



# PAIA POLICY

LOW AND ASSOCIATES (PTY) LTD



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## 1. DEFINITIONS

- 1.1 "**Information Officer**" shall mean Benjamin Edward Low as appointed in terms of PAIA and POPIA.
- 1.2 "**LOW AND ASSOCIATES**" shall mean Low and Associates (Pty) Ltd, a registered and authorized financial services provider FSP NO: 54472.
- 1.3 "**PAIA**" shall mean the Promotion of Access to Information Act 2 of 2000, as amended.
- 1.4 "**POPIA**" Protection of Personal Information Act 4 of 2013, as amended.
- 1.5 "**Requester**" the person or entity submitting a request in terms of PAIA to LOW AND ASSOCIATES for access to records held by LOW AND ASSOCIATES.

## 2. INTRODUCTION

- 2.1 LOW AND ASSOCIATES is a Category I Financial Services Provider offering long-term and short-term insurance, as well as investment solutions, to consumers across South Africa. This Manual has been prepared and published in terms of POPIA and PAIA. It sets out the process for accessing information held by LOW AND ASSOCIATES in its capacity as a private body defined under these laws.
- 2.2 In terms of PAIA, any person may request to access records held by LOW AND ASSOCIATES if such records are required for the exercise or protection of their rights. Where a request is made by a public body, it must be demonstrated that the request is made in the public interest. This manual will be available on request at [ben@lowfs.co.za](mailto:ben@lowfs.co.za) or at [www.lowandassociatesfs.co.za](http://www.lowandassociatesfs.co.za) .

## 3. PURPOSE OF THE MANUAL

This PAIA Manual is useful for the public to-

- 3.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request.
- 3.2 have sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject.
- 3.3 know the description of the records of the body which are available in accordance with any other legislation.
- 3.4 access all the relevant contact details of the Information Officer and Deputy

Information Officer who will assist the public with the records they intend to access.

- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 3.6 know if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto.
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied.
- 3.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### **4. CONTACT DETAILS AND INFORMATION**

##### **4.1 Chief Information Officer**

Name: BENJAMIN EDWARD LOW

Tel: 076 381 6085

Email: [ben@lowfs.co.za](mailto:ben@lowfs.co.za)

##### **4.2 Access to information general contacts**

Email: [ben@lowfs.co.za](mailto:ben@lowfs.co.za)

##### **4.3 National or Head Office**

16 2<sup>nd</sup> Street, Linden, Johannesburg

Telephone: 076 381 6085

Email: [ben@lowfs.co.za](mailto:ben@lowfs.co.za)

Website: [lowandassociatesfs.co.za](http://lowandassociatesfs.co.za)

#### **5. THE PAIA GUIDE AVAILABLE AT**

- 5.1 In terms of Section 10 of PAIA, a guide to PAIA has been published on how to access information in terms of PAIA. These guides can be accessed in your language at the following link: <https://inforegulator.org.za/paia-guidelines/> .

- 5.2 See attached form “**request access to the guide**”.
- 5.3 Contact the information regulator about any queries regarding the Guide, PAIA or POPIA:

**Their details:**

Telephone number: (010) 023 5200  
Complaints email: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)  
General enquiries: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)  
Website: [www.justice.gov.za/infoeg](http://www.justice.gov.za/infoeg)  
Postal address: P.O. Box 3153, Braamfontein, Johannesburg, 2017  
Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

## **6. DESCRIPTION OF RECORDS OF LOW AND ASSOCIATES AVAILABLE WITHOUT REQUEST FOR ACCESS**

In terms of section 51 (1) (c) of PAIA certain records are made automatically available on the LOW AND ASSOCIATES website. These records are freely accessible to the public and may be viewed, downloaded and copied for personal use. All materials remain subject to intellectual property rights. However, because it is freely available it is not necessary to submit a formal request to access them.

## **7. DESCRIPTION OF RECORDS WHICH ARE AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

These include, but are not limited to records held by virtue of provisions of the -

- 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
- Competition Act, 89 of 1998
- Constitution of the Republic of South Africa, 108 of 1996
- Credit Agreement Act, 75 of 1980
- Criminal Procedure Act, 51 of 1977
- Debt Collectors Act, 114 of 1998
- Deeds Registries Act, 47 of 1937
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Financial Advisory and Intermediary Services Act, 37 of 2002

- Financial Intelligence Centre Act, 38 of 2001
- Financial Markets Act, 19 of 2012
- Identification Act, 68 of 1997
- Income Tax Act, 58 of 1962
- Insolvency Act, 24 of 1936
- Inspection of Financial Institutions Act, 18 of 1998
- Intellectual Property Laws Amendment Act, 38 of 1997
- Labour Relations Act, 66 of 1995
- Long-term Insurance Act, 52 of 1998
- National Credit Act, 34 of 2005
- National Payment Systems Act, 78 of 1998
- National Water Act, 36 of 1998
- Occupational Health and Safety Act, 85 of 1993
- Patents, Designs and Copyright and Merchandise Marks Act, 17 of 1941
- Pension Funds Act, 24 of 1956
- Prescription Act, 68 of 1969
- Prevention of Organised Crime Act, 121 of 1998
- Regulation of Interception of Communications and Provision of Communication-Related Information Act, 70 of 2002
- Short-term Insurance Act, 53 of 1998
- Skills Development Act, 97 of 1998
- Skills Development Levies Act, 9 of 1999
- Transfer Duty Act, 40 of 1949
- Trademark Act, 194 of 1993
- Unemployment Insurance Act, 63 of 2001
- Unit Trust Control Act, 54 of 1981
- Value-Added Tax Act, 89 of 1991

## **8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT**

8.1 The following records may further be requested by the data subject. However, 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.

8.2 Categories of Records held by the FSP: Section 51(1)(E)

**8.2.1** Companies Act Records

**8.2.2** Documents of incorporation

- 8.2.3** Memorandum of Incorporation
- 8.2.4** Minutes of Management meetings
- 8.2.5** Records relating to the appointment of directors/auditor/secretary/ public officer and other officers.
- 8.2.6** Share Register and other statutory registers

8.3 Financial Records

- 8.3.1** Annual Financial Statements
- 8.3.2** Tax Returns
- 8.3.3** Accounting Records
- 8.3.4** Banking Records
- 8.3.5** Bank Statements
- 8.3.6** Electronic banking records
- 8.3.7** Asset Register
- 8.3.8** Rental Agreements
- 8.3.9** Invoices

8.4 Tax Records

- 8.4.1** PAYE Records
- 8.4.2** Documents issued to employees for income tax purposes
- 8.4.3** Records of payments made to SARS on behalf of employees

8.5 All other statutory compliances:

- 8.5.1** VAT
- 8.5.2** Skills Development Levies
- 8.5.3** UIF
- 8.5.4** Workmen's Compensation

8.6 Personnel Documents and Records

- 8.6.1** Employment contracts
- 8.6.2** Employment Equity Plan (if applicable)
- 8.6.3** Disciplinary records
- 8.6.4** Salary records
- 8.6.5** Disciplinary code
- 8.6.6** Leave records
- 8.6.7** Training records
- 8.6.8** Training Manuals

## 8.7 Categories of Data Subjects and their personal information

<b>Entity Type</b>	<b>Personal Information Processed</b>
Clients: Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person; and confidential correspondence
Clients – Juristic Persons / Entities & Trusts	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Clients – Foreign Persons / Entities	Names; contact details; physical and postal addresses; date of birth; Passport number Tax related information; information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person; and confidential correspondence

Representatives: Employees	<p>Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</p> <p>Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person;</p>
Representatives:	<p>Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners; and confidential correspondence. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</p> <p>information relating to the education or the medical, financial, tax, criminal, or employment history of the person.</p> <p>any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person;</p>
Contracted Service Providers	<p>Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners; and confidential correspondence</p>

Employees / Directors / Shareholders / Members	information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person;
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## 9. PROTECTION OF PERSONAL INFORMATION

9.1 It is always our policy to respect and protect our clients' and staff's rights to privacy and the confidentiality of their personal information collected, processed, and stored by us.

9.2 We will only require and process your personal information for the purposes of rendering our services to you in a competent and professional manner. This means it will only be processed for the purposes collected and we will ensure that the information obtained is adequate, relevant, and not excessive.

9.3 It is our policy that our clients' personal information will only be obtained, processed, and stored in terms of the conditions for lawful processing of personal information as set out in Chapter 3 Part A of POPIA. These conditions are: -

Condition 1 – Accountability

Condition 2 – Processing limitation

Condition 3 - Purpose specification

Condition 4 – Further processing limitation

Condition 5 – Information quality

Condition 6 – Openness

Condition 7 – Security safeguards

Condition 8 – Data Subject participation

9.4 Due to the nature of our business and in the process of the fulfilment of our contractual obligations to our clients we will have to share some, or all of the personal and/or special personal information obtained from a client with product providers and/or operators in order for us to be able to provide you with suitable advice and/or

products and/or to keep records as required of us in legislation applicable to our industry.

9.5 It is therefore our policy that we will not share any personal information and/or special personal information with any product provider and/or operator unless we are satisfied that they have sufficient safeguards in place to convince us that they will respect and protect our clients' right to privacy with the same commitment as us.

9.6 In terms of the personal information in our possession and/or control our clients have the following rights in order to protect and safeguard their personal information: -

The **Right to Access** of their personal information.

The **Right to Object** to the processing of their personal information.

The Right to have their personal information **Corrected or Deleted**.

The **Right to Object** to have their personal information processed for the purpose of Direct Marketing.

The **Right to Complain** to the Information Regulator.

The Right to be **Informed**: -

- that their personal information is being collected.
- that their personal information has been accessed by or acquired by unauthorised person/s.

9.7 You may contact the information officer to exercise these rights at any time.

9.8 It is further our policy that we will assist our clients as far as possible to exercise any of their rights set out above.

9.9 It is our policy that we only keep personal information of our clients for as long as is required from us in terms of the applicable legislation in the financial services industry and/or as required in terms of other relevant South African legislation. The financial services legislation requires us to keep records of clients' records for a period of 5 years after termination of the financial product concerned or after termination of the business relationship between the client and the institution whichever is the longest.

## **10. PURPOSE OF PROCESSING**

10.1 At LOW AND ASSOCIATES, we only collect personal information that is necessary for us to provide quality financial services and to meet our legal and regulatory obligations. Your information helps us to serve you better, protect your interests, and ensure compliance with South African laws.

10.2 We may use your information for the following purposes:

**10.2.1 Providing services** – to offer financial advice, intermediary and administrative support according to instructions by the client.

**10.2.2 Sharing useful information** – to provide resources and updates relevant to you.

**10.2.3 Working with trusted partners** – to appoint qualified service providers where needed.

**10.2.4 Legal and compliance duties** – to meet our regulatory obligations and verify client identities and complying with tax laws.

**10.2.5 Risk and security** – to perform risk assessments, manage information security, and support business planning.

**10.2.6 Quality and fraud prevention** – to monitor communications for training, quality, and fraud prevention.

**10.2.7 Protecting rights** – to enforce or defend our legal rights and those of our affiliates.

**10.2.8 Managing our relationship with you** – to keep you informed about our services and solutions.

**10.2.9 Fulfilling legal disclosures** – to comply with agreements, laws, and authorised requests.

**10.2.10 Additional purposes** – as expressly authorised by you or communicated in notices from us.

10.3 Data Subjects and Personal Information Processed:

Entity Type	Personal Information Processed
Clients: Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person; and confidential correspondence
Clients – Juristic Persons / Entities & Trusts	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate

	beneficial owners
Clients – Foreign Persons / Entities	<p>Names; contact details; physical and postal addresses; date of birth; Passport number Tax related information; information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person; and confidential correspondence</p>
Representatives: Employees	<p>Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</p> <p>Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person;</p>
Representatives:	<p>Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners; and confidential correspondence. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental</p>

	<p>health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</p> <p>information relating to the education or the medical, financial, tax, criminal, or employment history of the person.</p> <p>any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person;</p>
Contracted Service Providers	<p>Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners; and confidential correspondence</p>
Employees / Directors / Shareholders / Members	<p>information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</p> <p>Information relating to the education or the medical, financial, tax, criminal, or employment history of the person. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment of the person;</p>

## 11. DISCLOSURE TO THIRD PARTIES

11.1 We respect your privacy and will only share your personal information in limited circumstances, such as when:

- **You give us consent** to do so.
- **It is required to provide our services** or to fulfil a contract we have with you.
- **We are legally obliged** to share the information.
- **It is necessary to protect legitimate interests** — whether yours, ours, or those of a third

party.

As part of providing financial advice and solutions, we may need to share some or all of your personal information (including special personal information) with product providers and/or operators. This allows us to recommend suitable products, deliver services to you, and keep the records required by legislation applicable to our industry. We will **never share your information with a product provider or operator** unless we are satisfied that they have adequate safeguards in place to respect and protect your right to privacy with the same commitment as LOW AND ASSOCIATES.

## 12. TRANSBORDER/CROSS BORDER FLOWS

At times, LOW AND ASSOCIATES may need to transfer personal information to service providers or product partners located outside of South Africa. When we do so, we will make sure that your information is handled with the **same level of protection** required under South African law. This means we will only share information across borders in line with the safeguards set out in **Section 72 of POPIA**.

## 13. REQUESTS UNDER POPIA

13.1 If you would like to:

- **Object** to the processing of your personal information.
- **Correct or delete** your personal information.

13.2 you need to complete the **prescribed forms annexed hereto**:

- **POPIA Form 1** – to object to processing.
- **POPIA Form 2** – to request correction or deletion.

Your request must be submitted in writing.

## 14. REQUESTS UNDER PAIA

14.1 If you want to request access to a record held by LOW AND ASSOCIATES, you must:

14.2 Complete the **request for access form**.

14.3 Send the completed form to the **Information Officer** at the contact details listed above.

14.4 Provide **enough detail** for the Information Officer to:

- Identify the records you are requesting.
- Confirm who you are.
- Understand which right you wish to exercise or protect, and why the record is needed.
- If you are making the request on behalf of someone else, you must also provide **proof of your authority** to act for that person.

#### 14.5 **Important Note**

- PAIA allows the Information Officer to **refuse access** in certain cases (for example, where the information is confidential or legally protected).
- The Information Officer will carefully consider your request and inform you whether access has been granted or refused see attached **outcome of request and fees payable form**.

### 15. PAIA REQUEST FEES

15.1 When you make a request under PAIA, there may be costs involved. These are set by law and are not determined by LOW AND ASSOCIATES.

#### 15.2 **Types of Fees**

- **Request Fee** – a standard, non-refundable administration fee. This must be paid **before** your request will be considered.
- **Access Fee** – if your request is approved, this covers the cost of:
  - Copying or reproducing the record.
  - Time spent searching for and preparing the record.
  - Postage or delivery costs.

15.3 Once you submit your request, the **Information Officer** will inform you:

- Whether a **request fee** applies.
- What amount needs to be paid before your request is processed.

15.4 If finding or preparing the record takes longer than the time allowed in the PAIA regulations, you may be asked to pay a **deposit** toward the access fee.

15.5 LOW AND ASSOCIATES may withhold the record until the **full fee** has been paid.

15.6 The full list of prescribed fees is included in **the outcome of request and fees payable form**.

### 16. POPIA FEES

16.1 You have the right to ask LOW AND ASSOCIATES, **free of charge**, whether we hold any of your personal information.

16.2 You may also request a description of:

- 16.2.1 The personal information we hold about you.
- 16.2.2 The identity (or category) of any third parties who have access to that information.

### 17. THE REQUEST PROCESS

#### 17.1 **Step 1: Response Time**

LOW AND ASSOCIATES will let you know **within 30 days** whether your request has been

approved or refused.

### 17.2 Step 2: Possible Extension

If your request involves a **large number of records** or requires extensive searching, we may extend the response time by an additional **30 days**.

This extension is only used when meeting the original deadline would **unreasonably interfere** with our operations or if the records are **not stored at our offices**.

### 17.3 Step 3: If You Are Not Satisfied

If your request is refused and you disagree with the decision, you may **apply to a Court** within **180 days** of receiving the refusal.

## 18. REFUSAL OF REQUEST

18.1 LOW AND ASSOCIATES may refuse access to certain records in line with PAIA, including:

- To protect the **privacy of a third party**
- To protect **commercial or confidential information** of a third party
- To protect **sensitive or privileged records**
- To ensure the **safety of individuals or property**
- To protect **LOW AND ASSOCIATES' commercial information or activities**
- To protect **research information** of a third party
- Any other **legally valid reason** under PAIA

18.2 However, as an exception to the above, a request **must be granted** if:

- The record shows evidence of a **serious legal contravention**, or
- There is a **serious and imminent public safety or environmental risk**, and disclosure clearly benefits the public more than it harms anyone.

## 19. GENERAL

19.1 This manual is available in electronic and hard copies in English. The hard copies are available at the head office of LOW AND ASSOCIATES. The electronic version of this manual is available on LOW AND Associates' website.

19.2 This manual will be reviewed and updated, if necessary, on a periodic basis.

## FORM 1

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

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

*Note:*

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

Reference Number....

<b>A</b> 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>B</b> DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party ( <i>if the responsible party is a natural</i> ):	
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:		
<b>C</b>	<b>REASONS FOR OBJECTION</b> ( <i>Please provide detailed reasons for the objection</i> )	

Signed at ..... this ..... day of ..... 20.....

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

## 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.

<b>A</b> 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>B</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 ( <i>if the responsible party is not a natural person</i> ):		
Business address:		
		Code ( )
Contact number(s):		
Fax number:		
E-mail address:		
C	<b>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)</b>	

\* *Delete whichever is not applicable*

Signed at ..... this ..... day of ..... 20.....

.....  
*Signature of Data subject*

## FORM 1

### REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

**TO:** The Information Officer

---

---

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I,

Full names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body ( <i>if applicable</i> )				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

Hereby request the following copy (ies) of the Guide:

Language ( <i>mark with "X"</i> )	No of copies	Language( <i>mark with "X"</i> )	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of collection (*mark with "x"*):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

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

\_\_\_\_\_  
Signature of requester

# 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

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(Address)

E-mail address:

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Fax number:

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*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**

*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 <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 ( <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**  
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> )	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language (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:	

<b>FEES</b>	
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***

**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:

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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	R60.00		
• If provided to the requestor			
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	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**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)	
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The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
Information officer