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## 1.INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 (the Act), as amended by the Promotion of Access to Information Amendment Act 54 of 2002, and the Protection of Personal Information Act 4 of 2013, requires Sasfin Holdings Limited (the Group) and/or each of its subsidiaries which are regarded as responsible persons, to each maintain a manual which contains information on how to use the Act to access its records. The Act gives effect to the constitutional right of access to information held by the state, another person or private body and this is required for the exercise or protection of any rights. Sasfin Fiduciary Services (Pty) Ltd (Sasfin Fiduciary) forms part of the Group. This PAIA manual outlines, *inter alia*, the types of records and Personal Information (PI) that is held by Sasfin Fiduciary and provides the procedure to request access to these records and PI.

## 2.OBJECTIVES

This manual informs requesters of procedural and other requirements which a request must meet as prescribed by the Act. Its purpose is to help requesters access Sasfin Fiduciary's information and any other information that Sasfin Fiduciary has. The Act requires Sasfin Fiduciary to make it available to requesters so that requesters:

- know what types of information Sasfin Fiduciary has; and
- can request access to it.

The manual is intended to provide Sasfin Fiduciary with a set of guidelines aimed at addressing access to information requests in terms of the Act. This manual serves to demonstrate Sasfin Fiduciary's culture of transparency and accountability by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights. The objectives of this manual must be balanced against the need to ensure confidentiality of information relating to but not limited to:

- Commercial confidentiality;
- Effective, efficient and good governance; and
- The protection of privacy.

## 3.SCOPE

This manual applies to all Personnel.

#### 4.DEFINITIONS

Term	Definition
<b>Board</b>	The Board of Directors of Sasfin Holdings Limited and Sasfin Fiduciary Services (Pty) Ltd
<b>Court</b>	Any of the following: The Constitutional Court acting in terms of section 167(6)(a) of the Constitution; or (i) a High Court or another court of similar status; or (ii) a Magistrate's Court, either generally or in respect of a specified class of decisions in terms of this Act, designated by the Minister by notice in the Gazette and prescribed over by a magistrate or an additional magistrate designated in writing by the Minister (after consultation with the Magistrates Commission) terms of section 91A, within whose area of jurisdiction – (a) the decision of the information officer or relevant authority of the public body or the head of a private body has been taken; (b) the public body or private body concerned has its principal place of administration or business; or (c) the Requester or third party concerned is domiciled or ordinarily resident.
<b>Customer/ Client/Data Subject</b>	<p>In respect of any particular goods or services, means:</p> <p>a) a person to whom those particular goods or services are marketed in the ordinary course of the supplier's business;</p> <p>b) a person who has entered into a transaction with a supplier in the ordinary course of the supplier's business, unless the transaction is exempt from the application of the Consumer Protection Act by virtue of section 5 (2) or 5 (3) of the Act;</p> <p>c) if the context so requires or permits, a user of those particular goods or a recipient or beneficiary of those particular services, irrespective of whether that user, recipient or beneficiary was a party to a transaction concerning the supply of those particular goods or services; and</p> <p>d) a franchisee in terms of a franchise agreement, to the extent applicable in terms of section 5 (6) (b) to (e) of the Act</p> <p>e) means the person to whom personal information relates.</p>
<b>Business Unit</b>	Where applicable, this term is inter-changeable for division, department, company or any other logical unit within the Group
<b>Personnel</b>	Refers to all representatives of Sasfin Fiduciary and includes (but is not limited to) temporary, permanent and contracted employees, agents, consultants, contractors, directors or affiliates

<b>Personal Information</b>	<p>Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—</p> <p>(a) 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;</p> <p>(b) information relating to the education or the medical, financial, criminal or employment history of the person;</p> <p>(c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;</p> <p>(d) the biometric information of the person;</p> <p>(e) the personal opinions, views or preferences of the person;</p> <p>(f) 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;</p> <p>(g) the views or opinions of another individual about the person; and</p> <p>(h) 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.</p>
<b>Private Body</b>	<p>a) A natural person who carries or has carried on any trade, business or profession, but only in such capacity;</p> <p>b) A partnership which carries or has carried on any trade, business or profession; or</p> <p>c) Any former or existing juristic person' but excludes a public body.</p>
<b>Record</b>	<p>Means any recorded information regardless of form of medium, which is in the possession or under the control of the Group, whether or not it was created by the Group.</p>
<b>Requester</b>	<p>Can be a natural or juristic person, and includes public bodies or officials acting on behalf of public bodies. This means that both private individuals and entities, and public bodies, can make requests for access to records of the Group.</p>
<b>Sasfin Fiduciary</b>	<p>Refers to Sasfin Fiduciary Services (Pty) Ltd as a subsidiary of Sasfin Holdings Limited.</p>
<b>The Group</b>	<p>Sasfin Holdings Limited and all of its subsidiaries.</p>

## 5.CONTACT DETAILS

Please contact us via any of the below channels should you have any enquiries, compliments or complaints.

### 5.1 General Contact Details

Company Name: **SASFIN FIDUCIARY SERVICES (PTY) LTD**  
Company Registration: 2020/183845/07  
Postal Address: P.O. Box 95104, Grant Park, 2051  
Physical Address: 140 West Street, Sandown, Sandton, 2196  
Fax Number: 0872205557  
E-mail: [privacy@sasfin.com](mailto:privacy@sasfin.com)  
Website: [www.sasfin.com](http://www.sasfin.com)

### 5.2 Information Officer and Deputy Information Officers' Contact Details

Position: **Information Officer**  
Name: **Mr. Timothy Kerr-Phillips**  
Postal Address: P.O. Box 95104, Grant Park, 2051  
Physical Address: 140 West Street, Sandown, Sandton, 2196  
Tel: (011) 809-7500  
Fax: 0872205557  
E-mail: [privacy@sasfin.com](mailto:privacy@sasfin.com)

Position: **Deputy Information Officer**  
Name: **Mr. Dewald Cornelius**  
Postal Address: P.O. Box 95104, Grant Park, 2051  
Physical Address: 140 West Street, Sandown, Sandton, 2196  
Tel: (011) 809-7500  
Fax: 0872205557  
E-mail: [privacy@sasfin.com](mailto:privacy@sasfin.com)

Position: **Deputy Information Officer**  
Name: **Mr. Maston Lane**  
Postal Address: P.O. Box 95104, Grant Park, 2051  
Physical Address: 140 West Street, Sandown, Sandton, 2196 Tel: (011) 809-7500  
Fax: 0872205557  
E-mail: [privacy@sasfin.com](mailto:privacy@sasfin.com)

Position: **Deputy Information Officer**  
Name: **Mr. Andrew Josh Souchon**  
Postal Address: P.O. Box 95104, Grant Park, 2051  
Physical Address: 140 West Street, Sandown, Sandton, 2196  
Tel: (011) 809-7500  
Fax: 0872205557  
E-mail: [privacy@sasfin.com](mailto:privacy@sasfin.com)

## 6. THE INFORMATION REGULATOR OF SOUTH AFRICA

The functions of the South African Human Rights Commission (SAHRC) in terms of the Act have been transferred to the Information Regulator in terms of s110 of the Protection of Personal Information Act.

The Information Regulator of South Africa (IRSA) is mandated under the Act to:

- Promote the right to access to information;
- Monitor the implementation of the Act by the Group;
- Make recommendations to strengthen the Act; and
- Report annually to Parliament.

The IRSA has compiled an easy-to-understand guide in terms of s10 of the Act, to assist Requesters in accessing records and documents in order to exercise or protect the right to information. The guide is available in each official language of South Africa. [Please find the link to the PAIA guide in English, Afrikaans, and Zulu respectively.](#)

The contact details of the Information Regulator are as follows:

### **The Information Regulator:**

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001  
Telephone Number: 010 023 5200 or 010 023 5241/2  
Website: [Home - Information Regulator \(info regulator.org.za\)](http://info regulator.org.za)  
Complaints email: [PAIAComplaints@info regulator.org.za](mailto:PAIAComplaints@info regulator.org.za).  
Enquiries email: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)

## 7. INFORMATION REQUEST PROCEDURE

Considering the objectives of the Act and the need to give effect to the right of access to information, it is necessary to detail the manner in which information from Sasfin Fiduciary can be accessed. In this regard, the Requester must comply with the procedural requirements contained in the Act relating to the request for access to a record, the following should be noted:

1. The Requester must complete the prescribed form enclosed herewith as “Appendix 1” and submit same, as well as a request fee and a deposit, if applicable, to the Information Officer or the Deputy Information Officer at the provided postal or physical address, fax number or electronic mail address. It must be noted that Appendix 1 is commonly known as “Form 2” and is readily available at [info regulator.org.za](http://info regulator.org.za) .

2. The prescribed form must be completed with enough detail to enable the Information Officer to identify –
  - the record requested;
  - the identity of the Requester;
  - the form of access required should the request be granted;
  - the email address, postal address or fax number of the Requester;
  - any other way the Requester would like to be informed of Sasfin Fiduciary's decision other than in writing.
3. The Requester must state that he/she requires the information in order to exercise or protect a right, and clearly state the nature of the right that is so to be exercised or protected. In addition, the Requester must clearly specify why the record is necessary in order to exercise or protect such a right.
4. If a request is made on behalf of another person, then the Requester must submit proof of the capacity in which he/she is making the request to the reasonable satisfaction of the Information Officer.
5. The Requester must pay the prescribed fee before any further processing can take place.
6. If a Requester does not use Form 2, Sasfin Fiduciary may:
  - reject the request due to lack of procedural compliance;
  - refuse the request if the requester does not provide sufficient information; or
  - delay the request the record requested.
7. The Information Officer will notify the Requester within 30 days as to whether the request has been granted or not. The Information Officer may ask for an extension for a period of no more than 30 (thirty) additional days for specific reasons, which include the request involving:
  - a large volume of documents;
  - consultation with members of Sasfin Fiduciary's or possibly the Group's Executives, Business Units and/ or other entities.
8. If the request is granted, the notice will describe any applicable access fees and procedures to be followed, unless the Requester has asked for access in a specific form. If the request is refused, the notice will describe the reasons for the refusal.

9. The Information Officer may decide to defer the release of the record to the Requester if the record is intended to be published within 90 days or if the record is required by law to be published.
10. If the Information Officer cannot find the requested record or if it does not exist, the Information Officer will notify the Requester, via an affidavit, that it is not possible to give access to the record.
11. This Manual does not grant any rights to access information records, except in terms of the Act.

## 8. TYPES OF REQUESTERS

Records, held by Sasfin Fiduciary may be accessed after the prerequisite formalities in terms of the Act have been complied with. Two types of parties may act as Requesters in this process namely:

- Personal Requesters; and
- Other Requesters

### 8.1 Personal Requesters

A personal Requester is a Requester who is seeking access to a record containing personal information about the Requester.

Sasfin Fiduciary may voluntarily provide the requested information or give access to any record regarding the Requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

### 8.2 Other Requesters

This type of Requester is one who is entitled to request access to information pertaining to third parties. Sasfin Fiduciary is not obliged to voluntarily grant access to these types of records. The Requester must, as such, fulfil the requirements for access in terms of the Act, including the payment of a request and access fee.

## 9. RECORDS

In order to facilitate a request in terms of the Act it is necessary to note the categories of records that Sasfin Fiduciary holds and which, as a rule, are available upon request. The information held by Sasfin Fiduciary is classified and grouped according to those categories as listed in 9.1 to 9.13 below.

The categories of records held by Sasfin Fiduciary may pertain to personal information as classified by the Protection of Personal Information Act.

Cognizance must be taken of the fact that accessibility to the documents listed herein, may be subject to the grounds of refusal in accordance with justifiable limitations set out in the Act, including but not limited to:

- limitations aimed at the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance.

### 9.1 Company records

- Memorandum of incorporation
- Directors' names
- Documents of incorporation
- Minutes of board of directors meetings
- Written resolutions
- Records relating to appointment of directors, auditor, secretary, public officer, or other officers
- Records held by officials of the Group
- Securities and equities
- Share register and other statutory registers
- Other statutory records

### 9.2 Business records

- Operational records
- Databases
- Published works
- Internal correspondence
- Product records
- Information technology
- Treasury-related records

### 9.3 Financial records

- Financial statements
- Tax returns
- Other documents relating to taxation of the company
- Accounting records
- Banking records
- Banking details

- Bank statements
- Electronic banking records
- Paid cheques
- Asset register
- Rental agreements
- Invoices
- Financial agreements

#### 9.4 Insurance records

- Insurance policies held by the company
- Register of all immovable property owned by the company

#### 9.5 Income tax records

- PAYE Records
- Corporate tax records
- Customs tax
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- VAT records
- Regional Services Levies
- Skills Development Levies
- UIF
- Workmen's Compensation

#### 9.6 Personnel records

- List of employees
- Employee personal information
- Employee employment contracts
- Employment policies and procedures
- Employment Equity Plan
- Medical aid records
- Pension and provident fund records
- Salaries of employees
- Leave records
- Internal evaluations
- Disciplinary records
- Disciplinary codes

- Training records
- Operating manuals
- Personal records provided by personnel
- Records provided by a third party relating to personnel
- Other personnel-related contractual and quasi-legal records
- Other statutory records
- Related correspondence
- Personnel records include records about our employees and contractors.

#### 9.7 Policies and directives

- Internal relating to employees and the company
- External relating to clients and other third parties
- Information technology systems and documents

#### 9.8 Agreements or contracts

- Standard Agreements
- Contracts concluded with customers
- NDAs
- Letters of Intent, MOUs
- Third party contracts (such as JV agreements, VAR Agreements, etc.)
- Office management contracts
- Supplier contracts

#### 9.9 Regulatory documents

- Permits
- Licences
- Authorities

#### 9.10 Published information

- External newsletters and circulars
- Internal newsletters and circulars
- Information on the company published by third parties

#### 9.11 Customer information

- Customer details
- Contact details of individuals within customers

- Communications with customers
- Sales records
- Transactional information
- Marketing records
- Records provided by a Customer to a third party acting for or on behalf of the Group
- Records provided by a third party

#### 9.12 Reference materials

- Books
- Newsletters and journals articles
- Magazines
- Newspaper articles

#### 9.13 Other party records

- Personnel, Customer or private body records which are held by another party, as opposed to the records held by Sasfin Fiduciary itself;
- Records held by Sasfin Fiduciary pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.
- Sasfin Fiduciary may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary / holding / sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Sasfin Fiduciary.

## 10. AUTOMATICALLY AVAILABLE INFORMATION

The following records are automatically available:

- product information;
- campaigns;
- posters;
- any public promotional material

## 11.FEES

The Act provides for two types of fees (Appendix 2), namely:

- a request fee, which will be a standard fee, and

- an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.

When the request is received by the Information Officer, such officer shall by notice require the Requester, other than a personal Requester, to pay the prescribed request fee (if any), before further processing of the request.

If the search for the Record has been made and the preparation of the Record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, 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.

The Information Officer shall withhold a record until the Requester has paid the fees as indicated in "Appendix 2".

A Requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including deciding to make it available in the request form.

If a deposit has been paid in respect of a request for access, which is declined, then the Information Officer concerned must repay the deposit to the Requester. It must be noted that Requesters who earn less than R14 712 (fourteen thousand seven hundred and twelve Rand) per year (if single) and R27 192 (twenty seven thousand one hundred and ninety two Rand) per year (if married or in a life partnership), do not have to pay access fees.

## **12.DECISION**

Sasfin Fiduciary will, within 30 (thirty) days (calendar month) of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect.

The 30 (thirty) day period with which Sasfin Fiduciary 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 number of information and the information cannot reasonably be obtained within the original 30 (thirty) day period.

### 13.GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The right of access to information is enshrined in the Bill of Rights of the South African Constitution. In order to give effect to this right, access to information should be granted as often as possible. Like many other rights contained in the Bill of Rights, the right of access to information can be limited or refused in certain circumstances. To this end, Sasfin Fiduciary may refuse a request for access to information on any of the following grounds:

1. mandatory protection of a third party's privacy (natural person), which would involve the unreasonable disclosure of personal information of that natural person;
2. mandatory protection of the commercial information of a third party, if the record contains –
  - trade secrets of that third party;
  - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
  - information disclosed in confidence by a third party to the Group;
3. mandatory protection of confidential information of third parties if it is protected in terms of any agreement: express, tacit or implied;
4. mandatory protection of the safety of individuals and the protection of property;
5. mandatory protection of records which would be regarded as privileged in legal proceedings;
6. the commercial activities of Sasfin Fiduciary, which may include-
  - trade secrets of the institution;
  - financial, commercial, scientific or technical information which disclosure thereof could likely cause harm to the financial or commercial interests of Sasfin Fiduciary;
  - information which, if disclosed could put Sasfin Fiduciary at a disadvantage in negotiations or commercial competition;
  - a computer program which is owned by Sasfin Fiduciary, and which is protected by copyright.
7. Sasfin Fiduciary or a third party's research information, if its disclosure would disclose the identity of Sasfin Fiduciary, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
8. Information which would provide an investor or potential investor with "inside information".

## 14. REMEDIES AVAILABLE WHEN SASFIN FIDUCIARY REFUSES A REQUEST FOR INFORMATION

### Internal Remedies

Sasfin Fiduciary has no internal appeal procedure and the decision made by the Information Officer or her / his deputy is final. Requesters whose requests for information are declined, or who are not satisfied with the information supplied by the Information Officer, must make use of external remedies.

### External Remedies

A Requester who is dissatisfied with a decision by the Information Officer to grant access, to impose access fees or to extend the time period in which to respond, may apply to a Court for relief within 180 (one hundred and eighty) calendar days of receiving the decision/ notification. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or other courts of similar status.

## 15. LIST OF APPLICABLE LEGISLATION

The Group, where applicable Sasfin Fiduciary, holds records in accordance with the following legislation:

- Administration of Estates Act 66 of 1965
- Short Term Insurance Act 53 of 1998
- Deeds Registries Act 47 of 1937
- The Long-Term Insurance Act 52 of 1998
- Designs Act no. 195 of 1993
- Financial Markets Act 19 of 2012
- The Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Sector Regulation Act 9 of 2017
- Debt Collectors' Act no. 114 of 1998
- The Custody and Administration of Securities Act no. 85 of 1992
- The Criminal Procedures Act no. 51 of 1977
- The Labour Relations Act 66 of 1995
- Employment Equity Act no. 55 of 1998
- The Basic Conditions of Employment Act 75 of 1997
- Firearms Control Act 60 of 2000
- Formalities in respect of Leases of Land Act 18 of 1969
- The Fund Raising Act 107 of 1978
- The Home Loan and Mortgage Disclosure Act 63 of 2000
- Identification Act 68 of 1997

- Inspection of Financials Institutions Act 18 of 1998
- Alienation of Land Act 68 of 1981
- Legislation Attorneys Act 53 of 1979
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Estate Agency Affairs Act 112 of 1976
- Competition Act 89 of 1998
- Collective Investment Schemes Control Act 45 of 2002
- Insolvency Act 24 of 1936
- Constitution of SA Act no. 108 of 1996
- Companies Act no. 61 of 1973
- Unemployment Insurance Act 63 of 2001
- The Banks Act 94 of 1990
- Financial Intelligence Centre Act 38 of 2001
- South African Reserve Bank Act 90 of 1989
- Stamp Duties Act 77 of 1968
- Unit Trust Control Act 54 of 1981
- Value Added Tax Act 89 of 1991
- Skills Development Levies Act 9 of 1999
- National Credit Act 34 of 2005
- Participation Bonds Act 55 of 1981
- Pension Funds Act 24 of 1956
- Income Tax Act 58 of 1962
- Protection of Personal Information Act 2013

## 16. PROTECTION OF PERSONAL INFORMATION

We process the personal information of various categories of people for various purposes as set out in our Privacy Notice (accessible at [www.sasfin.com/privacy-and-cookie-notice/](http://www.sasfin.com/privacy-and-cookie-notice/))

## 17. AVAILABILITY OF THE MANUAL

This manual is made available to Requesters in two ways, namely:

- A copy is available for inspection at the Group's operating address, reflected herein. Such inspections are only permitted during office hours.
- The manual is available on the Group's official website [www.sasfin.com/regulations](http://www.sasfin.com/regulations)

**APPENDIX 1**

**PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER**

**FORM 2**

**REQUEST FOR ACCESS TO RECORDS OF THE SASFIN GROUP**

*(Section 53(1)/ Regulation 7 of the Promotion of Access to Information Act, No 2 of 2000)*

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: .....

Fax number: .....

*Mark with an "X"*

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

<b>PERSONAL INFORMATION</b>			
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:	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made ( <i>if applicable</i> ):			
Identity number:			
Postal Address:			
Street Address:			

E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
<b>PARTICULARS OF RECORD REQUESTED</b>			
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.)			
Description of record or relevant part of the record:			
Reference number, if available:			
Any further particulars of record:			
<b>TYPE OF RECORD</b>			
(Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
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			
<b>FORM OF ACCESS</b>			
(Mark the applicable box with an "X")			

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

<b>MANNER OF ACCESS</b> (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body ( <i>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</i> )	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
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> )	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <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:	

<b>FEES</b>
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a)  
*A request fee must be paid before the request will be considered.*

b)  
*You will be notified of the amount of the access fee to be paid.*

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:	

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**

Reference number:	
Request received by: ( <i>state rank, name and surname of information officer</i> )	
Date received:	
Access fees:	
Deposit (if any):	

.....

*Signature of information officer*

**APPENDIX 2**

**FORM 3  
 OUTCOME OF REQUEST AND OF FEES PAYABLE**

[Regulation 8.]

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.

<b>1.</b>	<b>You requested:</b>
	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 ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

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 ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
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>	

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			
• To be provided by requestor	R40.00		
(ii)			

Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
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	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

5.

**Deposit payable (if search exceeds six hours):**

Where the Bank receives a legitimate request for access to information held on a person other than the Requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the Requester.

Yes

No

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

**Note:** In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

These fees are subject to amendment without notice