ACORN AGRI AND FOOD LIMITED

PAIA MANUAL

Prepared in terms of Section 51 of the

Promotion of Access to Information Act 2 of 2000, as amended

(Applicable provisions of the Protection of Personal Information Act 4 of 2013 are included in this PAIA Manual)

Last Revised: 13/11/2025

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1. Interpretation

In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

1.1 An expression which denotes –

1.1.1 any gender includes the other genders;

1.1.2 a natural person includes an artificial or juristic person and *vice versa*;

1.1.3 the singular includes the plural and *vice versa*;

1.2 The following expressions shall bear the meanings assigned to them below, and cognate expressions bear corresponding meanings –

1.2.1 "**Access Fee**" is the fee paid by the Requester to the Company to cover the costs of finding and copying the records the Requester seeks. The fee that can be charged is prescribed by regulation;

1.2.2 this "**Manual**" means this document regarding the promotion of access to and protection of Personal Information together with all of its annexures, as amended from time to time, prepared in terms of section 51 of PAIA;

1.2.3 the "**Company**" means Acorn Agri and Food Limited, duly incorporated under Registration Number 1998/001018/06;

1.2.4 "**Data Subject**" has the meaning ascribed to it in terms of section 1 of the POPIA;

1.2.5 "**PAIA**" means the Promotion of Access to Information Act No. 2 of 2000, as amended from time to time, including the regulations promulgated in terms thereof;

1.2.6 "**Personal Information**" has the meaning ascribed to it as set out in section 1 of the POPIA;

1.2.7 "**POPIA**" means the Protection of Personal Information Act No. 4 of 2013, as amended from time to time, including the regulations promulgated in terms thereof;

1.2.8 "**Information Officer**" means the designated Information Officer/s or head of the body, 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;

1.2.9 "**Requester**" has the meaning ascribed to it as set out in section 1 of the PAIA, which includes a natural or juristic person requesting on behalf of the Data Subject;

1.2.10 "**Special Personal Information**" has the meaning ascribed to it as set out in section 1 of the POPIA;

1.3 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 amended or substituted from time to time;

1.4 If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party, then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this Manual;

1.5 Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this Manual;

1.6 Where any number of days is calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the previous day shall be deemed to be the next succeeding day which is a business day;

1.7 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;

1.8 The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it, and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s;

1.9 Insofar as there is a conflict in the interpretation of or application of this Manual and PAIA or POPIA, the legislation shall prevail;

1.10 This Manual does not purport to be exhaustive of or comprehensively deal with every procedure provided in PAIA or POPIA. A requester is advised to familiarise his/her/itself with the provisions of PAIA and POPIA before lodging any request with the Company.

2. Introduction

The Promotion of Access to Information Act, No 2 of 2000 ("PAIA") was enacted on 3 February 2000 and came into operation on 09 March 2001, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa of access to any information that another person holds and that is required for the exercise or protection of any rights.

This Manual has been prepared in terms of section 51 of PAIA and regulation 4(1)(c) of the Regulations relating to the POPIA for the Company. The intention is to ensure that the Company complies with PAIA and POPIA and also instils the principles of other relevant privacy legislation of South Africa by fostering the culture of transparency and accountability and giving effect to the right to Information.

In addition, the Manual explains how to access, object to, or request correction or deletion of Personal Information held by the Company in terms of sections 23, 24, and 25 of POPIA and its regulations.

3. Contact Details of the Company

Any Requestor is advised to contact the Company's Information Officer should they require any assistance in utilising this Manual and/or requesting documents/Information from the Company.

Company details: Acorn Agri and Food Limited Registration number: 1998/001018/06 Address: Unit B6 The Beachhead, 10 Niblick Way, Somerset West, 7130	
Company CEO: AL Geertsema Physical Address: Unit B6 The Beachhead, 10 Niblick Way, Somerset West, 7130 Postal Address: PO Box 3360, Somerset West, 7129 Tel: +27 (0)21 8522887 Email: andries@acorn.co.za	**Information Officer:** A Steyn Tel: +27 (0)21 8522887 Email: annmarie@acorn.co.za

4. Guidance on PAIA and POPIA

4.1 Purpose

This Manual is intended to foster and proclaim the Company's commitment to fostering a culture of transparency and accountability within the Company as a whole by giving effect to the right to access 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 Personal Information to enable them to exercise and protect their rights more fully. The purpose of this Manual is to facilitate requests for access to records of the Company as provided for in PAIA and to inform Data Subjects on the types of Information the Company collects and processes and how a Data Subject may request access to their Personal Information.

PAIA provides that a person, other than a government department or agency, may only request Personal Information in terms of the Act. Personal Information will, therefore, not be furnished unless a Requester clearly provides sufficient particulars on the request form to enable the Company's Information Officer to identify the Record and the Requester. The Requester should also indicate which form of access is required and if they wish to be informed in any other manner, and state the necessary particulars to be so informed.

4.2 Guidance on how to use PAIA

The Information Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"). The Guide has been designed to be a guiding, user-friendly, and accessible tool for any person who wishes to exercise any right contemplated in PAIA and the POPIA. A copy of this Guide can be obtained from the website of the Information Regulator (https://inforegulator.org.za/).

This Guide will assist people, i.e., Data Subjects, on how to access their Personal Information and in understanding how to challenge the granting of access to their records or how to participate in the process of accessing their records. Data Subjects and Requesters should familiarise themselves with the provisions contained in the Guide.

4.3 Objectives of this Manual

With the above provisions in mind, the Company compiled this Manual to set out the procedure to be followed by Requesters when requesting access to Personal Information from the Company as contemplated in terms of PAIA, as well as to set out the protection that the Company provides to any Personal Information in the Company's possession, in accordance with both PAIA and the POPIA.

Please note: This Manual is not exhaustive nor comprehensively deals with every procedure provided for in POPIA and PAIA. Requesters are advised to familiarise themselves with the provisions of these Acts before making any requests to the Company in terms of these Acts.

4.4 Availability of this Manual

This Manual is published on the Company's website at www.acornagri.co.za alternatively, a copy can be requested from the Company's Information Officer.

This Manual may be amended and updated from time to time, and the final/latest version of the Manual will be publicly available.

4.5 Who may request access to Personal Information

In terms of section 1 of PAIA, a Requester may act on behalf of a Data Subject in requesting a record.

In terms of section 53(2)(d) of PAIA, the Requester, when making an access request, must identify the right the Requester is seeking to exercise or protect and provide an explanation of why the requested Record is required for the exercise or protection of that right.

Requests can be made:

- as a personal request;
- as an agent of a Data Subject; and
- as a third-party seeking information.

All Company clients are allowed to access their own Personal Information without having to go through the formal information request process, provided that the Personal Information is not to be used in any legal action.

5. Classes of records

5.1 Records automatically available to the Public - Section 51 (1) (b) (ii)

No category of notice(s), except as indicated herein below, is automatically available to any person, and as such, no category of records has been published as being automatically available. The Requester must make

any request for records by completing **Form 1** in **Annexure A** hereto. The following Records of the Company are available without a person having to request access by completing **Form 1,** as attached:

- Records of a public nature;
- Non-confidential records, such as product and promotional brochures, newsletters, pamphlets, and other literature intended for public viewing;
- Company Banking details; Information on the Company website
- Statutory records relating to the Company, which are held by the Companies and Intellectual Property Commission("CIPC");
- This Manual.

If the above Records are not available on the Company's website, where a person may download them, they may request a copy telephonically or by sending an email or a letter to the Information Officer.

If a copy is requested, payment of the prescribed fee as set out in this Manual for reproduction is required.

If a person only wants to inspect the Records, it can be arranged with the Information Officer/ Deputy Information Officer at the head office of the Company during normal office hours.

5.2 Records available in accordance with other legislation - Section 51 (1) (b) (iii)

Where applicable to its operation, the Company also retains records and documents in terms of legislation listed below for the relevant periods as provided in the applicable legislation. Please note that the records referred to in the listed legislation below are not exhaustive, and as such, each request for access to a record will be treated uniquely with consideration of applicable legislation, procedure, and policy.

Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement, or otherwise, records that are required to be made available in terms of this legislation shall be made available for inspection by interested parties in terms of the requirements and conditions of the PAIA.

A non-exhaustive list of records kept by the Company in accordance with other legislation:

Topic	Applicable legislation
Revenue/ Income	Value Added Tax Act 89 of 2001
	Income Tax Act 58 of 1962
	Taxation Laws Amendment Acts
General	National Credit Act 34 of 2005
	Promotion of Access to Information Act 2 of 2000
	Protection of Personal Information Act 4 of 2013
	Broad-Based Black Empowerment Act 46 of 2003
	Companies Act 71 of 2008
	Constitution of the Republic of South Africa Act 108 of 1996
	Copyright Act 98 of 1978
	Competition Act 89 of 1998
	Electronic Communications and Transaction Act 25 of 2002
	Consumer Protection Act 68 of 2008
	Financial Intelligence Centre Act 31 of 2001

5.3 Categories of Personal Information Records held by the Company - Section 51 (1) (b) (iv)

The table below contains a non-exhaustive list and description of the subjects on which the Company holds records and the categories of records which may be held regarding such a subject. Some of these records are not automatically available without a request in terms of PAIA. A request made in terms of PAIA for records in any of the categories below may be refused in accordance with any of the grounds of refusal as set out in PAIA.

Subject	Categories of records
Statutory Records	Company incorporation documents
	Memorandum of Incorporation
	Records lodged with the Companies and Intellectual Property Commission
	Minutes of Meetings
	Resolutions
	Company Register
	Share Register
	Share Certificates
	Shareholders' supporting documents
Legal Records	Documentation pertaining to Litigation or Arbitration
	Agreements and Contracts
	Licenses and permits
Insurance Records	Claims
	Insurance Policies
	Correspondence
Marketing and communication	Marketing and Communication Records
	Brochures and annual reports
Information Technology	Business and Data Information
	Domain Name Registrations
	IT Technology Capabilities
Intellectual Property	Trademarks, Trade Names, Designs, and Protected Names

5.4 Categories of Data Subjects and Personal Information records held by the Company - Section 51 (1) (c) (ii)

The table below contains a non-exhaustive list and description of the categories of Data Subjects and of the Information or categories of Information relating to that which the Company holds in accordance with section 51(1)(c)(ii) of PAIA. Personal Information is classified and grouped according to records relating to the following categories of Data Subjects.

Categories of Data Subjects	Description	Personal Information
Personnel Records	"Personnel" refers to any person who works for or provides services to or on behalf of the Company and receives or is entitled to receive remuneration and any person who assists in carrying out or conducting the business of the Company. This includes, without limitation, Company directors (executive and non-	Record of the person's life cycle, e.g., name, surname, identity number/ passport number, address, qualifications, employment history, medical history, financial history, marital status, dependents, nationality, and pregnancy. Social origin, well-being, disability,

Categories of Data Subjects	Description	Personal Information
	executive), all permanent, temporary, and part-time Company employees, as well as contract workers.	culture, language, gender, race, personal opinions, preferences and views, salary, etc.
Customer Related Records	A "customer" refers to any natural or juristic entity that receives products or services from the Company.	Record of a client life cycle, e.g., name, registration number or identity number, trade secrets, financial and criminal history, ownership, governance, risk and compliance management frameworks, structures and Records, statutory records, directors, management and staff's Personal Information, employment status, symbol, email address, physical address, telephone number, location information and/ or online identifier, relevant management Records, organograms, whistleblower reports, minutes of meetings, audit findings and reports, Personal Information impact assessments, policies and procedures, confidential correspondence, etc.
Suppliers and Service Providers (*Natural or juristic persons*)	Providers of services and/or their products to the Company.	Record of supplier or service provider life cycle, e.g., name, products, services, registration number or identity number, trade secrets, financial and criminal history, ownership, governing body, employment status, bank details, symbol, email address, physical address, telephone number, location information, and/or online identifier, etc.

6. Processing of Personal Information

Chapter 3 of POPIA provides the minimum conditions for the lawful processing of Personal Information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA. The Company processes Personal Information in accordance with POPIA. In terms of this Manual, the Company will ensure that all processing conditions of POPIA are complied with at the time of processing of Personal Information. The Company processes the Personal Information of both living and juristic persons.

These conditions apply to all Personal Information, including that relating to Company employees and third parties, as well as Information received from third parties.

The process only applies to Personal Information that exists at the time of the request and does not require the Company to create a record that does not exist.

6.1 Data Subject rights

A Data Subject has the right to:

- request the Company to confirm, free of charge, whether the Company holds Personal Information about such Data Subject;
- request from the Company the Record or a description of the Personal Information about them or it, held by the Company, including Information about the identity of all third parties, or categories of third parties, who have, or have had, access to the Personal Information, at a prescribed fee;

- request the Company to correct or delete Personal Information about them or it in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully;
- request the Company to destroy or delete a record of Personal Information about them, or if the Company is no longer authorised to retain it; or
- object to the processing of their Personal Information.

The Company will take all reasonable steps to confirm a Data Subject's identity before providing details of their Personal Information or making changes to their Personal Information.

If the Company requires a Data Subject to pay a fee for services provided to the Data Subject to enable the Company to respond to a request, the Company -

- will give the Requester a written estimate of the fee before providing the services and may require the Requester to pay a deposit for all or part of the fee.
- may or must refuse to disclose any Personal Information requested on the same grounds for refusal of access to records as set out in this Manual.

6.2 Special Personal Information

We will only process your Special Personal Information, such as religious or philosophical beliefs, political persuasion, health or sex life, in accordance with the provisions of POPIA, for example:

- Where the Data Subject consents to the processing.
- Where it may be necessary for Us to establish, exercise, or defend a right or obligation in law.
- If it is necessary to comply with international public law.
- Processing is for historical, statistical, or research purposes in the public interest.
- Where the Data Subject made the Special Personal Information public.

The Company will generally treat Information relating to its employees' health or sex life as confidential unless it is required by law or in connection with its duties to communicate the Information to other parties who are authorised to process such Information in accordance with Section 32(1) of the POPIA.

Special Personal Information and Personal Information relating to Company employees will be processed in accordance with the rules established in compliance with labour legislation.

6.3 Personal Information of Children

The Company does not, as part of the general nature of the business it conducts, process Personal Information relating to children. The Company will only process the Personal Information of its employees' children for purposes of the employees' employment benefits.

If, upon request by the Company, the Information Regulator grants authorisation, the Company will comply with the conditions imposed on it with regard to how it will, upon request of a competent person, provide a reasonable means for that person to -

- review the Personal Information processed; and
- refuse to permit its further processing.

6.4 Guidance on Completion and Submission of Prescribed Access Forms

There are prescribed fees (payable in advance) for requesting and accessing Information in terms of the Act. Details of these fees are contained herein below.

To request a record in terms of PAIA, the Requestor must complete the prescribed Form in **Annexure A.** This request must be sent to the Information Officer at the addresses provided herein.

For requests to access, object to, correct, or delete the processing of Personal Information, the request must be made in writing on the applicable prescribed **Form 1** (access) or **Form 3** (objection), or **Form 4** (correction or deletion), which are attached to this Manual and contained in Annexure A.

To facilitate the processing of your request, kindly:

- Use the prescribed Form and its annexures as contained in **Annexure A** below and complete in full,
- Provide sufficient detail to enable the Information Officer to identify the Record (s) requested and the Requestor,
- Indicate which Form of access is required,
- Identify the right that the Requester is seeking to exercise or protect and explain why the requested Record is required to exercise or protect that right.
- If the request is made on behalf of another person, the Requestor must submit proof of the capacity in which the Requestor is requesting the reasonable satisfaction of the Information Officer.

If applicable, the completed Form and its annexures must be submitted via courier or email and addressed to the Information Officer.

6.5 Applicable time periods

PAIA provides specific grounds upon which a request for access to Personal Information must be refused. On this basis, the Information Officer will decide whether or not to grant a request for access to the Personal Information.

The Company will inform the Requester within 30 (thirty) days, after a request has been received or after the particulars required in terms of paragraph 6.4 above have been received, of its decision whether or not to grant the request, including adequate reasons for the refusal per **Annexure A Form 2**. The 30 (thirty)-day period may be extended by a further period of not more than 30 (thirty) days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the Company or the records are not located at the office of the Company, or consultations with another private body is required.

6.6 Disclosure of Personal Information to third parties

We may disclose your Personal Information to third parties, such as our employees, associates, and service providers (i.e., Operators), for legitimate business purposes, in accordance with applicable law and subject to the applicable professional and regulatory requirements regarding confidentiality.

Should the Company disclose your Personal Information to third parties, the latter will be obliged to use that Personal Information for the reasons and purposes the Personal Information was disclosed.

6.7 Trans-border/Cross-border Flows of Personal Information

We may transfer and store your Personal Information to recipients and servers outside the Republic of South Africa. However, the Company complies with the conditions for the transborder flow of Personal Information as provided by section 72 of POPIA.

6.8 Security

The Company takes reasonable, appropriate and adequate technical and organisational measures to ensure that your Personal Information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or unauthorised access. We contractually mandate any third parties to which your Personal Information is transferred to keep your Personal Information secure in accordance with the provisions of POPIA.

The Company regularly reviews our security controls and related processes to ensure your Personal Information is secure. However, where there are reasonable grounds to believe that your Personal Information has been accessed or acquired by any unauthorised person, we will notify the Information Regulator and you, unless the Information Regulator or a public body responsible for the detection, prevention, or investigation of offences informs us that notifying you will impede a criminal investigation.

7. Refusal of Access to Records

7.1 Grounds for refusal

In terms of sections 62 to 69 of PAIA, the Information Officer may refuse access to a record if:

- the disclosure would be an unreasonable disclosure of Personal Information about a third party, including a deceased individual;
- the request for access will be refused if the Record contains trade secrets, financial, commercial, scientific, or technical Information of the body or a third party that is likely to harm or prejudice the Company or third party;
- information supplied in confidence by a third party;
- if disclosure would constitute an action for breach of the duty of confidence owed to a third party in terms of an agreement;
- if disclosure would constitute a violation of any law or statute, such as the Copyright Act, 1978;
- disclosure could reasonably be expected to endanger the life, physical safety, or property of the individual;
- it is for the protection of records which would be regarded as privileged in any legal proceedings unless the person so entitled to privilege waives the privilege;
- the disclosure of research information of the Company or a third party on behalf of the Company would expose the third party, the Company, the researcher, or the subject matter of the research to serious disadvantage; and

- the Information Officer is of the opinion that processing requests will be unreasonably time-consuming and lead to a waste of resources. In addition, the Information Officer may refuse access to a record if the request is seen to be made by a Requester to annoy or provoke unnecessarily.

The Company may withhold a record until the Requester has paid the applicable fee (if any).

7.2 Remedies available when the Company refuses a request

7.2.1 Internal remedies

The Company has no internal appeal procedures that may be followed after a request to access Information has been refused. As such, the decision made by the Information Officer, as approved by the CEO, is final.

Requestors will have to exercise such external remedies at their disposal if the request for Personal Information is refused and the Requestor is not satisfied with the answer supplied by the Information Officer.

7.2.2 External remedies

Subject to the provisions of PAIA, a Requester that is dissatisfied with a decision regarding a request for Personal Information, may, within 180 (one hundred and eighty) days of notification of the decision, submit a complaint, alleging that the decision was not in compliance with the PAIA, to the Information Regulator in the prescribed manner and Form for appropriate relief or apply to a Court having competent jurisdiction.

The above provisions apply to a third party dissatisfied with the Information Officers' decision.

A complaint form [Regulation 10] can be found on the website of the Information Regulator https://inforegulator.org.za/.

7.3 Payment of Prescribed Fees

Subsequent to a complete and valid request being made, the Information Officer shall, by notice, inform the Requester whether their request has been granted or refused and pay the prescribed request fee (if any) before further processing the request.

PAIA provides for two types of fees, namely:

- A Request Fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
- An Access Fee, payable when access is granted, must be calculated by taking into account reproduction costs, search and preparation time and cost, and postal costs.

Prescribed Fees, as published under PAIA Regulations, can be found in **Annexure B** of this Manual.

If the search for a record of the Company in respect of which an access request has been made and the preparation of the Record for disclosure, including any arrangements to provide it in the required Form would, in the opinion of the Information Officer, require more than six hours, the Information Officer/ Deputy Information Officer shall notify the Requester to pay a deposit as set out in Annexure B ("Notice").

This Notice will state-

- the amount of the deposit payable, if applicable;
- that the Requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the Request Fee, or the tender or payment of a deposit, as the case may be; and
- the procedure (including the period) for lodging the complaint to the Information Regulator or the application.

If a deposit has been paid regarding a refused access request, the Information Officer/ Deputy Information Officer will repay the deposit to the Requester.

The Information Officer/ Deputy Information Officer shall withhold a record until the Requester has paid the required fees.

A Requester whose request for access to a record of the Company has been granted must pay an Access Fee for reproduction and search and preparation, respectively, for any time reasonably required in excess of six hours to search for and prepare (including making any arrangements to provide it in the requested Form) the Record for disclosure.

The actual postage is payable when a copy of a record must be posted to a Requester.

8. Records that cannot be found or do not exist

If all reasonable steps have been taken to find a record requested and there are reasonable grounds for believing that the Record is in the Company's possession but cannot be found or it does not exist, the managing executive of the Company shall, by way of affidavit or affirmation, notify the Requester that it is not possible to give access to that Record. (This will be regarded as a decision to refuse a request for access to the Record concerned.)

This affidavit or affirmation will give a full account of all steps taken to find the Record in question or to determine whether the Record exists, including all communications with every person who conducted the search on behalf of the Company.

If, after notice is given, the Record in question is found, the Information Officer/ Deputy Information Officer will provide access to the Requester concerned to the Record unless access is refused on a ground for refusal contemplated in this Manual.

9. Revision history

Approved date	Revision no	Description of change
12/03/2020	1	Initial creation
26/04/2022	2	Annual review
03/08/2023	3	Annual review – update in light of AAF 2.0

13/11/2023	4	Update address and CEO

Annexure A

Form 1

REQUEST FOR ACCESS TO RECORD
(Regulation 7)

NOTE:

1. *Proof of identity must be attached by the Requester.*

2. *If requests are made on behalf of another person, proof of such authorisation must be attached to this Form.*

TO: The Information Officer

_____

_____
(Address)

Email address: _____

Fax number: _____

Mark with an **"X"**

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

PERSONAL INFORMATION[1]				
Full Name and surname				
Identity Number/ Passport Number				
Capacity in which the request is made *(when made on behalf of another person)*[2]				
Postal Address[3]				
Street Address				
Email Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full name and surname of person on whose behalf the request is made *(if applicable):*[4]				
Identity Number/ Passport Number				
Postal Address				
Street Address				
Email Address				

[1] The particulars of the person who requests access to the record must be recorded.
[2] Proof of the capacity in which the request is made (Letter of Authorisation), if applicable, must be attached.
[3] Furnish an address in the Republic to which information must be sent.
[4] This section must be completed only if a request for information is made on behalf of another person

Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			

PARTICULARS OF RECORDS REQUESTED *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:	

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 (Mark the applicable box with an **"X")**	
Printed copy of Record *(including copies of any virtual images, transcriptions and Information held on a 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 a soundtrack (written or printed document)	
Copy of Record on a flash drive *(including virtual images and soundtracks)*	
Copy of Record on compact disc drive *(including virtual images and soundtracks)*	
Copy of Record saved on a cloud storage server	
MANNER OF ACCESS (Mark the applicable box with an **"X"**)	
Personal inspection of the Record at the registered address of the private body *(including listening to recorded words, Information which can be reproduced in sound, or Information held on a computer or in an electronic or machine-readable form)*	
Postal services to a postal address	
Postal services to a street address	
Courier service to a street address	
Facsimile of Information in written or printed format (including transcriptions)	

Email of Information (including soundtracks if possible)	
Cloud share/file transfer	

Preferred language Note that if the Record is not available in the language you prefer, access may be granted in the language in which the Record is available

PARTICULARS OF THE RIGHT TO BE EXERCISED OR PROTECTED 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.	
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 _____on this _____ day of _____ 20 ____

_____
Signature of requester/ person on whose behalf the request is made.

FOR OFFICIAL USE

Reference number:	
Request received by: ***(Rank, Name and Surname of IO/ DIO)***	
Date received:	
Access fees:	
Deposit (if any)	

_____
Signature of Information Officer/ Deputy Information Officer

Form 2

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.

1. You requested:

Personal inspection of Information at the registered address of a 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 as prescribed.	

OR

2. You requested:

Printed copies of the Information (including copies of any virtual images, transcripts 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	
Copy of Information on compact disc drive	
Copy of Record saved on cloud storage server	

3. Requested Personal Information to be provided via:

Postal service to the postal address	
Postal service to street address	
Courier service to street address	
Email	
Cloud share/file transfer	

Please note that if the Record is not available in the language you prefer, access may be granted in the language in which the Record is available.

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

_____

_____

_____

_____

4. Fees payable with regard to your request:

Please note the fees below are in addition to the initial request fee and the search and preparation fee (if applicable).

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 Requester) (ii) Compact disc - If provided by Requester - If provided to the Requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.		
Copy of visual images			
Transcription of an audio record per A4-size page	R24.00		
A copy of an audio record on: (i) Flash drive (to be provided by Requester) (ii) Compact disc - If provided by Requester - If provided to the Requestor	 R40.00 R40.00 R60.00		
Postage, email or any other electronic transfer	Actual costs		

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 before the requested Personal Information will be provided:

Name of Bank	
Name of account holder	
Type of account	
Account number	
Branch code	
Reference number	

Submit proof of payment to	

Signed at _____on this _____ day of _____ 20 ____

_____

Information Officer / Deputy Information Officer

Form 3

OBJECTION TO PROCESSING OF PERSONAL INFORMATION

Please submit the completed Form to the Information Officer/ Deputy Information Office @ _____	
Details of Data Subject	
Name and Surname	
Identity Number	
Residential Address	
Contact Number	
Email Address	
Details of the Responsible Party	
Registered name of the responsible party:	
Residential, postal or business address:	
Contact number(s):	
Email address:	

Reasons for objection to processing in terms of Section 11(1)(d) to (f) of POPIA *(Please provide detailed reasons for the objection)*

Signature of Data Subject	
Signed on	
Signature	

Please Note:

1. The Information Officer/ Deputy Information Officer may require you to provide an affidavit or other documentary evidence as applicable in support of the objection prior to processing your request.
2. If the space provided for in this Form is inadequate, submit Information as an annexure to this Form and sign each page.
3. The person signing this in a representative capacity warrants their authority to do so.

Form 4

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

Please Note:

1. The Information Officer/ Deputy Information Officer may require you to provide an affidavit or other documentary evidence as applicable in support of the objection prior to processing your request.

2. If the space provided for in this Form is inadequate, submit Information as an annexure to this Form and sign each page.

3. The person signing this in a representative capacity warrants their authority to do so.

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 i.e., the Company
	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 personal Information

Please submit the completed Form to the Information Officer/ Deputy Information Officer @ _____	
Details of Data Subject	
Name and Surname	
Identity Number	
Residential Address	
Contact Number	
Email Address	
Details of the Responsible Party	
Registered name of the responsible party:	
Residential, postal or business address:	
Contact number(s):	
Email address:	
Information to be Corrected/ Deleted/ Destroyed	
Please provide detailed reasons for the request for correction, deletion or destruction of the Personal Information.	

Signed at _____ on this _____ day of _____ 20__.

_____

Signature of the Data Subject or duly authorised representative

Annexure B

PRESCRIBED FEES

Item	**Description**	**Amount**
1.	The Request Fee payable by every Requester	R140.00
2.	Photocopy/ printed black & white copy of A4-size page *(This applies to Records as well as a copy of this Manual)*	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by Requester) (ii) Compact disc - If provided by Requester - If provided to the Requestor	 R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.
6.	Copy of visual images	
7.	Transcription of an audio Record per A4-size page	R24.00
8.	A copy of an audio Record on: (i) Flash drive (to be provided by Requester) (ii) Compact disc - If provided by Requester - If provided to the Requestor	 R40.00 R40.00 R60.00
9.	To search for and prepare the Record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If the search exceeds 6 hours	One third of the amount per request is calculated in terms of items 2 to 8
11.	Postage, email, or any other electronic transfer	Actual expense, if any.