



Scosha Developments (Pty) Ltd. t/a Get Off Grid
(Registration No. 2013 / 032520 / 07)

PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

This Manual is prepared in terms of Section 5 of the Promotion of Access to Information Act No 2 of 2000 ("PAIA") as amended by the Protection of Personal Information Act, No 4 of 2013 ("POPIA")

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MANUAL STATEMENT

- This manual forms part of the manual owner’s internal business processes and procedures.
- Any reference to the “organisation” shall be interpreted to include the “manual owner”.
- The organisation’s governing body, its employees, contractors, suppliers and any other persons acting on behalf of the organisation are required to familiarise themselves with the manual’s requirements and undertake to comply with the stated processes and procedures.
- Risk owners and control owners are responsible for overseeing and maintaining control procedures and activities.

MANUAL ADOPTION

By signing this document, I authorise the manual owner’s approval and adoption of the processes and procedures outlined herein.

Name and Surname	Mr Scott Andrew
Capacity	Chief Executive Officer (CEO)
Signature	
Date	15 January 2024

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1. AN INTRODUCTION TO PAIA

- 1.1 The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001.
- 1.2 PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights.
- 1.3 PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.
- 1.4 Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such bodies and stipulates the minimum requirements that the manual must comply with.
- 1.5 Where a person is desirous of obtaining information from a private body, in terms of PAIA such request must be made in the format as prescribed and described under the private body's PAIA Manual, and following receipt of the request, such private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable.

2. OUR PAIA MANUAL

- 2.1 This Manual constitutes Get off Grid's PAIA manual.
- 2.2 This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information.

- 2.3 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct, and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 2.4 This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.
- 2.5 We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA request must comply.
- 2.6 For purposes of this Manual, we refer to ourselves as “Get off Grid”, “we”, “us” or “our”.

3. COMPANY OVERVIEW

- 3.1 We pride ourselves on being one of South Africa’s leading / fastest growing importers and distributors of renewable energy products and as an installer focused company, in partnering with our installer customers to meet the growing demand for off-grid solutions in the marketplace.
- 3.2 Founded in 2013, the company has grown from strength to strength, building a stellar reputation with both our suppliers and customers. We have provided distribution services to solar installation businesses throughout the country and have come to represent several global renewable energy brands.
- 3.3 Get off Grid is now the largest Victron Energy distributor in Africa, and one of the largest in the World. We have also grown to become one of the largest solar equipment distributors in Gauteng. Our mission, as the demand for self-sufficient power sources in Africa grows, is to provide economically sustainable power solutions to all of our customers.

- 3.4 We do this by providing a comprehensive service to our customers, from sourcing the best quality products at the most competitive prices, to providing advice and technical support for installation and trouble shooting. We choose suppliers and manufacturers with reliable, well supported product lines and substantial warranties, such as Victron, Sunsynk and BSLBATT, in order to ensure that our clients receive the best quality products and service possible.
- 3.5 We prioritise interfacing with industry professionals to develop and maintain a lasting network in the South African and global solar industry. We also prioritise support, problem solving, and training with our customers and suppliers.
- 3.6 If you would like to find out more about us, you may do so by accessing our website at: www.getoffgrid.co.za .

4. BRANCHES AND DIVISIONS

We currently operate from two branches:

- Get off Grid Johannesburg (Head Office)
- Get off Grid Centurion

The Company is also in the process of expanding its footprint and expects to open additional branches in the near future.

5. OUR BOARD OF DIRECTORS

Our directors are:

- Scott Andrew (Chief Executive Officer)

The Management Committee may change from time to time.

6. OUR CONTACT DETAILS

Our general contact details are as follows:

- Postal Address: P.O. Box 78, RandPark Ridge, Randburg, 2156.
- Street Address: Northlands Business Park, 187 Olympic Duel Avenue, Hoogland, Johannesburg, 2169.
- Telephone contact number: (011) 791-2348

7. DETAILS OF OUR INFORMATION OFFICER

The details of our Information Officer are as follows:

Information Officer:

Name: Mr Wesley Wood

Address: Northlands Business Park, 187 Olympic Duel Ave, Hoogland, Johannesburg, 2169.

Telephone number: (011) 791 2348 / 067 343 3012

Email: wesley@getoffgrid.co.za

8. INFORMATION THAT MAY BE AVAILABLE THROUGH A PAIA REQUEST

- 8.1 Get off Grid is subject to many laws and regulations, some of which require us to keep certain records. Get off Grid maintains Records in the categories and on the subject matters listed below.
- 8.2 Recording a subject matter or category does not, however, imply that a Request for Access to such Record(s) will be granted. All Requests for Access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.
- 8.3 Further, please note that many of the Records held by Get off Grid are those of third parties, such as customers and employees, and we take the protection of third-party confidential information seriously. Requests for Access to these Records will be carefully considered.

Statutory Company Information:

- Incorporation documents
- Memorandum of Incorporation
- Minutes books, Resolutions
- Registers of directors and offices
- Statutory records and returns to relevant authorities
- Records relating to the appointment of directors, auditors, officer bearers.

Financial and Accounting Records:

- Annual Financial Statements
- Accounting Records (inclusive of books of account and asset registers)
- Administrative Records
- Banking Records
- Rental Agreements
- Invoices and Credit Notes
- Lease and Sale Agreements
- Internal and external Audit Reports

Tax Records:

- Custom and Excise Records
- Income Tax Returns and documentation
- PAYE Records
- Regional Services Council Records
- Skills Development Levies Records
- Stamp Duties Records
- UIF and Workmen's Compensation Records
- Value Added Tax Records

Employee Records:

- CCMA Records
- Company Code of Conduct
- Company Tax Submissions in respect of Employees
- Confidentiality (NDA) Agreements
- Disciplinary Code and Grievance Procedure
- Disciplinary Records and Internal Evaluations
- Employee Personal and Performance Records
- Employment Contracts
- Employment Equity Plan
- Internal Correspondence, Records, Policies and Procedures
- Leave Records
- Training Schedules and Material

Legal Records:

- Documentation pertaining to litigation or arbitration
- General agreements and contracts
- Licenses, permits and authorisations

Insurance Records:

- Claims Records
- Details of Coverage, Limits, and Insurers
- Insurance Policies

Customer Records and Credit Services:

- Customer Records and Contracts
- Credit Application Forms
- Debtor Records
- Sales Records

- Terms and Conditions of Sale
- Transaction Records
- Supplier / Third Party Records
- Distribution Agreements
- Supplier Contracts
- Terms and Conditions for dealing with Suppliers
- Transaction Records and supporting information

9. LIST OF APPLICABLE LEGISLATION

9.1 Where applicable to the business conducted by Get off Grid, we retain Records which are required in terms of legislation other than PAIA.

9.2 Certain legislation provides that private bodies shall allow certain persons access to specified Records upon request. The legislation may be consulted to establish whether the Requester has a right of access to a Record, other than in terms of the procedure set out in PAIA.

9.3 The following legislation is included, but this is not an exhaustive list:

- Basic Conditions of Employment Act (BCEA)
- Consumer Protection Act (CPA)
- Companies Act
- Electronic Communications and Transactions Act (ECTA)
- Employment Equity Act (EEA)
- Financial Intelligence Centre Act (FICA)
- Income Tax Act
- Labour Relations Act (LRA)
- Occupational Health and Safety Act (OHSA)
- Promotion of Access to Information Act (PAIA)
- Protection of Personal Information Act (POPIA)
- Trademarks Act
- Value Added Tax (VAT) Act

9.4 If you believe that a right of access to a Record exists in terms of legislation other than that listed above, you are required to indicate what legislative right the Request for Access is based on, to allow the Information Officer the opportunity of considering the Request for Access in the light thereof.

10. INFORMATION RELATED TO POPIA

Introduction:

10.1 The Protection of Personal Information Act, 4 of 2013 (POPIA), regulates and controls the Processing, including the collection, use, and transfer of personal information relating to indefinable, living, natural persons and juristic persons.

10.2 Personal information as defined in terms of POPIA includes, but is not limited to, information as follows: name, address, contact details, date of birth, place of birth, identity number, colour, ethnic or social origin, religion, identifying number, passport number, bank details, tax number, financial information, biometric information, personal opinions or views of a person, criminal history, membership of trade union, images by way of CCTV.

10.3 In terms of POPIA, a person (Responsible Party) has a legal duty to collect, use, transfer and destroy (process) another's (Data Subject's) personal information (Personal Information) in a lawful, legitimate, and responsible manner and in accordance with the provisions and the Processing conditions set out under POPIA.

How to request your Personal Information under POPIA:

10.4 Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined below.

10.5 If we provide you with your personal information, you have the right to request the correction, deletion, or destruction ("rectification") of your personal information, on the prescribed form. You may also object to the Processing of your personal information on the prescribed form.

10.6 The prescribed forms are attached to this Manual for your convenience.

Purpose of Processing Personal Information:

10.7 POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe upon the Data Subject's privacy.

10.8 The type of personal information that we process will depend on the purpose for which it is collected. We will disclose the reason the personal information is being collected and will process the personal information for that purpose only.

Description of categories of Data Subjects and Personal Information processed:

10.9 We hold information and Records relating to the following broad categories of data subjects or persons. This information may include the following types of information. This list is not, however, exhaustive.

Clients - Natural persons: name(s); contact details; physical and postal addresses; ID number; date of birth, gender; confidential correspondence.

Clients – Juristic persons / entities: name(s) of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; authorised signatories; confidential correspondence.

Contracted Service Providers and Suppliers: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; tax related information; authorised signatories; confidential correspondence.

Intermediary / Advisor: Names of contact persons; name of legal entity; physical and postal address and contact details; registration number; tax related information; authorised signatories.

Potential Personnel / Temporary Staff / Directors / Shareholders / Employees / Employees' family members: name; ID number; age; gender; marital status; pregnancy; race; language; educational information; financial information; employment history; next of kin; physical and postal address; contact details; criminal behaviour and/or criminal records; medical information.

Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

Categories of recipients for purposes of processing personal information:

10.10 We may supply personal Information to these potential recipients:

- Advertisers;
- Management;
- Business partners;
- Customers and clients;
- Employees and temporary employees;
- Contractors, vendors, suppliers, and third-party service providers;
- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information;
- enforcement agencies or public bodies whom we may engage with to discharge legal and public duties and obligations including SARS, the Department of Labour and the financial sector conduct authorities;
- Courts, administrative or judicial forums, arbitration bodies, statutory commissions, or an ombudsman making a request for personal information or discovery in terms of the applicable rules;
- Anyone making a successful Request for Access in terms of PAIA or POPIA
- Subject to the provisions of POPIA and other relevant legislation, Get off Grid may also share information about a customer's creditworthiness with any credit bureau.

10.11 We may from time to time have to disclose personal information to other parties as set out above, including trading partners, agents, auditors, organs of state, regulatory bodies and/or national, provincial, or local government officials, or overseas trading partners or agents, but

any such disclosure will always be subject to an agreement which will be concluded as between ourselves and the party to whom we are disclosing the personal information to, which contractually obliges the recipient of the personal information to comply with strict confidentiality and data security conditions. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

Cross border flows of personal information:

10.12 Get off Grid may from time to time have to disclose a Data Subject's personal information to other parties, including organs of state, other departments or subsidiaries, product or third party service providers, regulators and or governmental officials, overseas service providers and or agents, but such disclosure will always be subject to an agreement which will be concluded as between the company and the party to whom it is disclosing the Data Subject's personal information to, which contractually obliges the recipient of this personal information to comply with strict confidentiality and data security conditions. Where personal information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject's personal information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the personal information is bound contractually to a no lesser set of obligations than those imposed by POPIA.

Security Measures:

10.13 Get off Grid will ensure that the Data Subject's personal information is securely stored electronically, which for operational reasons, will be accessible to certain categories of authorised persons within the company on a need to know and business basis, save that where appropriate, some of the Data Subject's personal information may be retained in hard copy and stored securely. Considering the nature, scope, context, and purpose of Processing, Get off Grid shall ensure that appropriate organizational and technical measures are implemented to safeguard the confidentiality, integrity, and security of personal information against unlawful access and against accidental loss, destruction or damage as prescribed by POPIA.

10.14 The security measures implemented to secure against unauthorized processing or access may include (but are not necessarily limited to):-

- ✓ Firewalls, authentication software, intrusion detection systems, unique user profiles, encryption;
- ✓ Anti - Virus software and update protocols;
- ✓ Physical access control, alarm systems, biometric access barriers, video monitoring;
- ✓ Secure setup of hardware and software making up our information technology infrastructure; and
- ✓ Outsourced service providers who are contracted to implement security controls.

11. REQUEST PROCEDURE

Completion of the prescribed form:

- 11.1 Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form attached hereto marked **Appendix A: Request for access to record of private body** in terms of Section 53(1) of PAIA [Regulation 10].
- 11.2 A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

Payment of the prescribed fees

- 11.3 A Fee may be payable, depending on the type of information requested, as described under **Appendix B: Fees in respect of private bodies**.
- 11.4 There are two categories of fees which are payable:
- ✓ The request fee: R50
 - ✓ The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.
- 11.5 Section 54 of PAIA entitles Get off Grid to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

- 11.6 Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.
- 11.7 POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Get off Grid must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee
- 11.8 Notwithstanding the above, POPIA provides that a data subject may, upon proof of identity, request that Get off Grid confirm, free of charge, all the information it holds about the data subject themselves, and may request access to such information, including information about the identity of third parties who have or have had access to such information.

12. OBJECTION

- 12.1 POPIA provides that a data subject may object, at any time, to the processing of personal Information by Get off Grid, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing.
- 12.2 The data subject must complete the prescribed form attached hereto as **Appendix C: Objection to the processing of personal information** in terms of section 11(3) of POPIA [Regulation 2] and submit it to the Information Officer at the postal or physical address, or electronic mail address set out above.

13. CORRECTION

- 13.1 A data subject may also submit a request to Get off Grid to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or to destroy or delete a record of personal information about the data subject that Get off Grid is no longer authorised to retain records of in terms of POPIA's retention and restriction of records provisions.

13.2 A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, or electronic mail address set out above on the form attached hereto as Appendix D: Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of POPIA [Regulation 3]

16. PROOF OF IDENTITY

Proof of identity is required to authenticate your identity and the request. You will, in addition to the prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document, alternatively another legal form of identity.

17. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

18. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

18.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:

- i the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- ii the protection of the commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- iii in instances where disclosure would result in the breach of a duty of confidence owed to a third party;
- iv where disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;

- v if the record was produced during legal proceedings, unless that legal privilege has been waived;
- vi if the record contains trade secrets, financial or sensitive information or any information that would put Get off Grid at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- vii if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Get off Grid.

18.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal:

- (i) a substantial contravention of, or failure to comply with the law; or
- (ii) there is an imminent and serious public safety or environmental risk; and
- (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

18.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

19. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

19.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

19.2 In the event that a requester is denied access to a particular record, there is an appeal procedure that may be followed after a request to access information has been refused, which will be described in the correspondence addressed to you by the Information Officer.

19.3 In the event that you are not satisfied with the outcome of the appeal, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

19.4 Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

20. APPENDICES

Appendix A: Request for Access to Record (Form 2)

Appendix B: PAIA – Outcome of request and of fees payable (Form 3)

Appendix C: Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act No. 4 of 2013 and the Regulations relating to the Protection of Personal Information, 2017 [Regulation 2(1)] – POPIA Form 1

Appendix D: Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information in term of Section 24(1) of the Protection of Personal Information Act No. 4 of 2013 and the Regulations relating to the Protection of Personal Information, 2017 [Regulation 3(2)] – POPIA Form 2

Appendix A
Request for Access to
Record (*Form 2*)

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	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		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

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

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

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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:	

FEEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 B

PAIA – Outcome of request and of fees payable

(Form 3)

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.

1. You requested:

Personal inspection of information 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>) 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 (<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 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	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

Appendix C

Objection to the Processing of Personal Information

in terms of Section 11(3) of the Protection of Personal Information Act No. 4 of 2013 and the Regulations relating to the Protection of Personal Information, 2017 [Regulation 2(1)]

(POPIA Form 1)

FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION, 2017**
[Regulation 2(1)]

Note:

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

Reference Number....

A		DETAILS OF DATA SUBJECT	
Name and surname of data subject:			
Residential, postal or business address:			
	Code ()		
Contact number(s):			
Fax number:			
E-mail address:			
B		DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural):			
Residential, postal or business address:			
	Code ()		
Contact number(s):			
Fax number:			
E-mail address:			

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject (applicant)

Appendix D

**Request for Correction or Deletion of Personal Information or Destroying or Deletion of
Record of Personal Information**

in term of Section 24(1) of the Protection of Personal Information Act No. 4 of 2013 and the
Regulations relating to the Protection of Personal Information, 2017 [Regulation 3(2)]

(POPIA Form 2)

FORM 2

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

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

Note:

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

Reference Number....

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

* *Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject