



ACCESS TO INFORMATION MANUAL

Prepared in accordance with section 51 of the Promotion of Access to Information Act, Number 2 of 2000 ("the Act").

SOLUGROWTH SA HOLDINGS (PTY) LTD

the holding company of a group of companies offering tailored BPO business outsourcing solutions to help organisations streamline their operations, together with the following South African subsidiaries and other juristic persons in which it has a direct or indirect interest (collectively referred to as 'the Companies'):

- (1) SoluGrowth (Pty) Ltd (2018/007931/07)
- (2) SoluGrowth Business Services (Pty) Ltd (2023/139182/07)
- (3) SoluGrowth Customer Care (Pty) Ltd (2020/136222/07)
- (4) SoluGrowth Financial Services (Pty) Ltd (2018/229885/07)
- (5) SoluGrowth FinTech (Pty) Ltd (2023/146640/07)
- (6) SoluGrowth PEO (Pty) Ltd (2023/834395/07)
- (7) SoluGrowth PSA (Pty) Ltd (2023/139153/07)
- (8) The SoluGrowth Foundation NPC (2019/284536/08)

TABLE OF CONTENTS

| | | |
|----|--|----|
| 1. | INTRODUCTION | 3 |
| 2. | DEFINITIONS..... | 3 |
| 3. | CONTACT DETAILS..... | 4 |
| 4. | GUIDANCE ON PAIA..... | 5 |
| 5. | PURPOSE | 5 |
| 6. | RECORDS WHICH CAN BE ACCESSED WITHOUT A PAIA REQUEST | 6 |
| 7. | RECORDS KEPT IN TERMS OF OTHER LEGISLATION..... | 6 |
| 8. | RECORDS WHICH REQUIRE A PAIA REQUEST | 6 |
| | ANNEXURE A | 12 |
| | APPLICABLE LEGISLATION | 12 |
| | ANNEXURE B..... | 14 |
| | RECORDS WHICH REQUIRE A PAIA REQUEST | 14 |
| | ANNEXURE C | 16 |
| | REQUEST FOR A COPY OF THE GUIDE | 16 |
| | ANNEXURE D | 18 |
| | ANNEXURE E | 23 |
| | FEE IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA..... | 23 |
| | ANNEXURE F | 24 |
| | OUTCOME OF REQUEST AND OF FEE PAYABLE | 24 |
| | OR 24 | |
| | ANNEXURE G:..... | 27 |
| | POPIA REQUEST FORM FOR CORRECTION / DELETION | 27 |
| | ANNEXURE H..... | 29 |
| | POPIA FORM ON OBJECTION | 29 |

1. INTRODUCTION

The Constitution of the Republic of South Africa, 1996 provides that everyone has a right of access to any information that is required for the exercise or protection of any rights. The information may be held by the State or by another person. The Promotion of Access to Information Act (PAIA) (Act No. 2 of 2000) is the law which gives effect to this constitutional right of access to information. While PAIA provides for access to information, it also provides grounds that may be relied on to refuse access to records. This PAIA Manual has been compiled in line with the requirement of PAIA read together with the requirements of the Protection of Personal Information Act (POPIA) (Act No. 4 of 2013) and applicable PAIA and POPIA Regulations.

2. DEFINITIONS

The following definitions are associated when reading this Manual:

- 2.1. **"Deputy Information Officer"** means the person who has been appointed to assist the Information Officer with PAIA and POPIA compliance;
- 2.2. **"Information Officer"** means the person responsible for PAIA and POPIA compliance or the Data Protection Officer of SoluGrowth;
- 2.3. **"Information Regulator"** means the supervisory authority responsible for monitoring compliance with POPIA and PAIA;
- 2.4. **"Manual"** means this manual compiled in terms of section 51 of the Promotion of Access to Information Act;
- 2.5. **"Data Subject"** means the person to whom personal data relates. Examples of data subjects are employees, vendors, suppliers, customers and SoluGrowth site visitors requesting access to a record containing personal data about them;
- 2.6. **"Personal Data"** is any data relating to an identifiable person (natural or juristic). For example, a user's IP address is not classed as personal data on its own but is classified as linked personal data;
- 2.7. **"PAIA"** stands for the Promotion of Access to Information Act 2 of 2000;
- 2.8. **"POPIA"** stands for the Protection of Personal Information Act 4 of 2013;
- 2.9. **"Requester"** means any person making a request for access to a record of SoluGrowth;
- 2.10. **"record"** means any recorded data, regardless of form or medium, which is in the process or under the control of SoluGrowth, irrespective of whether it was created by SoluGrowth or not;
- 2.11. **"Request"** means a request for access to a record; and
- 2.12. **"PAIA Manual"** means a document which explain how people can get access to records held by a body. PAIA requires all public and private bodies (unless they are exempt) in South Africa to have a PAIA Manual.

3. CONTACT DETAILS

Below are the details of SoluGrowth's Information Officer and Deputy Information Officers. You may direct your requests, enquiries or queries relating to PAIA or POPIA to our Information Officer

Physical Address: The Hillside Offices
c/o Hillside and Klarinet Road, Lynnwood, 0081
Gauteng, South Africa

Postal Address: P O Box 154
Gallo Manor, 2031
Gauteng, South Africa

Telephone Number: +27 87 352 9100

Website: <https://www.solugrowth.com/>

DETAILS OF INFORMATION OFFICER

Below are the details of SoluGrowth's Information Officer and Deputy Information Officers. You may direct your requests, enquiries or queries relating to PAIA or POPIA to our Information Officer:

Name: Mr. Sandile Gwala (CEO)

Physical Address: The Hillside Offices
c/o Hillside and Klarinet Road, Lynnwood, 0081
Gauteng, South Africa

Postal Address: P O Box 154
Gallo Manor, 2031
Gauteng, South Africa

Telephone Number: +27 87 352 9100

E-mail: PAIA@solugrowth.com

The Information Officer has delegated his powers to the Deputy Information Officer below in terms of PAIA to handle all requests on SoluGrowth's behalf and ensure that the requirements of PAIA are administered in a fair, objective and unbiased manner.

Name: Gideon van der Linde

Physical Address: The Hillside Offices
c/o Hillside and Klarinet Road, Lynnwood, 0081
Gauteng, South Africa

Postal Address: P O Box 154
Gallo Manor, 2031
Gauteng, South Africa

Telephone Number: +27 10 055 0213

E-mail: PAIA@solugrowth.com

4. GUIDANCE ON PAIA

- 4.1. Section 10 of PAIA has instructed the Information Regulator to prepare a Guide that contains information to assist you in understanding how to exercise your rights under PAIA (“**the Guide**”). The Guide is available in all South African official languages and braille.
- 4.2. A [Guide on how to use The Promotion of Access to Information Act2 of 2000](#), as amended October 2021 has been prepared by the Information Regulator (South Africa) to be a guiding, user-friendly and accessible tool for any person who wishes to exercise any right contemplated in PAIA and the Protection of Personal Information Act, 2013 (“POPIA”).

The Guide covers the following:

- What the objectives of PAIA are;
- The details of each private body (where possible);
- The process that needs to be followed in order to make a request;
- How to get copies of the guide at no charge;
- How to get access to the manual of a private body; and
- All the remedies available in law to you.

Should you have any queries in this regard, please contact the Information Regulator directly at:

The Information Regulator of South Africa

| | |
|------------------|--|
| Physical address | Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 Johannesburg |
| Postal address | P.O. Box 31533, Braamfontein, Johannesburg, 2017 |
| Phone | 010 023 5200 |
| Email address | PAIAComplaints@infoRegulator.org.za |
| Website | https://info regulator.org.za/ |

Please use the form in **Annexure C** to request a copy of the Guide from SoluGrowth or the Companies.

Please note there is no fee payable when requesting a copy of the Guide.

5. PURPOSE

- 5.1. The purpose of this PAIA Manual is to inform a Requester on how to obtain access to Records held by SoluGrowth and the Companies, thereby giving effect to Section 51 of PAIA, and where applicable, section 23 of POPIA.
- 5.2. This PAIA Manual provides for different categories of records which may be provided to a Requester without the need for a Requester to submit a formal request. It also provides a list of

categories of records which requires the lodging of a formal request. The PAIA Manual provides a Requester with the procedure to be followed when submitting a Request for access to records held by SoluGrowth.

6. RECORDS WHICH CAN BE ACCESSED WITHOUT A PAIA REQUEST

The following records are publicly available without a Request for access in terms of PAIA being necessary:

- a) Published marketing material (i.e. Services Brochures, Insights);
- b) Vacancies
- c) Documentation and information relating to SoluGrowth which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008
- d) Records of SoluGrowth lodged in terms of government requirements such as the Registrar of Deeds.

7. RECORDS KEPT IN TERMS OF OTHER LEGISLATION

SoluGrowth is subject to many laws and regulations, some of which require us to keep certain records. **Annexure A** provides a list of laws that we may be subject to and require us to keep certain records.

8. RECORDS WHICH REQUIRE A PAIA REQUEST

Records, to which the right and manner of access will be provided in accordance with PAIA (subject to the restrictions and right of refusal to access provided for in PAIA), are available in respect of the aspects of SoluGrowth and the Companies' businesses and operations as set out in **Annexure B**.

9. PROCEDURE FOR REQUESTING INFORMATION

9.1. Automatically available records

- a) No records will be made automatically available, except certain other information relating to SoluGrowth's is also made available on SoluGrowth's website from time to time.
- b) Automatically available records may be obtained free of charge. Should a need arise for the reproduction of such record, a reproduction fee will be payable.

9.2. Application Process

Step 1: Request

Where a person wishes to access information held by SoluGrowth or the Companies, other than automatically available records, such a person must make a Request for access to such information on Form 2 of Annexure A to the Government Notice No. R757 dated 27 August 2021 or a substantially similar form.

For your convenience, the form is attached to this PAIA Manual as **Annexure D**. This form is also available on the Information Regulator's website.

The prescribed form must be completed with sufficient details to enable the Information Officer to identify:

- a) the record(s) requested;
- b) the identity of the Requester;
- c) which form of access is required, if the Request is granted;
- d) the postal address, email or fax number of the Requester;
- e) the right the Requester is seeking to exercise or protect; and
- f) an explanation of why the requested record is required for the exercise or protection of that right

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

The completed form may be submitted in either of the following manners to the Information Officer:

- i. by hand
- ii. by post
- iii. by email

An individual who, because of illiteracy or a disability is unable to make a Request for access to a record on the prescribed form, may make that Request orally. The Information Officer will then reduce the oral Request to writing in the prescribed form and provide a copy thereof to the Requester.

Request, access and reproduction fees

When the Request is received by the Information Officer, he shall acknowledge receipt of the Request and require the Requester to pay the prescribed Request Fee before further processing of the Request.

The access and reproduction fees payable by a Requester are set out in **Annexure E**.

If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than 6 hours, the Information Officer shall notify the Requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the Request is granted.

We will notify you on the form that corresponds with the form in **Annexure F**.

The Information Officer shall withhold a record until the Requester has paid the relevant fees.

Step 2: Information Processing

The Information Officer will process the Request within 30 (thirty) days, unless the Requester has stated special reasons, which would satisfy such person that circumstances dictate that the above time periods should not be complied with.

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

During this period, the Information Officer will confirm if the requested record is available. The Information Officer will assess if the Request should be granted or refused.

Step 3: Final Notification

The Requester will be informed of the completion of the Request as well as the outstanding fees payable.

Step 4: Payment and Delivery

Once the payment is received, the information is released to the Requester in such form as the Requester reasonably requires or such form as the Information Officer reasonably determines.

9.3. Remedies where Requests for Access to Information are refused

The Information Officer will refuse a Request for access to information on grounds as stated in terms of PAIA.

If a Request was rejected, the Information Officer will give the Requester written reasons. If the Requester is not happy with the refusal, he/she may lodge a complaint with the Information Regulator and lodge an appeal with the High Court against the refusal of the Request.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

10. INFORMATION RELATED TO POPIA

POPIA requires SoluGrowth to provide Data Subjects with certain information relating to how Personal Data that we process is, amongst others, used, disclosed, and destroyed. We have set out the required information below.

10.1. Information on how a Data Subject can request access to their Personal Data under POPIA

Requests for Personal Data under POPIA must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 9 above.

If SoluGrowth provides a Data Subject with their Personal Data, the Data Subject has the right to request the correction, deletion or destruction of their Personal Data, in the prescribed form.

We have attached the form as **Annexure G**. A Data Subject may also object to the processing of their Personal Data in the prescribed form. We have attached the form to this Manual as **Annexure H**.

SoluGrowth will give a Data Subject or a Requester a written estimate of the fee for providing the Personal Data, before providing access.

SoluGrowth may also require a Data Subject or Requester to pay a deposit for all or part of the fee prior to giving access to the requested Personal Data.

10.2. Purpose of Processing

POPIA provides that Personal Data may only be processed lawfully and in a reasonable manner that does not infringe a Data Subject's privacy.

The type of Personal Data that SoluGrowth processes will depend on the purpose for which it is collected.

SoluGrowth will disclose to a Data Subject why the Personal Data is being collected and will process the Personal Data for that purpose only.

Personal Data that is processed

Clients - Natural Persons

- Names;
- Contact details;
- Physical and postal addresses;
- Date of birth;
- ID number;
- Passport number;
- Tax related information;
- Nationality;
- Gender;
- Confidential correspondence.

Clients – Juristic Persons / Entities

- Names of contact persons;
- Name of legal entity;
- Physical and postal address and contact details;
- Financial information;
- Registration number;
- Tax related information;
- B-BBEE Status;
- Ultimate Beneficial Owners.

Contracted Service Providers

- Name of legal entity;
- Physical and postal address and contact details;
- Financial information;
- Registration number;
- Tax related information;
- Ultimate beneficial owners;

- Names of contact persons.

Employees / Directors / Potential Employees / Employees' Family Members / Temporary Staff

- Gender;
- Marital status;
- Race;
- Age;
- Language;
- Education information;
- Financial information;
- Employment history;
- ID number;
- Next of kin;
- Children's name;
- Gender;
- Age;
- Disability;
- School, grades;
- Physical and postal address; contact details;
- Criminal behaviour and/or criminal records;
- External commercial interests;
- Medical information (including Pregnancy where relevant).

Website end-users / Application end-users

- Names;
- Electronic identification data: IP address;
- Log-in data, cookies, electronic localization data; cell phone details, GPS data.

10.3. Categories of recipients for purposes of processing personal data

SoluGrowth may supply Personal Data to these potential recipients:

- Medical Aids;
- Recruitment Companies;
- Credit Bureaus;
- Pension / Provident Funds and/or their Trustees;
- Sub-contracted Operators; and
- Other recipients in international organisations.

SoluGrowth may disclose Personal Data collected to any of its overseas subsidiaries, associate entities or third-party service providers, with whom it engages in business or whose services or products it elects to use, including cloud services hosted in international jurisdictions.

SoluGrowth ensures that it enters into written agreements to ensure that other parties comply with POPIA privacy requirements. Personal Data may also be disclosed where SoluGrowth has a legal duty or a legal right to do so.

10.4. Actual or planned trans-border flows of Personal Data

SoluGrowth may disclose Personal Data collected to any of its overseas subsidiaries, associate entities or third-party service providers, with whom it engages in business or whose services or products it elects to use, including cloud services hosted in international jurisdictions. These territories include –

- United Kingdom;
- European Union;
- United States; and
- Egypt.

10.5. General description of information security measures

SoluGrowth is committed and obliged to implement all reasonable controls to safeguard access to Personal Data. SoluGrowth employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Data and unlawful access to or processing of Personal Data.

Where third parties are required to process Data Subject Personal Data in relation to the purposes set out in this PAIA Manual and for other legal requirements, SoluGrowth ensures that third parties are contractually bound to apply the appropriate security practices.

All use of SoluGrowth website and transactions through it are protected by encryption in line with international standards.

11. AVAILABILITY OF THE MANUAL

This PAIA Manual is currently available as follows:

- on the SoluGrowth website at www.solugrowth.com.
- in hard copy, to be viewed free of charge, at the offices of SoluGrowth (Office of Chief Risk Officer & Executive Director: HRO), The Hillside Offices, c/o Hillside and Klarinet Road, Lynnwood, 0081, Gauteng, South Africa.

ANNEXURE A**APPLICABLE LEGISLATION**

- Arbitration Act 42 of 1965 (as amended)
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- 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 No. 108 of 1996
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1987
- Criminal Procedure Act 51 of 1977
- Currency and Exchanges Act 9 of 1933
- Cybercrimes Act No. 19 of 2020
- Debt Collectors' Act No. 114 of 1998
- Deeds Registries Act 47 of 1937
- Electronic Communications Act No.36 of 2005
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act of 2002
- Financial Intelligence Centre Act No. 38 of 2001
- Firearms Control Act 60 of 2000
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Insurance Act 18 of 2017
- Intellectual Property Laws Rationalisation Act No. 107 of 1996
- Labour Relations Act 66 of 1995
- National Credit Act No. 34 of 2005
- National Environmental Management Act No 107 of 1998
- National Environmental Management Act No. 107 of 1998
- National Road Traffic Act 93 of 1996
- Occupational Health and Safety Act 85 of 1993
- Patents Act No 57 of 1978
- Pension Funds Act NO. 24 of 1956
- Prescription Act No 68 of 1969
- Prevention and Combating of Corrupt Activities Act No. 12 of 200
- Promotion of Access to Information Act No. 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
- Protected Disclosures Act 26 of 2000
- Protection of Constitutional Democracy against Terrorist and related Activities Act of 2004
- Protection of Personal Information Act No 4 of 2013
- Road Transportation Act No 74 of 1977
- Short Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South African Revenue Service Act 34 of 1997
- Tax Practitioners Act 2011
- Tax Administration Act No. 28 of 2011
- Tobacco Products Control Act No. 83 of 1993
- Taxation Laws Amendment Act No. 7 of 2010

- Trademarks Act No. 194 of 1993
- Transfer Duty Act No. 40 Of 1949
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 200
- Value Added Tax Act 89 of 1991

While SoluGrowth has used its best endeavours to supply you with a list of applicable legislation it is possible that the above list may be incomplete. Wherever it comes to SoluGrowth's attention that existing or new legislation allows a Requester access on a basis other than that set out in PAIA, we shall update the list accordingly

ANNEXURE B**RECORDS WHICH REQUIRE A PAIA REQUEST**

| CATEGORY | RECORD TYPE |
|--|--|
| Branding | <ul style="list-style-type: none"> • corporate identity • brand and advertising material • print and audio-visual advertisements |
| Communications | <ul style="list-style-type: none"> • documents relating to public communications • documents relating to internal communications |
| Company Secretarial Services | <ul style="list-style-type: none"> • share registers • memoranda of incorporation • statutory returns to appropriate authorities • annual reports • share certificates • applicable statutory documents such as, but not limited to, certificates of incorporation and certificates to commence business • corporate structure diagrams |
| Corporate Social Investment | <ul style="list-style-type: none"> • reports relating to Corporate Social Investment • documents relating to Corporate Social Investment projects |
| Financial | <ul style="list-style-type: none"> • accounting records • audited financial statements • agreements • income tax returns • banking records • invoices and statements |
| Information Management and Technology | <ul style="list-style-type: none"> • information policies, standards, procedures and guidelines • contracts and agreements |
| Insurance | <ul style="list-style-type: none"> • company insurance policies • claim documents |
| Risk Management | <ul style="list-style-type: none"> • documents relating to generic risk management processes |
| Labour and Human Resources | <ul style="list-style-type: none"> • documents relating to human resource policies and procedures • documents relating to staff establishment and manpower planning • documents relating to general terms of employment such as, but not limited to, pension and medical aid benefits, and termination of services |

| CATEGORY | RECORD TYPE |
|--|---|
| | <ul style="list-style-type: none"> • documents relating to appointments, promotions, dismissals, suspensions, demotions and disciplinary actions • policy for international employees and documents related thereto • returns to UIF • employment equity reports • training schedules and material |
| Service Delivery | <ul style="list-style-type: none"> • service specifications • service level statistics • documents relating to deliveries and receipts of services |
| Marketing | <ul style="list-style-type: none"> • promotional material • audio-visual material • brochures and advertising material |
| Procurement and Supply Management | <ul style="list-style-type: none"> • documents and contracts relating to procurement and supply of commodities and services • documents relating to stock management |
| Health, Safety and Environment | <ul style="list-style-type: none"> • health, safety and environment policy • Sustainable Development Reports • reports on Safety Health and Environment related complaints or information • documents relating to investigation and reporting of Safety Health and Environment incidents • documents relating to corporate policy, standards and systems of managing and optimising aspects of health and hygiene in the workplace • documents relating to water conservation, waste management and emissions |

ANNEXURE C

REQUEST FOR A COPY OF THE GUIDE

To: The Information Officer
 P O Box 5486, Johannesburg, 2000
 Sasol Place, 50 Katherine Street, Sandton, 2090
 + 27 (0)10 344 5000
paia.requests@sasol.com / privacy@sasol.com

I,

| | | | | |
|---|---------------------|--|----------|--|
| Full Names: | | | | |
| In my capacity as (mark with "x"): | Information Officer | | Other | |
| Name of *public/private Body (if applicable): | | | | |
| Postal Address: | | | | |
| Street Address: | | | | |
| E-mail Address: | | | | |
| Facsimile: | | | | |
| Contact numbers: | Tel.(B): | | Cellular | |

hereby request the following copy(ies) of the guide:

| Language (mark with "x") | | No of Copies | Language (mark with "x") | | No of Copies |
|--------------------------|------------|--------------|--------------------------|----------|--------------|
| | Sepedi | | | Sesotho | |
| | Setswana | | | siSwati | |
| | Tshivenda | | | Xitsonga | |
| | Afrikaans | | | English | |
| | isiNdebele | | | isiXhosa | |
| | isiZulu | | | | |

| Manner of Collection (mark with "X"): | | | |
|---------------------------------------|----------------|-----------|---|
| Personal Collection | Postal Address | Facsimile | Electronic Communication (please specify) |
| | | | |

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

** Delete whichever is not applicable.*

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer
 SoluGrowth (Pty) Ltd
 The Hillside Offices
 c/o Hillside and Klarinet Road, Lynnwood, 0081
 Gauteng, South Africa

E-mail address: PAIA@solugrowth.com

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 (when made on behalf of another person) | | | |
| Postal Address | | | |
| Street Address | | | |
| E-mail Address | | | |
| Contact Numbers | Tel. (B): | | Facsimile: |
| | Cellular: | | |
| Full names of person on whose behalf request is made (if applicable): | | | |
| Identity Number | | | |

| | | | |
|-----------------|----------|--|-----------|
| Postal Address | | | |
| Street Address | | | |
| E-mail Address | | | |
| Contact Numbers | Tel. (B) | | Facsimile |
| | Cellular | | |

| 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: | |
| Reference number, if available | |
| Any further particulars of record | |

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

| FORM OF ACCESS (Mark the applicable box with an "X") | |
|---|--|
| Printed copy of record (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 record on flash drive (including virtual images and soundtracks) | |
| Copy of record on compact disc drive (including virtual images and soundtracks) | |
| Copy of record saved on cloud storage server | |

| MANNER OF ACCESS (Mark the applicable box with an "X") | |
|--|--|
| 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) | |
| 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) | |

| 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. Please indicate your preferred manner of correspondence:

| Postal address | Facsimile | Electronic communication <i>(Please specify)</i> |
|----------------|-----------|---|
| | | |

Signed at _____ this _____ day of _____ 20 ____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Mr. Gideon van der Linde
Chief Risk Office

ANNEXURE E

FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

| ITEM | DESCRIPTION | AMOUNT |
|------|--|---|
| 1. | The request fee payable by every requester | R140.00 |
| 2. | Photocopy/printed black & white copy of A4-size page | R2.00 per page or part thereof |
| 3. | Printed copy of A4-size page | R2.00 per page or part thereof |
| 4. | For a copy in a computer-readable form on: | |
| | i. Flash drive (to be provided by requester) | R40.00 |
| | ii. Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to requester | R40.00 R60.00 |
| 5. | For a transcription of visual images per A4-size page | Service to be outsourced Cost will depend on quotation from service provider |
| 6. | Copy of visual images | |
| 7. | Transcription of an audio record, per A4-size page | R24.00 |
| 8. | Copy of an audio record on: | |
| | i. Flash drive (to be provided by requestor) | R40.00 |
| | ii. Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to requester | R40.00 R60.00 |
| 9. | To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. | R145.00 |
| | To not exceed a total cost of: | R435.00 |
| 10. | Deposit: If search exceeds 6 hours | One third of amount per request calculated in terms of item 2 to 8 |
| 11. | Postage, email or any other electronic transfer | Actual expense, if any |

ANNEXURE F

OUTCOME OF REQUEST AND OF FEE 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: (Requester name)

You 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, all 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 3. | |
|---|--|

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 | |

3. **To be submitted:**

| | |
|--|--|
| Postal services to postal address | |
| Postal services to street address | |
| Courier services 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 regard to your request:**

| Item | Cost per A4size 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: | | | |
| • To be provided by requestor | R40.00 | | |
| ii. Compact disc | | | |
| • If provided by requestor | R40.00 | | |
| • If provided to the requester | R60.00 | | |

| Item | Cost per A4size page or part thereof/item | Number of pages/items | Total |
|---|---|-----------------------|-------|
| For a transcription of visual images per A4-size page | Service to be outsourced. Will depend on the quotation of the service provider. | | |
| Copy of visual images | | | |
| Transcription of an audio record, per A4-size | R24.00 | | |
| Copy of an audio record | | | |
| i. Flash drive | R40.00 | | |
| • To be provided by requestor | | | |
| ii. Compact disc | R40.00 | | |
| • If provided by requestor | | | |
| • If provided to the requester | R60.00 | | |
| Postage, email 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 number: _____
- Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer

ANNEXURE G:

POPIA REQUEST FORM FOR CORRECTION / DELETION

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): | |
| 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): | |
| E-mail address: | |
| C - INFORMATION TO BE CORRECTED/DELETED/ DESTRICTED/ DESTROYED | |
| | |
| | |
| | |
| | |
| D - 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 REASONS OR *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. | |
| (Please provide detailed reasons for the request) | |
| | |

Signed at _____ this _____ day of _____ 20__

Signature of data subject/ designated person

ANNEXURE H

POPIA FORM ON OBJECTION

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.

| 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): | |
| 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): | |
| E-mail address: | |

C - REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)

(Please provide detailed reasons for the objection)

Signed at _____ this _____ day of _____ 20__

Signature of data subject/ designated person