



PAIA MANUAL

**PREPARED IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

FOR

ZaPOP (PTY) Ltd

Action / Activities / Processes / Procedures	Control Owner
Annual Review	September 2025
Information Officer	Cindy Whitmill
Deputy Information Officer	Charlene Gorrie

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1. RIGHT OF ACCESS TO INFORMATION

1.1 Introduction

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to access to information.

The Promotion of Access to Information Act 2 of 2000 (“the Act”), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise or protection of any of his or her legal rights;
- That requester complies with all the procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2 Availability of the ZaPOP (Pty) Ltd PAIA Manual and entry point for requests

This document serves as the ZaPOP (Pty) Ltd PAIA Manual (“the Manual”) in accordance with the requirements of section 51 of the Act to facilitate access to records held by ZaPOP (Pty) Ltd.

A copy of this Manual is available to any person of the public in a PDF (“Portable Document Format”) version on the website of ZaPOP (Pty) Ltd at www.zapop.com or on request from the Information Officer referred to in this Manual.

ZaPOP (Pty) Ltd endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

In summary the Manual provides information on the:

- Contact details of the Information Officer;
- Structure and functions of ZaPOP (Pty) Ltd;
- Subjects and categories of records that are held by ZaPOP (Pty) Ltd; and
- Procedure that needs to be followed and criteria that must be met by a requester to request access to a record

1.3 Who may request access to information

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

This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

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

1.4 Contact details for ZaPOP (Pty) Ltd Information Officer Sec 51(1) a

The Chief Executive Officer of ZaPOP (Pty) Ltd has delegated his powers to the Deputy Information Officer below in terms of the Act to handle all requests on ZaPOP (Pty) Ltd behalf and ensure that the requirements of the Act are administered in a fair, objective, and unbiased manner.

ZaPOP (Pty) Ltd contact details

Deputy Information Officer:	Charlene Gorrie
Physical Address:	Cnr van Riebeeckshof & Pontac Street, Oude Westhof, Bellville, 7530
Postal Address:	Cnr van Riebeeckshof & Pontac Street, Oude Westhof, Bellville, 7530
Tel:	021 912 5000
E-mail:	popia@zapop.com

1.5 Confidentiality and Access to Information Policy

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

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

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

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

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

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

The South African Human Rights Commission: PAIA Unit

Physical Address:

Forum 3

Braampark Office Park

Braamfontein

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

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

Fax: +27 (0) 11 403 0684

E-mail: info@sahrc.org.za Website: www.sahrc.org.za

Postal Address: Private Bag 2700 Houghton, 2041

2. **ZaPOP (Pty) Ltd STRUCTURE**

2.1 Scope

This Manual has been prepared in respect of ZaPOP (Pty) Ltd, which includes the following subsidiaries. ZaPOP Media (Pty) Ltd, ZaPOP (Pty) Ltd, ZaPrint (Pty) Ltd, Radio Retail (Pty) Ltd, Radio Retail for Spar (Pty) Ltd and Hyphen Creatives (Pty) Ltd

The scope of this Manual will include ZaPOP (Pty) Ltd operations outside South Africa and will serve to provide a reference regarding the records held by ZaPOP (Pty) Ltd at its Registered Office and various operations.

2.2 ZaPOP (Pty) Ltd Profile and Structure

ZaPOP (Pty) Ltd purpose is to deliver our clients messages where it counts, always. The services include strategic Omni Channel solutions and execution thereof in any area and any sector.

3. CLASSES OF RECORDS

3.1 Automatic Disclosure: Sec 51 (1)(b)(ii) Records automatically available to the Public

The following records are automatically available at the registered office of ZaPOP (Pty) Ltd on payment of the prescribed fee for reproduction.

- Documentation and information relating to ZaPOP (Pty) Ltd which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in set out in section 25 of the Companies Act 71 of 2008.
- Product and Promotional Brochures
- News and other Marketing Information

3.2 Legislative requirements: Sec 51 (1)(b)(iii) Records available in accordance with other legislation

Records are kept in accordance with such other legislation as applicable to the ZaPOP (Pty) Ltd, which includes, but is not limited to:

- 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
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Protection of Information Act, No. 84 of 1982
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- Unemployment Insurance Act 63 of 2001

Although ZaPOP (Pty) Ltd has supplied you with a list of applicable legislation to the best of our ability it is possible that the above list may be incomplete.

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

3.3 Records held by ZaPOP (Pty) Ltd Pty Ltd: Sec 51 (1)(b)(iv) Records Subjects and categories

3.3.1 Corporate Affairs and Communications

- Media Releases
- Newsletters and Publications
- Corporate Social Investment
- Public Corporate Records

3.3.2 Corporate Secretariat and Governance

- Applicable Statutory Documents
- Board of Directors and Board Committee Terms of Reference
- Codes of Conduct
- Legal Compliance Records
- Policies and Procedures
- Statutory Returns to Relevant Authorities

3.3.3 Finance and Taxation

- Policies and Procedures
- Accounting Records
- Annual Financial Statements
- Audit Reports
- Capital Expenditure Records
- Investment Records
- Invoices and Statements
- Management Reports
- Purchasing Records
- Sale and Supply Records
- Tax Records and Returns
- Transactional Records

3.3.4 Human Resources

- Education and Training Records
- Employee Benefit Records
- Employment Contracts
- Employee Information
- Policies and Procedures
- Group Life
- Leave Records
- Medical Records
- Study assistance scheme/s
- Tax Returns of employees
- UIF Returns
- Employment Equity Reporting
- WSP / ATR Reporting

3.3.5 Information Technology

- Agreements
- Policies and Procedures

- Internal Systems Support and Programming
- Licenses
- Operating Systems

3.3.6 Intellectual Property

- Agreements relating to intellectual property
- Copyrights

3.3.7 Legal

- Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation
- Material licenses, permits and authorizations

3.3.8 Sales, Marketing and Communication

- Brochures, Newsletters and Advertising Material
- Marketing Brochures
- Marketing Strategies
- Product Brochures
- Policies and Procedures

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

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

ZaPOP (Pty) Ltd processes personal information of data subjects for the following purposes:

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

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

ZaPOP (Pty) Ltd may process the personal information of the following categories of data subjects. This includes current, past and prospective data subjects:

- Customer and employees, representatives, agents, contractors and service providers of such customers;
- Suppliers, service providers to and vendors of ZaPOP and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Directors and officers of ZaPOP;
- Job applicants;
- Visitors to any premises of ZaPOP;

- Complaints, correspondents, and enquiries

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

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

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

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

ZaPOP (Pty) Ltd may supply personal information to the following recipients:

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

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

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

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

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

4.7 Specific policies relating to the protection of personal information

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

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

4.8 The form to be used to request access to personal information of a data subject is Form 2 under annexure A of this manual.

4.9 The details of the Information Regulator

Physical address:

JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal address:

P.O Box 31533
Braamfontein
Johannesburg
2017

Email address:

Complaints email: complaints.IR@justice.gov.za
General enquiries email: infoereg@justice.gov.za.

5. ACCESS PROCEDURES AND REQUESTS

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by ZaPOP (Pty) Ltd.

NB. Requests for access to personal information as contemplated in the Protection for Personal Information Act no. 4 of 2013 is dealt with and prescribed in terms of the company's Data Subject Access Request Policy, which can be obtain from Deputy Information Officer at popia@zapop.com.

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

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

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

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

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

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

Proof of identity is required to authenticate the requesters identify. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.

- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio attached to the form.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

5.2 Submission of prescribed Request for Access to a Record Form

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

5.3 Payment of prescribed Fees

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

- Request fee: An initial fee R37.00 excl vat is payable on submission. This fee is not applicable to personal requesters, referring to any person seeking access to records that contain their personal information.
- Reproduction fee: This fee is payable with respect to all records that are automatically available.
- Access fee: If the request for access is successful an access fee may be required to reimburse ZaPOP (Pty) Ltd for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
- Deposit: A deposit of one third (1/3) of the amount of the applicable access fee, is payable if ZaPOP (Pty) Ltd receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

5.4 Notification

ZaPOP (Pty) Ltd will within thirty (30) days of receipt of the request decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The requester will be notified of the outcome of their access request, and of any applicable fees, by means of the prescribed Form 3 (**Annexure B**) in terms of Regulation 8 of the PAIA Regulations.

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

5.5 Records that cannot be found or do not exist

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

6. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

6.1 Grounds for refusal: Chapter 4

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

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

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

6.2 Appeal

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

7. PRESCRIBED FEES: SEC 92

7.1 Reproduction Fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

- For every photocopy of an A4-size page or part thereof R3.90
- For every printed copy of an A4-size page or part thereof held on a computer or in electronic form R4.80
- For a copy in a computer readable form – Flash Drive: R40.00 (to be provided by requestor)
- For a copy in a computer readable form - Compact disc: R40.00 (if provided by requestor); R60.00 (If provided to the requestor)
- A transcription of an audio record, for an A4-size page or part thereof – R24.00
- Copy of an audio record – Flash Drive: R40.00 (to be provided by requestor)
- Copy of an audio record – Compact disc: R40.00 (if provided by requestor); R60.00 (If provided to the requestor)
- Postage, email or any other electronic transfer: Actual costs.

7.2 Request Fee

A request fee of R50.00 (excluding VAT) is payable upfront where a requester submits a request for access to information on anybody else other than a requestor.

7.3 Access Fees

The applicable fees (excluding VAT) which will be payable are:

- For every photocopy of an A4-size page or part thereof R3.90
- For every printed copy of an A4-size page or part thereof held on a computer or in electronic form R4.80
- For a copy in a computer readable form – Flash Drive: R40.00 (to be provided by requestor)
- For a copy in a computer readable form - Compact disc: R40.00 (if provided by requestor); R60.00 (If provided to the requestor)
- A transcription of an audio record, for an A4-size page or part thereof – R24.00
- Copy of an audio record – Flash Drive: R40.00 (to be provided by requestor)
- Copy of an audio record – Compact disc: R40.00 (if provided by requestor); R60.00 (If provided to the requestor)
- Postage, email or any other electronic transfer: Actual costs

8. ANNEXURE A: REQUEST FOR ACCESS FORM (PAIA) ([InfoRegSA-PAIA-Form02-Reg7.pdf](#))

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

(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.

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 (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			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
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	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
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>	

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	
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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

10. ANNEXURE C: OUTCOME OF REQUEST AND OF FEES PAYABLE (PAIA)(<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>)

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.

TO:

 Reference number:

--

Your request dated

--

, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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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 service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

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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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• 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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐

Yes

☐

No

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

The amount must be paid into the following Bank account:

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

Signed at _____ this _____ day of _____ 20 _____

 Information officer