Life Consultancy (Pty) Ltd t/a Free State Polygraph and Verification**
Company Registration Number: **2016/405893/07**
Nature of business: **Labour Consultants**
Physical Address: **77 First Street South
Clocolan
9735**
Postal Address: **Po Box 13
Clocolan
9735**
E-Mail Address: admin@labourlife.co.za
Telephone Number: **0834642114**

3.2. SCOPE

The purpose of the Company is to provide Polygraph and Verification services to the public.

3.3. INFORMATION OFFICER

Name: **Jacob Coetzee**
Designation: **Director**
Physical Address: **77 First Street South
Clocolan
9735**
Postal Address: **Po Box 13
Clocolan
9735**
E-Mail Address: jose@labourlife.co.za
Telephone Number: **0834642114**

3.4. DEPUTY INFORMATION OFFICER

Name: **Kelly-Ann Roux**
Designation: **Payroll Manager**
Physical Address: **77 First Street South**
Postal Address: **Clocolan**
E-Mail Address: **9735**
Telephone Number: **Po Box 13**

4. RIGHT OF ACCESS TO INFORMATION

4.1. Who may request access to information

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered.

A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- a) A personal requester who requests a record about him/herself;
- b) An agent requester who requests a record on behalf of someone else with that person's consent and where it is required for the protection of that person's legal right;
- c) A third-party requester who requests a record about someone else with that person's consent and where it is required for the protection of that person's legal right; and
- d) A public body who may request a record if:
 - It fulfils the requirements of procedural compliance;
 - The record is required for the exercise or protection of a right; and
 - No grounds for refusal exist.

4.2. Confidentiality and Access to Information Policy

The Company will protect the confidentiality of information provided to it by third parties, subject to the Company's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, the Company is obliged to attempt to contact this third party to inform them of the request.

This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

4.3. SAHRC guidance to requesters on Sec 51 (1)(b)(i)

The Information Regulator is required in terms of section 10 of the Act to update and make available the existing guide that has been compiled by the South African Human Rights Commission ("SAHRC") that contains information to assist a person wishing to exercise a right in terms of the Act and the Protection of Personal Information Act 4 of 2013 ("POPI Act") for requesters. It contains information to assist a person wishing to exercise a right in terms of the Act.

The SAHRC guide is available from the SAHRC website at: www.sahrc.org.za.

You may also request any additional information to assist you in making a request from the SAHRC. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit

Physical Address:

Forum 3

Braampark Office Park

Braamfontein

Tel: +27 (0) 11 877 3600 (Head Office)

+27 (0) 11 877 3750 (GP Office)

Fax: +27 (0) 11 403 0684

E-mail: info@sahrc.org.za

Website: www.sahrc.org.za

Postal Address: Private Bag 2700 Houghton, 2041

5. CLASSES OF RECORDS

The following describes the records held by the Company and its availability to the Public.

5.1. Records automatically available to the Public

The following records are automatically available at the registered office of the Company on payment of the prescribed fee for reproduction, where applicable.

| Category of records | Available on Website | Available upon request |
|--|----------------------|------------------------|
| Company Registration Documents | | X |
| Product and Promotional Brochures | X | X |
| News and other Marketing Information | X | X |
| The annual integrated report and any other shareholder communications. | | x |

5.2 Records available in accordance with other legislation

Records are kept in accordance with such other legislation as applicable to the Company, which includes, but is not limited to:

- Banks Act 94 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Civil Proceedings Evidence Act, 1965 (Act 25 of 1965)
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Customs and Excise Act, 1964
- Deeds Registries Act 57 of 1937
- Debt Collectors Act 114 of 1998
- Electronic Communications and Trans-actions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Magistrates Court Act 32 of 1944
- Non-Profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1987
- Pension Funds Act 24 of 1956
- Protection of Information Act, No. 84 of 1982
- Short Term Insurance Act. 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- Statistics Act 6 of 1999

- Tax on Retirement Funds Act No 38 of 1996
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Although the Company name has supplied you with a list of applicable legislation to the best of our ability, it is possible that the above list may be incomplete.

Whenever it comes to our attention that existing or new legislation allows a requester to access on a basis other than that set out in the Act, we shall update the list accordingly.

5.3. Description of the subjects on which the body holds records and Categories of records held on each subject by the company

| Category of Records | Type of Records |
|--------------------------------------|--|
| Corporate Affairs and Communications | Media Releases Newsletters and Publications Corporate Social Investment Public Corporate Records |
| Corporate Secretariat and Governance | Applicable Statutory Documents Annual Reports Board of Directors and Board Committee Terms of Reference Codes of Conduct Executive Committee Meeting Minutes Legal Compliance Records Memoranda of Incorporation Minutes of Executive Committee Meetings Minutes of Shareholders' Meetings Policies and Procedures Share Certificates Shareholder Agreements Share Registers Strategic plans Statutory Returns to Relevant Authorities |
| Finance and Taxation | Policies and Procedures Accounting Records Annual Financial Statements Audit Reports Capital Expenditure Records Investment Records Invoices and Statements Management Reports Purchasing Records Sale and Supply Records Tax Records and Returns Transactional Records |
| Human Resources | Education and Training Records Employee Benefit Records Employment Contracts Employee Information Policies and Procedures Group Life Leave Records Medical Records Pension and Retirement Funding Records Study assistance scheme/s |

| | |
|------------------------------------|---|
| | Tax Returns of employees UIF Returns |
| Information Technology | Agreements Disaster Recovery Hardware and Software Packages Policies and Procedures Internal Systems Support and Programming Licenses Operating Systems |
| Intellectual Property | Agreements relating to intellectual property Copyrights |
| Legal | Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation Material licenses, permits and authorizations |
| Sales, Marketing and Communication | Brochures, Newsletters and Advertising Material Client Information Marketing Brochures Marketing Strategies Product Brochures Policies and Procedures |

6. PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE POPI ACT

6.1. Processing of personal information of data subjects: Sec 51 (1)(c)(i)

The Company processes personal information of data subjects for the following purposes:

- Fulfilling its statutory obligations in terms of applicable legislation;
- Verifying information provided to “Company name”
- Obtaining information necessary to provide contractually agreed services to a customer;
- Monitoring, maintaining and managing contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- Marketing and advertising;
- Resolving and tracking complaints;
- Monitoring and securing the assets, employees and visitors to the premises of the company;
- Historical record keeping, research and recording statistics necessary for fulfilling our business objectives.

6.2. Categories of personal information processed: Sec 51 (1)(c)(ii)

The Company may process the personal information of the following categories of data subjects. This includes current, past and prospective data subjects:

- Customer and employees, representatives, agents, contractors and service providers of such customers;
- Suppliers, service providers to and vendors of “Company name” and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Directors and officers of “Company name”;
- Shareholders;
- Job applicants;
- Visitors to any premises of “Company name”;
- Complaints, correspondents and enquiries; and

6.3. Nature of personal information processed: Sec 51 (1)(c)(ii)

The nature of personal information processed in respect of the data subjects listed above may include:

- Name, identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- Biometric information;
- Information relating to the education or the medical, financial, criminal or employment history of the data subject;
- Information relating to the race, gender, marital status, national origin, age disability, language and birth of the data subject;
- The personal opinions, views or preferences of the data subject;
- Confidential correspondence sent by the data subject;
- The views of opinions of another individual about the data subject

6.4. Recipients to which information may be supplied: Sec 51 (1)(c)(iii)

The Company may supply personal information to the following recipients:

- Regulatory, statutory and government bodies;
- Suppliers, service providers, vendors, clients, agents and representatives of the Company;
- Authorised Employees of the Company;
- Shareholders and other stakeholders;
- Third party verification agencies and credit bureau;
- Collection agencies;
- Banks and other financial institutions;

6.5. Planned or prospective transborder flow of personal information: Sec 51 (1)(c)(iv)

Personal information of data subjects may be transferred across borders due to the hosting of some of The Company's infrastructure in foreign jurisdictions. Data subjects' personal information may also be transferred transborder to other countries where the Company has a physical presence or may be providing services or performing in terms of its contractual obligations.

6.6. Security measures to ensure confidentiality, integrity and availability of personal information: Sec 51 (1)(c)(v)

The Company continuously establishes and maintains appropriate, reasonable technical and organizational measures to ensure that the integrity of the personal information in its possession or under its control is secure and that such information is protected against unauthorized or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures which apply.

6.7. Specific policies relating to the protection of personal information

The following policies can be obtained from the Company, pertaining to the protection of personal information as contemplated in the Protection of Personal Information Act no.4 of 2013.:

- Protection of Personal Information Policy
- Personal Information Retention Policy
- Data Breach Policy
- Data Subject Access Request Policy

The form to be used to request access to personal information of a data subject is Form 1 under annexure B of this manual.

6.8. The details of the Information Regulator

Physical address: JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal address: P.O Box 31533
Braamfontein
Johannesburg
2017

Email address:

Complaints email: complaints.IR@justice.gov.za

General enquiries email: inforeg@justice.gov.za.

7. ACCESS PROCEDURES AND REQUESTS

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by the Company.

NB. Requests for access to personal information as contemplated in the Protection for Personal Information Act no. 4 of 2013 is dealt with and prescribed in terms of the Company's Data Subject Access Request Policy. Annexure B is to be completed and submitted to the company.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.

An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.

If it is reasonably suspected that the requester has obtained access to the Company's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

7.1. Guidance on prescribed Request for Access Form: Sec 51 (1)(b)(iv)

In order for the Company to facilitate access to a record, a requester will need to complete the prescribed Request to Access a Record Form attached as Annexure A. The prescribed form must be completed in full. Failure to do so will result in the process being delayed until all information is provided.

The Company will not be held liable for delays due to receipt of incomplete forms. Due cognizance should be taken in following instructions when completing the form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met.

Proof of identity is required to authenticate the requester's identity. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is

made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.

7.2. Submission of prescribed Request for Access to a Record Form

The completed Request for Access to a Record Form must be submitted either via conventional mail, e-mail or fax and must be addressed to the Information Officer.

7.3. Payment of prescribed Fees

Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- 1) **Request fee:** An initial, non-refundable R57.00 (incl. VAT) is payable on submission. This fee is not applicable to personal requesters, referring to any person seeking access to records that contain their personal information.
- 2) **Reproduction fee:** This fee is payable with respect to all records that are automatically available.
- 3) **Access fee:** If the request for access is successful an access fee may be required to reimburse the Company for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
- 4) **Deposit:** A deposit of one third (1/3) of the amount of the applicable access fee, is payable if the Company receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

7.4. Notification

The Company will, within thirty (30) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The thirty (30) day period within which the Company has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another site and the information cannot be reasonably obtained within the original thirty (30) day period. The Company will notify the requester in writing should an extension be sought.

7.5. Records that cannot be found or do not exist

If the Company has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

8. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

8.1. Grounds for refusal: Chapter 4

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or the Company, if the record contains:
 - Trade secrets of the third party or the Company;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or the Company; and Information disclosed in confidence by a third party to the Company if the disclosure could put that third party to a disadvantage or commercial competition.
 - Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of the Company.

8.2. Appeal

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

9. PRESCRIBED FEES: SEC 92

| Prescribed Fee | Item | Cost (excl VAT) per A4-size page or part thereof/item |
|---------------------------------|--|--|
| Reproduction and/or Access Fee: | Photocopy | R 3.90 |
| | Printed copy | R 4.80 |
| | For a copy in a computer-readable form on: (i) Flash drive (<i>To be provided by requestor</i>) (ii) Compact disc: | R 40.00 |
| | • If provided by requestor | R 40.00 |
| | • If provided to the requestor | R 60.00 |
| | For a transcription of visual images per A4-size page | Service to be outsourced. Will depend on the quotation of the service provider |
| | Copy of visual images | |
| | Transcription of an audio record, per A4-size | R 24.00 |
| | Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor | R 40.00 R 40.00 R 60.00 |
| Postage Fees | Postage, e-mail or any other electronic transfer: | Actual costs |
| Request Fee | Payable upfront where a requester submits a request for access to information on anybody else other than a requestor. | R 50.00 |

10. AVAILABILITY OF THE MANUAL

A copy of the Manual is available on;

- the Company's website;
- head office of the Company for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- from the Information Regulator upon request.

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

11. UPDATING OF THE MANUAL

This manual will, on a regular basis, be updated.

ANNEXURE A: FORM 2: REQUEST FOR ACCESS TO RECORD

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Mark with an "X"

- Request is made in my own name Request is made on behalf of another person.

| PERSONAL INFORMATION | |
|---|--|
| Full Names | |
| Identity Number | |
| Capacity in which request is made <i>(when made on behalf of another person)</i> | |
| Postal Address | |
| Street Address | |
| E-mail Address | |
| Contact Numbers | |
| Full names of person on whose behalf request is made <i>(if applicable):</i> | |
| Identity Number | |

| PARTICULARS OF RECORD REQUESTED | | | | | |
|--|---|--|--|--|--|
| <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i> | | | | | |
| Description of record or relevant part of the record: | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table> | | | | |
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| | | | | | |
| | | | | | |
| Reference number, if available | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table> | | | | |
| | | | | | |
| | | | | | |
| Any further particulars of record | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table> | | | | |
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| | | | | | |

| TYPE OF RECORD <i>(Mark the applicable box with an "X")</i> | |
|---|--------------------------|
| Record is in written or printed form | <input type="checkbox"/> |
| Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | <input type="checkbox"/> |
| Record consists of recorded words or information which can be reproduced in sound | <input type="checkbox"/> |
| Record is held on a computer or in an electronic, or machine-readable form | <input type="checkbox"/> |

| FORM OF ACCESS <i>(Mark the applicable box with an "X")</i> | |
|---|--------------------------|
| Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form) | <input type="checkbox"/> |
| Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | <input type="checkbox"/> |
| Transcription of soundtrack (written or printed document) | <input type="checkbox"/> |
| Copy of record on flash drive (including virtual images and soundtracks) | <input type="checkbox"/> |
| Copy of record on compact disc drive (including virtual images and soundtracks) | <input type="checkbox"/> |
| Copy of record saved on cloud storage server | <input type="checkbox"/> |

| MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i> | |
|--|--------------------------|
| Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) | <input type="checkbox"/> |
| Postal services to postal address | <input type="checkbox"/> |
| Postal services to street address | <input type="checkbox"/> |
| Courier service to street address | <input type="checkbox"/> |
| Facsimile of information in written or printed format (including transcriptions) | <input type="checkbox"/> |

| | |
|--|--|
| E-mail of information (including soundtracks if possible) | |
| Cloud share/file transfer | |
| Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i> | |

| PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED | |
|--|--|
| <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i> | |
| Indicate which right is to be exercised or protected | |
| Explain why the record requested is required for the exercise or protection of the aforementioned right: | |

| FEES | |
|--|--|
| <p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p> | |
| Reason: | |

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any.

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

| FOR OFFICIAL USE ONLY | |
|---|--|
| Reference number: | |
| Request received by: (State Rank, Name And Surname of Information Officer) | |
| Date received: | |
| Access fees: | |
| Deposit (if any): | |
| Signature of Information Officer: | |

ANNEXURE B: FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

| |
|--|
| |
|--|

OR

2. You requested:

- Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)
- Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)
- Transcription of soundtrack (written or printed document)
- Copy of information on flash drive (including virtual images and soundtracks)
- Copy of information on compact disc drive (including virtual images and soundtracks)
- Copy of record saved on cloud storage server

| |
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| |
| |
| |
| |

3. To be submitted:

- Postal services to postal address
- Postal services to street address
- Courier service to street address
- Facsimile of information in written or printed format (including transcriptions)
- E-mail of information (including soundtracks if possible)
- Cloud share/file transfer
- Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)

| |
|--|
| |
| |
| |
| |
| |
| |
| |

Kindly note that your request has been:

- Approved
- Denied, for the following reasons:

| |
|--|
| |
| |

4. Fees payable with regards to your request:

| Item | Cost per A4-size page or part thereof/item | Number of pages/items | Total |
|---|--|-----------------------|-------|
| Photocopy | | | |
| Printed copy | | | |
| For a copy in a computer-readable form on: (i) Flash drive (<i>To be provided by requestor</i>) (ii) Compact disc: <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor | R 40.00 R 40.00 R 60.00 | | |
| For a transcription of visual images per A4-size page | Service to be outsourced. Will depend on the quotation of the service provider | | |
| Copy of visual images | | | |
| Transcription of an audio record, per A4-size | R 24.00 | | |
| Copy of an audio record (i) Flash drive <ul style="list-style-type: none"> • To be provided by requestor (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor | R 40.00 R 40.00 R 60.00 | | |
| Postage, e-mail or any other electronic transfer: | Actual costs | | |
| TOTAL: | | | |

5. Deposit payable (if search exceeds six hours):

Yes No

Hours of search Amount of deposit
(calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer