



**PRIVCOM**  
Privacy and Compliance Specialists

## PAIA Manual

(in terms of Section 51 of the Promotion of Access to Information Act, Act No. 2 of 2000 and Section 25 of the Protection of Personal Information Act, Act No. 4 of 2013).

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## 1. Introduction

### 1.1. Purpose

This manual has been compiled in terms of Sections 14 and 51 of the Promotion of Access to Information Act, No. 2 of 2000, as amended, which was enacted to, among other things, “*promote transparency, accountability and effective governance of all private and public bodies*”<sup>1</sup>.

The Act also aims “*to establish voluntary and mandatory mechanisms or procedures to give effect to that right in a manner which enables persons to obtain access to records of public and private bodies as swiftly, inexpensively and effortlessly as reasonably possible*”<sup>2</sup>. This manual outlines the mechanisms implemented by PrivCom to give effect to this objective.

Finally, as required by PAIA, this manual aims to empower and educate data subjects so that they “*understand their rights in terms of this Act in order to exercise their rights in relation to ... private bodies*”<sup>3</sup>. In doing so, the manual explains how to access, object to, or request correction or deletion of, personal information held by PrivCom, in terms of the Protection of Personal Information Act No. 4 of 2013 (“POPIA”) and the Regulations Relating to the Protection of Personal Information, 2017 or any subsequent regulations promulgated in terms of the POPIA (“POPIA Regulations”).

Anyone seeking to exercise their rights in terms of POPIA or PAIA is advised to familiarise themselves with the provisions of those laws before lodging any request with the PrivCom.

### 1.2. About PrivCom

PrivCom was formed in 2022 by its founder and Managing Director, Kelly Chalom. Kelly is an admitted attorney specialising in data privacy. PrivCom is based in Sandton and was established with a view to providing privacy solutions that are appropriate to the client’s specific context both from a size and industry perspective. The organisation aims to build long-term sustainable relationships that support clients of all sizes in their compliance efforts.

## 2. Interpretation

### 2.1. Definitions

In this manual, the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings:

- “**business day**” means any day other than a Saturday, Sunday or public holiday as gazetted by the government of the Republic of South Africa from time-to-time;
- “**the company**” and “**PrivCom**” means PrivCom (Proprietary) Limited;
- “**Information Officer**” means the designated Information Officer or head of the company, as described in this manual, responsible for discharging the duties and responsibilities assigned to the Information Officer as prescribed in terms of PAIA and POPIA;
- “**juristic person**” means a company or organisation which is recognised by law as an entity or ‘person’ having rights and duties;
- “**natural person**” means a real person, as opposed to a juristic person.

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<sup>1</sup> Section 9(b)(i)

<sup>2</sup> Section 9(d)

<sup>3</sup> Section 9(e)(i)

- **“personal information”** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—
  - information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
  - information relating to the education or the medical, financial, criminal or employment history of the person;
  - any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - the biometric information of the person; the personal opinions, views or preferences of the person;
  - correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
  - the views or opinions of another individual about the person; and
  - the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;
- **“private body”** means
  - a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
  - a partnership which carries or has carried on any trade, business or profession; or
  - any former or existing juristic person, but excludes a public body;
- **“processing”** means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
  - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - dissemination by means of transmission, distribution or making available in any other form; or
  - merging, linking, as well as restriction, degradation, erasure or destruction of information;
- **“public body”** means—
  - any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
  - any other functionary or institution when—
    - exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
    - exercising a public power or performing a public function in terms of any legislation;
- **“record”** of, or in relation to, a public or private body, means any recorded information –
  - regardless of form or medium;
  - in the possession or under the control of that public or private body, respectively; and
  - whether or not it was created by that public or private body, respectively;
- **“regulator”** means the Information Regulator established in terms of S39 of POPIA;
- **“requester”** means any person or entity (including any data subject) requesting access to a record that is under the control of PrivCom; and
- **“responsible party”** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

## 2.2. Interpretation

In this document:

- Unless the context indicates a contrary intention, an expression which indicates:
  - any gender includes the others;
  - a natural person includes a juristic person and vice versa; and
  - the singular includes the plural and vice versa.
- Clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention;
- When any number of days is prescribed in this manual, same shall be calculated exclusive of the first day and inclusive of the last day, unless the last day does falls on a weekend or public holiday, in which case the last day shall be the following business day;
- Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;
- If any provision in a definition is a substantive provision conferring rights or imposing obligations on any party, notwithstanding the fact that it is only used in that definition, effect shall be given to same as if it were a substantive provision in the body of this manual;
- Where any term is defined within a particular clause other than in this clause, that term shall bear the meaning ascribed to it in that clause wherever it is used in this manual;
- Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be;
- The words “including” or “includes” followed by a specific example(s) shall not be construed as limiting the meaning of the general wording preceding it; and
- insofar as there is a conflict in the interpretation of or application of this document and PAIA or POPIA, the legislation shall prevail.

## 3. Information Officer’s Contact Details

<b>Name:</b>	Kelly Chalom
<b>Telephone Number:</b>	082-882-8225
<b>Email Address:</b>	<a href="mailto:privacy@privcom.co.za">privacy@privcom.co.za</a>
<b>Physical &amp; Postal Address:</b>	63 Dennis Road Atholhurst Sandton.

## 4. Guidance on POPIA and PAIA

### 4.1. The Guide

- Since 1 July 2021, the Regulator has assumed the functions of the South African Human Rights Commission and is responsible for PAIA and POPIA queries.
- The Regulator has, in terms of section 10(1) of PAIA, made available a user-friendly and accessible guide on how to use POPIA and PAIA (the “Guide”) which may reasonably be required by a person wishing to exercise their rights in terms of the two Acts<sup>4</sup>.
- The Guide includes the following topics:

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<sup>4</sup> Originally compiled by the South African Human Rights Commission

- A description of the objects of PAIA;
  - The role and contact details of the Regulator;
  - The process for making a request for information; and
  - The fees payable.
- This Guide is available from the website of the Regulator at <https://inforegulator.org.za/paia-guidelines/>.

## 4.2. Contact Details for the Regulator

Any general queries related to the Guide, or to PAIA or POPIA should be directed to the Regulator:

**Name:** Information Regulator  
**Telephone Number:** 010-023-5200  
**Email Address:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)  
**Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.  
**Postal Address:** P.O. Box 31533, Braamfontein, Johannesburg 2017

## 5. Records Held as Required by Section 51(1) of PAIA

The records listed below are **not** automatically available without a request in terms of PAIA. Any such request may be refused in accordance with any of the grounds of refusal as set out in PAIA as outlined in Section 10 below.

### 5.1. Records held in terms of Legislation

For the purposes of PAIA, PrivCom is required to retain certain records in terms of the legislation including the following:

- Basic Conditions of Employment Act, No. 75 of 1997
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries & Diseases Act, No. 130 of 1993
- Electronic Communications & Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Income Tax Act, No. 58 of 1962
- Labour Relations Act, No. 66 of 1995
- Occupational Health & Safety Act, No. 85 of 1993
- Promotion of Access to Information Act, No. 2 of 2000
- Protection of Personal Information Act, No. 4 of 2013
- Skills Development Levies Act, No. 9 of 1999
- Skills Development Act, 9 of 1999
- Unemployment Insurance Contributions Act, No. 4 of 2002

- Unemployment Insurance Act, 30 of 1966
- Value Added Tax Act, 89 of 1991

## 5.2. Other Records

The table below contains a description of the types of records held by PrivCom and the categories of records held of each type:

Statutory records	<ul style="list-style-type: none"> <li>• Company registration documents</li> <li>• Share register</li> <li>• Memorandum of Incorporation</li> <li>• Minutes of meetings of the board of directors</li> <li>• Records relating to the appointment of directors, auditors, and other officers</li> </ul>
Human Resources records	<ul style="list-style-type: none"> <li>• Internal policies and procedures</li> <li>• Disciplinary procedures</li> <li>• Training manuals</li> </ul>
Client Records	<ul style="list-style-type: none"> <li>• Correspondence with clients and potential clients</li> <li>• Correspondence with third parties such as vendors and partners</li> <li>• Other information relating to or belonging to clients whether provided by the client or not.</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Receipts and payments</li> <li>• Debtor and creditor invoices</li> <li>• Bank statements</li> <li>• A list of the company's debtors and creditors</li> <li>• Budgets</li> <li>• Asset registers</li> <li>• Correspondence</li> </ul>
Risk and compliance	<ul style="list-style-type: none"> <li>• Policies and procedures</li> <li>• Risk assessment</li> <li>• Compliance records</li> </ul>
Others	<ul style="list-style-type: none"> <li>• Records relating to domain name</li> <li>• Software licenses</li> <li>• Insurance records</li> <li>• Asset register</li> </ul>

## 6. Processing of Personal Information

### 6.1. Conditions for Lawful Processing

PrivCom processes personal information of both natural and juristic persons. POPIA requires that certain minimum conditions be present for processing of personal information to be considered lawful unless the exemptions outlined in the Act apply<sup>5</sup>. PrivCom processes personal information in accordance with POPIA and has implemented a privacy policy to ensure that all conditions are complied with at the time of processing.

### 6.2. Purpose for Processing Personal Information

PrivCom processes personal information in the ordinary course of its business of providing privacy and compliance advisory services. The company mostly uses personal information for the purpose for which it was originally or mainly collected and will only use such information for a secondary purpose if that purpose constitutes a legitimate interest and is closely aligned with the original or primary purpose for which the information was collected.

PrivCom processes personal information for a number of reasons, including, but not limited to:

- Providing the services requested;
- Creating and managing the commercial relationship with clients and suppliers;
- Resolving disputes;
- Creating and managing supplier relationships;
- Managing contracts, invoices and accounting;
- Sending quotation estimates and invoices;
- General human resource and finance functions including those obligations imposed by legislation;
- Recruitment;
- Procurement;
- Correspondence, reports, publications, documents relating to the services provided and other documents or records; and
- Other information required for proper functioning of the website.

### 6.3. Categories of data subjects

PrivCom collects personal information directly from data subject and/or from third parties. In the latter case, PrivCom will collect that personal information with the data subject's consent or without such consent where the law permits it to do so.

Data subjects in respect of which personal information is processed include PrivCom's clients, employees, suppliers and service providers as follows:

Clients (natural persons)

- Name & surname
- South African identity number or passport number
- Date of birth & age

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<sup>5</sup> Chapter 3

	<ul style="list-style-type: none"> <li>• Telephone numbers</li> <li>• Email address</li> <li>• Physical and postal addresses</li> <li>• Financial information,</li> <li>• Banking information including account numbers</li> </ul>
<b>Clients (juristic persons)</b>	<ul style="list-style-type: none"> <li>• Entity name</li> <li>• Registration number</li> <li>• Tax-related information</li> <li>• Representatives' contact details</li> <li>• Banking information including account numbers.</li> </ul>
<b>Directors</b>	<ul style="list-style-type: none"> <li>• Names</li> <li>• Identity numbers</li> <li>• FICA documentation</li> <li>• Biometric data.</li> </ul>
<b>Employees, Job Applicants, Consultants &amp; New Recruits</b>	<ul style="list-style-type: none"> <li>• Name &amp; surname</li> <li>• South African identity number or passport number</li> <li>• Contact details including physical and postal address</li> <li>• Date of birth &amp; age</li> <li>• Marital status</li> <li>• Race</li> <li>• Disability</li> <li>• Employment history</li> <li>• Criminal and credit background checks</li> <li>• CVs</li> <li>• Education history</li> <li>• Banking details</li> <li>• Income tax reference number,</li> <li>• Remuneration</li> <li>• Health information</li> <li>• Work performance &amp; disciplinary history</li> <li>• Biometric data.</li> </ul>
<b>Vendors, Suppliers, Service Providers</b>	<ul style="list-style-type: none"> <li>• Company registration details</li> <li>• BEE certificates</li> <li>• Tax clearance certificates</li> <li>• Income tax &amp; VAT registration details</li> <li>• Payment information including bank account numbers</li> <li>• Invoices</li> <li>• Contracts</li> <li>• Addresses</li> <li>• Organisation &amp; representative contact details.</li> </ul>

Personal Information may be collected from third parties including the following:

- Joint venture or other partners
- Regulatory bodies
- Credit agencies
- Publicly available sources of information

#### 6.4. Disclosure of personal information to third parties

PrivCom may share data subject personal information with joint venture and/or other partners, suppliers, vendors or service providers in order to provide services to clients. Such third parties or partners may include –

- hosting, data storage or archiving service providers;
- professional advisors;
- marketing, digital and advertising agencies.

PrivCom may be required to disclose personal information in the following circumstances:

- in response to a court order, subpoena, civil discovery request, other legal process, or otherwise as required by law, as per statutory authorities and/or the lawful order of any tribunal;
- when it is believed that disclosure is necessary to comply with a law or to protect the rights, property, or safety of PrivCom, its employees, clients, or others.

Should PrivCom disclose your personal information to third parties, the latter will be obliged to use that personal information for the purposes for which the information was disclosed. To this end, PrivCom will conclude agreements with the relevant third parties to ensure that an adequate level of security and confidentiality is adopted by the third parties to which personal information is transferred. Where PrivCom learns that a third party is using or disclosing personal information in a manner contrary to POPIA, PrivCom will take reasonable steps to prevent such use or disclosure.

#### 6.5. Trans-border/Cross border flows of personal information

PrivCom may transfer personal information to recipients outside of the Republic of South Africa. In doing so, PrivCom shall comply with the conditions for the transborder flow of personal information as provided by section 72 of POPIA.

#### 6.6. Data security

PrivCom takes reasonable, appropriate and adequate technical and organisational measures to ensure that personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or unauthorised access. Third parties to which personal information is transferred are contractually bound to do the same. PrivCom regularly reviews implemented security controls and related processes to ensure that personal information is secure.

However, where there are reasonable grounds to believe that personal information has been accessed or acquired by any unauthorised person, PrivCom will notify the Information Regulator and the affected data subject, unless the Information Regulator or a public body responsible for

detection, prevention or investigation of offences, indicates that notifying the data subject will impede a criminal investigation.

Some of the measures taken to protect personal information include the following:

- Personal information is stored in Microsoft Office 365. For further information on how Microsoft protects data within Microsoft 365 see Microsoft's independent audit reports in the Microsoft Service Trust Portal (<https://servicetrust.microsoft.com/>).
- Access to personal information is role-based and is granted to employees that require such access to perform their duties.
- All personnel wanting to access Microsoft 365 are required to authenticate using Microsoft's Multi-factor Authentication which means that they must log in with their unique username and password as well as another authentication factor such as a one-time-pin or a temporary code generated by the Microsoft Authenticator App.
- PrivCom uses Microsoft's Exchange Online Protection which protects email against spam, malware, and other threats.
- Access to devices requires biometric authentication.
- Employee behaviour is governed by a variety of policies and all employees are required to sign Non-Disclosure Agreements as a condition of their employment.

## 7. How to Request Access

Records, whether specifically listed in this Manual or not, will only be made available subject to the provisions of PAIA.

The Requester must use the prescribed form to make the request for access to a record, which form is attached hereto as Annexure "A". This must be made to the Information Officer at the address or electronic mail address of the body concerned<sup>6</sup>.

For POPIA-related requests to object to the processing of personal information, to correct or delete personal information, the request must be made in writing on the applicable prescribed Form 1 (objection) or Form 2 (correction or deletion), which are attached to this manual as Annexure B.

The requestor must provide sufficient detail to enable the information officer to identify both the record(s) requested and the requestor. The requestor must indicate which form of access is required, the right that he/she is seeking to exercise or protect and must provide an explanation of why the requested record is required for the exercise or protection of that right.

If the request is made on behalf of another person, the requestor must submit proof of the capacity in which they are making the request, to the reasonable satisfaction of the information officer.

PAIA makes provision for certain grounds on which a request for access to information must be refused. Accordingly, the information officer will decide whether or not to grant a request for access to information.

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<sup>6</sup> See S53(1) of PAIA

## 8. Payment of Fees

### 8.1. Request fees

The information officer must by notice require the requester to pay the prescribed request fee (if any) before further processing the request<sup>7</sup>.

The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee<sup>8</sup>.

### 8.2. Access fees and fees for reproduction:

If access to a record(s) is granted by PrivCom, the requester may be required to pay an access fee for the search for and preparation of the record(s) and for reproduction of the record(s)<sup>9</sup>.

The access fees which apply are set out below. PrivCom can refuse access until such access fees have been paid<sup>10</sup>.

The access fees (in Rand), in respect of private bodies, are as follows:

For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
For a copy in a computer-readable form on compact disc	R 70.00
For a transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00
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 preparation	
For purposes of section 54(2) of PAIA, the following applies – <ul style="list-style-type: none"> <li>• Six hours as the hours to be exceeded before a deposit is payable; and</li> <li>• One third of the access fee is payable as a deposit by the requester.</li> </ul> <p>The actual postage is payable when a copy of a record must be posted to a requester.</p>	

<sup>7</sup> Section 54(1) of PAIA

<sup>8</sup> Section 54(3)(b) of PAIA

<sup>9</sup> See section 54(6) of PAIA

<sup>10</sup> See section 54(5) of PAIA

## 9. Applicable Time Periods

Requests for access by a requestor will be processed within 30 days. The 30-day period may be extended by a further period of not more than 30 days where one or more of the following circumstances are present:

- the request is for a large number of records or requires a search through a large number of records (including where records that have been electronically archived and need to be restored);
- the request requires a search for records not located in PrivCom's Sandton office;
- PrivCom must consult with third parties and for this reason, the request cannot be processed within 30 days; and
- the requester consents in writing to the extension.

Where an extension is necessary, the requester will be notified of such requirement together with reasons for the extension.

## 10. Granting / Refusing Requests

Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of the PAIA relied upon; and that the requester may lodge an application with a Court against the refusal of the request.

### 10.1. Grounds for Refusal of Access to Records

Access to a record may be refused on one or more of the following grounds:<sup>11</sup>

- Protection of the privacy of a third party who is a natural person;
- Protection of the commercial information of a third party;
- Protection of certain confidential information of a third person;
- Protection of the safety of individuals and the protection of property;
- Protection of records privileged from production and legal proceedings;
- PrivCom's commercial information and activities;
- The protection of research information of a third party; and
- Any other ground legally available on which to refuse access to the information requested.

Despite any provisions of PAIA, a request must be granted if the disclosure of the record would reveal evidence of substantial contravention of, or failure to comply with, the law or imminent and serious public safety or environment risk, and the public interest in the disclosure of the record clearly outweighs the harm contemplated in terms of section 70 of PAIA.

### 10.2. Remedies for Refusal of Access

Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may, within 30 days after notification of the refusal, apply to a court of competent jurisdiction for the appropriate relief.

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<sup>11</sup> Sections 62 to 69 of PAIA

## 11. Availability of Manual

This manual is available for inspection by the general public upon request, during office hours and free of charge, at PrivCom's offices. Copies of the manual may be requested, subject to the prescribed fees. The Manual is also posted on PrivCom's website at [www.privcom.co.za](http://www.privcom.co.za).

## 12. Updating the Manual

PrivCom will update the manual either on an annual basis or at such intervals as may be deemed necessary by changes in legislative and regulatory requirements or significant changes in the company's processing of personal information.

**ANNEXURE A**

**FORM C**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

**(Section 53(1) of PAIA)  
[Regulation 10]**

**A. Particulars of private body**

The Head: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Registration Number: \_\_\_\_\_

**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:

\_\_\_\_\_

Postal address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fax number:

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Telephone number:

---

E-mail address:

---

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

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**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:

---

Postal address:

---

---

---

Fax number:

---

Telephone number:

---

E-mail address:

---

**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:

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Reference number, if available:

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2. Any further particulars of record:

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**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:

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

Disability: _____ _____	Form in which record is required: _____ _____
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*Mark the appropriate box with an X.*

**NOTES:**

- (a) Compliance with your request 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>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images</b>			
(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	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?	YES	NO
<b>Postage is payable.</b>		

**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:

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2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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**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?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of  
\_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_

Signature of requestor / person on whose behalf request is made

\_\_\_\_\_

Name of requestor / person on whose behalf request is made

# ANNEXURE B

## FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION  
11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013  
(ACT NO. 4 OF 2013)  
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017  
[Regulation 2(1)]**

*Note:*

1. Affidavits or other documentary evidence in support of the objection must 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.

Reference Number.....

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name and surname of data subject:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name and surname of responsible party (if the responsible party is a natural person):	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	
Contact number(s):	
FAX number:	



**FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING  
OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF  
THE PROTECTION OF PERSONAL INFORMATION ACT, 2013  
(ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017  
[Regulation 3(2)]**

*Note:*

*Affidavits or other documentary evidence in support of the request must be attached.  
If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign  
each page.*

Reference Number.....

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.
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	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.
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<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name and surname of responsible party (if the responsible party is a natural person):	
Residential, postal or business address:	
Contact number(s):	

