

Roytec Global (Pty) Ltd

Registration number: 2000/030090/07

PAIA Manual

This manual was prepared in accordance
with section 51 of the Promotion of Access to Information Act, 2000
and to address requirements of the Protection of Personal Information Act, 2013.

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1. Background to the Promotion of Access to Information Act (PAIA) and Protection of Personal Information Act (POPIA)

- 1.1. The Promotion of Access to Information Act, No. 2 of 2000, ("PAIA"), was enacted on 3 February 2000, 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 108 of 1996 (the "Constitution") of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2. In terms of section 51 of PAIA, all Private Bodies are required to compile an Information Manual ("PAIA Manual").
- 1.3. The Protection of Personal Information Act 4 of 2013 ("POPIA") was enacted on 26 November 2013 which sets out conditions for responsible parties to lawfully process the personal information of data subjects. This will entail the appointment of an Information Officer in terms of section 55 who must develop a compliance framework for review of processes and policies.
- 1.4. Where a request is made in terms of PAIA the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where PAIA expressly provides grounds for the refusal of access to records (PAIA sections 62 to 70).

2. Background to Roytec Global (Pty) Ltd

- 2.1. Roytec Global is a privately owned & managed company where we pride ourselves on delivering to our promises. Established as Roymec Technologies in 2001, we rebranded to Roytec Global in 2015. We specialise in supply of Filtration & Separation Equipment for Mining & Industry and continuously seek innovative and cutting-edge technologies to provide improved service to our clients. We offer Proprietary Technology in Thickeners, Clarifiers, Multi-Media Filters and Ion Exchange as well as Partnered Technologies for Flotation, Vacuum Filtration and Pressure Filtration.
- 2.2. The Roytec Global PAIA manual is available at 3 Angus Crescent, Longmeadow Business Estate Modderfontein 1609 South Africa as well as the website <https://roytecglob.com/>

3. Purpose of the PAIA Manual

- 3.1. The purpose of PAIA is to promote the right of access to information, to foster a culture of transparency and accountability within Roytec Global by giving the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 3.2. To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.
- 3.3. Section 9 of PAIA recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
 - 3.3.1. Limitations aimed at the reasonable protection of privacy;
 - 3.3.2. Commercial confidentiality and
 - 3.3.3. Effective, efficient, and good governance and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

- 3.4. This Manual complies with the requirements of the guide (PAIA section 10) and recognizes that upon commencement of POPIA, the appointed Information Regulator will be responsible to regulate compliance.

4. Contact Details of the Managing Director – PAIA section 51(1)(a)

Managing Director:	Alan Fanton
Registered Address:	3 Angus Crescent Longmeadow Business Estate Modderfontein 1609 South Africa
Postal Address:	Postnet Suite 47 Private Bag X 10016 Edenvale 1610
Telephone Number:	+27 0(11) 608-0000
Website:	https://roytecglobal.com

5. The Information Officer – POPIA section 55

- 5.1. POPIA prescribes the appointment of an Information Officer for public bodies where such Information Officer is responsible to, inter alia, assess request for access to information. Roytec Global has opted to appoint an Information Officer to assess such a request for access to information as well as to oversee its required functions in terms of the Act.
- 5.2. The Information Officer appointed in terms of PAIA also refers to the Information Officer in POPIA. The Information Officer oversees the functions and responsibilities as required for in terms of PAIA as well as the duties and responsibilities in terms of section 55 of POPIA after registering with the Information Regulator.
- 5.3. The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers as allowed in terms of section 17 of PAIA as well as section 56 of POPIA. This is to render Roytec Global as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of POPIA. All requests for information in terms of PAIA must be addressed to the Information Officer.

6. Contact Details of the Information Officer

Information Officer:	Samantha McWilliams
Registered Address:	3 Angus Crescent Longmeadow Business Estate Modderfontein 1609 South Africa
Postal Address:	Postnet Suite 47 Private Bag X 10016 Edenvale 1610
Telephone Number:	+27 0(11) 608-0000
Website:	https://roytecglobal.com

7. Guide of SA Human Rights Commission section – PAIA section 51(1) (b)

- 7.1. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 7.2. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 53 and 54 of PAIA.
- 7.3. Requesters are referred to the Guide in terms of section 10 of PAIA which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- 7.4. The contact details of the Commission are:

Contact body:	The South African Human Rights Commission
Physical Address:	PAIA Unit 29 Princess of Wales Terrace Corner York and Andrew Streets Parktown
Postal Address:	Private Bag 2700, Houghton 2041
Telephone Number:	+27 11 877 3600
E-Mail:	paia@sahrc.org.za
Web Site:	www.sahrc.org.za

8. Subjects and Categories of Records Available only on Request to Access in Terms of the Act – PAIA section 51(1) (e)

8.1. Records held by Roytec Global

For the purposes of this clause 7.1, "Personnel" refers to any person who works for, or provides services to, or on behalf of Roytec Global and receives or is entitled to receive remuneration and any other persons who assist in carrying out or conducting the business of Roytec Global. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.

This clause serves as a reference to the categories of information that Roytec Global holds. The information is classified and grouped according to records relating to the following subjects and categories:

Subject	Category
Companies Act Records	Documents of Incorporation Index of names of Directors Memorandum of Incorporation Minutes of meetings of Shareholders Minutes of meetings of the Board of Directors Proxy forms Register of directors' Shareholdings Share certificates Share Register and other statutory registers Special resolutions Records relating to the appointment of: <ul style="list-style-type: none"> • Auditors • Directors Prescribed Officer. • Public Officer • Secretary
Financial Records	Accounting Records Annual Financial Statements Asset Registers Authorized salary deductions by external financial service providers Banking details Debtors / Creditors statements and invoices Garnishee instructions General ledgers and subsidiary ledgers Invoices Policies and procedures Rental Agreements Tax Returns

Income Tax Records	Documents issued to employees for income tax purposes PAYE Records Records of payments made to SARS on behalf of employees Skills Development Levies UIF VAT Workmen's Compensation
Personnel Documents and Records	Accident books and records Address Lists Company cell phone and telephone records and contracts Copies of passport or Identity documents Disciplinary Code and Records Employee benefits arrangements rules and records Employment Contracts Employment Equity Plan Forms and Applications Grievance Procedures Leave Records Medical Aid Records Payroll reports / Wage register Pension Fund Records Safety, Health and Environmental records Salary Records SETA records Standard letters and notices Training Manuals Training Records Workplace and Union agreements and records
Procurement Department	Contractor, client and supplier agreements Lists of suppliers, products, services and distribution Policies and Procedures. Standard Terms and Conditions for supply of services and products
Sales Department	Confidential process / equipment or product information (shared under NDA) Customer details Customer information forms Information and records provided by a third party
Marketing Department	Advertising and promotional material
Risk Management and Audit	Audit reports Risk management frameworks Risk management plans.

Safety, Health and Environment	Complete Safety, Health Environment Risk Assessment Environmental Managements Plans Inquiries, inspections, examinations by environmental authorities Letter of good standing
IT Department	Computer / mobile device usage policy documentation Disaster recovery plans Hardware asset registers Information security policies / standards / procedures Information technology systems and user manuals Information usage policy documentation Project implementation plans Software licensing and System documentation and manuals.
Corporate Social Responsibility (CSR)	CSR schedule of projects/record of organizations that receive funding Records and contracts of agreement with funded organizations. Reports, books, publications and general information related to CSR spend

- 8.2. Note that the accessibility of the records may be subject to the grounds of refusal set out in this manual (PAIA section 62-70). Amongst other, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before Roytec Global will consider access.

9. Records Available without a Request to Access in terms of PAIA

- 9.1. Records of a public nature, typically those disclosed on the Roytec Global website and in its various annual reports, may be accessed without the need to submit a formal application.
- 9.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

10. Description of the Records of the Body Available in Accordance with any other Legislation - PAIA section 51(1)(d)

- 10.1. Where applicable to its operations, Roytec Global also retains records and documents in terms of the legislation below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of PAIA. A request to access must be done in accordance with the prescriptions of the Act.

- o Auditing Professions Act, No 26 of 2005

- Basic Conditions of Employment Act, No 75 of 1997
- Broad- Based Black Economic Empowerment Act, No 53 of 2003
- Business Act, No 71 of 1991
- Companies Act, No 71 of 2008 (as amended)
- Compensation for Occupational Injuries & Diseases Act, 130 of 1993
- Competition Act, No.89 of 1998
- Copyright Act, No 98 of 1978
- Customs & Excise Act, 91 of 1964
- Electronic Communications and Transactions Act, No 25 of 2002
- Employment Equity Act, No 55 of 1998
- Financial Intelligence Centre Act, No 38 of 2001
- Identification Act, No. 68 of 1997
- Income Tax Act, No 58 of 1962
- Intellectual Property Laws Amendment Act, No 28 of 2013
- Labour Relations Act, No 66 of 1995
- Long Term Insurance Act, No 52 of 1998
- Occupational Health & Safety Act, No 85 of 1993
- Pension Funds Act, No 24 of 1956
- Prescription Act, No 68 of 1969
- Prevention of Organised Crime Act, No 121 of 1998
- Promotion of Access to Information Act, No 2 of 2000
- Protection of Personal Information Act, No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
- Short-term Insurance Act No. 53 of 1998
- Skills Development Levies Act No. 9 of 1999
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No.4 of 2002
- Value Added Tax Act 89 of 1991

10.2. Although we have used our best endeavors to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA/POPIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of legislation not listed above, then the Requester is required to indicate what legislative right the request is based on to allow the Information Officer the opportunity of considering the request in light thereof.

10.3. It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this Manual.

11. Details to Facilitate a Request for Access to a Record of Roytec Global – PAIA section 51(1)(e)

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- 11.1. The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.
- 11.2. The requester must complete the prescribed form enclosed here with and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, or electronic mail address as noted in clause 5 above.
- 11.3. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
 - a. the record or records requested; and
 - b. the identity of the requester.
- 11.4. The requester should indicate which form of access is required and specify a postal address or email address of the requester in the Republic.
- 11.5. The requester must state that he/she requires the information to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (PAIA section 53(2)(d)).
- 11.6. Roytec Global will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 11.7. The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 11.8. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (PAIA section 53(2)(f)).
- 11.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such person may make the request orally.
- 11.10. The requester must pay the prescribed fee before any further processing can take place.
- 11.11. All information as listed in clause 10 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

12. Refusal of Access to Records

- 12.1. Grounds to Refuse Access

A private body such as Roytec Global is entitled to refuse a request for information.
- 12.1.1. The main grounds for Roytec Global to refuse a request for information relates to the:
 - a. Mandatory protection of the privacy of a third party who is a natural person or a deceased person or a juristic person (PAIA section 63);
 - b. Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of PAIA;

- c. Mandatory protection of the commercial information of a third party (PAIA section 64) if the record contains:
 - i. Trade secrets of the third party;
 - ii. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - iii. Information disclosed in confidence by a third party to Roytec Global, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- d. Mandatory protection of confidential information of third parties (PAIA section 65) if it is protected in terms of any agreement;
- e. Mandatory protection of the safety of individuals and the protection of property (PAIA section 66);
- f. Mandatory protection of records which would be regarded as privileged in legal proceedings (PAIA section 67).

12.1.2. The commercial activities (PAIA section 68) of a private body, such as Roytec Global, which may include:

- a. Trade secrets of Roytec Global or of our customers / suppliers or other interested parties that willingly made information available to Roytec Global under an NDA;
- b. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Roytec Global;
- c. Information which, if disclosed could put Roytec Global at a disadvantage in negotiations or commercial competition;
- d. A computer program which is owned by Roytec Global, and which is protected by copyright;
- e. The research information (PAIA section 69) of Roytec Global or a third party, if its disclosure would disclose the identity of Roytec Global, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

12.1.3. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

12.1.4. All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

12.1.5. If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of PAIA. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

13. Remedies Available When Roytec Global Refuses a Request

13.1. Internal Remedies

Roytec Global does not have internal appeal procedures. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

13.2. External Remedies

13.2.1. A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

13.2.2. A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

14. Access to Records Held by Roytec Global

14.1. Prerequisites for Access by Personal/Other Requester

14.1.1. Records held by Roytec Global may be accessed by requests only once the prerequisite requirements for access have been met.

14.1.2. A requester is any person making a request for access to a record of Roytec Global. There are two types of requesters:

a. Personal Requester

- i. A personal requester is a requester who is seeking access to a record containing personal information about the requester.
- ii. Roytec Global will voluntarily provide the requested information or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

b. Other Requester

- i. This requester (other than a personal requester) is entitled to request access to information on third parties.
- ii. In considering such a request, Roytec Global will adhere to the provisions of PAIA. Section 71 of PAIA requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information.

Roytec Global is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of PAIA (section 53 of PAIA), including the payment of a request and access fee (if applicable).

15. Prescribed Fees – PAIA section 54

- 15.1. Fees Provided by PAIA
- 15.1.1. PAIA provides for two types of fees, namely:
 - a. A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and
 - b. An access fee, which is paid by all requesters if a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester.
- 15.1.2. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (PAIA section 54(1)).
- 15.1.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 15.1.4. The Information Officer shall with hold a record until the requester has paid the fees as indicated below.
- 15.1.5. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 15.1.6. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

16. Fees in Respect of Private Bodies

Updated pursuant to Protection of Personal Information Act: Amendments to Regulations on 30 Sep 2021, [GG 45120](#), [GoN 829](#), 09 Sep 2021

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

NO. R. 757

27 August 2021

PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000): REGULATIONS RELATING TO THE PROMOTION OF ACCESS TO INFORMATION, 2021

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	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: (iii) Flash drive (to be provided by requester) (iv) Compact disc • If provided by requester • If provided to the requester	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.	Copy of an audio record on: (v) Flash drive (to be provided by requester) (vi) Compact disc • If provided by requester • If provided to the requester	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 search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."

17. Decision

- 17.1. Time Allowed to Institution
 - 17.1.1. Roytec Global will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
 - 17.1.2. The 30 (thirty) day period within which Roytec Global must decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for a large amount of information and the information cannot reasonably be obtained within the original 30 (thirty) day period.
 - 17.1.3. Roytec Global will notify the requester in writing should an extension be sought.

18. Protection of Personal Information that is Processed by Roytec Global

- 18.1. Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 18.2. Roytec Global needs Personal Information relating to both individual and juristic persons to carry out its business and organizational functions. The way this information is Processed and the purpose for which it is Processed is determined by Roytec Global. Roytec Global is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:
 - 18.2.1. Is processed lawfully, fairly, and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by Roytec Global, in the form of privacy or data collection notices. Roytec Global must also have a legal basis(for example, consent) to process Personal Information;
 - 18.2.2. Is processed only for the purposes for which it was collected;

- 18.2.3. Will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
- 18.2.4. Is adequate, relevant and not excessive for the purposes for which it was collected;
- 18.2.5. Is accurate and kept up to date;
- 18.2.6. Will not be kept for longer than necessary;
- 18.2.7. Is processed in accordance with integrity and confidentiality principles; this includes physical and organizational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by Roytec Global, in order to protect against access and acquisition by unauthorized persons and accidental loss, destruction or damage;
- 18.2.8. Is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
 - (a) Be notified that their Personal Information is being collected by Roytec Global. The Data Subject also has the right to be notified in the event of a data breach;
 - (b) Know whether Roytec Global holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
 - (c) Request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
 - (d) Object to Roytec Global's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to Roytec Global's record keeping requirements);
 - (e) Object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
 - (f) Complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPI and to institute civil proceedings regarding the alleged non-compliance with the protection of his/her or its personal information.

19. Purpose of the Processing of Personal Information by the Company

As outlined above, Personal Information may only be processed for a specific purpose. The purposes for which Roytec Global processes or will process Personal Information is set out in Part 1 of Appendix 1.

20. Categories of Data Subjects and Personal Information/special Personal Information relating thereto

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Part 2 of Appendix 1 sets out the various categories of Data Subjects that Roytec Global Processes Personal Information on and the types of Personal Information relating thereto.

21. Recipients of Personal Information

Part 3 of Appendix 1 outlines the recipients to whom Roytec Global may provide a Data Subjects Personal Information to.

22. Cross-border flows of Personal Information

- 22.1.1. Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:
- a. Recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially like the Conditions for Lawful Processing as contained in POPIA; or
 - b. Data Subject consents to the transfer of their Personal Information; or
 - c. Transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
 - d. Transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
 - e. The transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would likely provide such consent.
- 22.1.2. Part 4 of Appendix 1 sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

23. Description of information security measures to be implemented by Roytec Global

Part 5 of Appendix 1 sets out the types of security measures to be implemented by Roytec Global to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by Roytec Global may be conducted to ensure that the Personal Information that is processed by Roytec Global is safeguarded and processed in accordance with the Conditions for Lawful Processing.

24. Objection to the Processing of Personal Information by a Data Subject

Section 11 (3) of POPIA and Regulation 2 of the POPIA Regulations R1383 dated 14 December 2018 provides that a Data Subject may, at any time object to the Processing of his / her / its Personal Information in the prescribed form attached to this manual subject to exceptions contained in POPIA.

25. Request for correction or deletion of Personal Information

Section 24 of POPIA and Regulation 3 of the POPIA Regulations R1383 dated 14 December 2018 provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached to this Manual

26. Availability and Updating of the Manual

This Manual is made available in terms of POPIA Act Regulation Number R187 dated 15 February 2002. Roytec Global will update this Manual at such intervals as may be deemed necessary.

This Manual of Roytec Global is available to view at its premises and on its website.

26.1 Appendix 1: Part 1 - Processing of Personal Information in Accordance with POPIA

For consumers:

- a. Performing duties in terms of any agreement with consumers / customers
- b. Make, or assist in making, credit decisions about consumers / customers
- c. Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with Roytec Global
- d. Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about Roytec Global's products and services, unless consumers indicate otherwise
- e. To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers/customers
- f. Carrying out market research, business, and statistical analysis
- g. Performing other administrative and operational purposes including the testing of systems
- h. Recovering any debt consumers may owe Roytec Global
- i. Complying with the Roytec Global's regulatory and other obligations
- j. Any other reasonably required purpose relating to the Roytec Global business

For prospective consumers/customers:

- a. Verifying and updating information
- b. Pre-scoring and credit profile verification
- c. Direct marketing
- d. Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the Roytec Global's business.

For employees:

- a. The same purposes as for consumers (above)
- b. Verification of applicant employees' information during recruitment process
- c. General matters relating to employees:
 - i. Pension / Medical aid / Payroll
 - ii. Disciplinary action
 - iii. Training
- d. Any other reasonably required purpose relating to the employment or possible employment relationship.

For vendors /suppliers /other businesses:

- a. Verifying information and performing checks and credit checks;
- b. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;
- c. Payment of invoices;
- d. Complying with the Roytec Global's regulatory and other obligations; and
- e. Any other reasonably required purpose relating to the Roytec Global's business.

26.2 Appendix 1: Part 2 - Categories of Data Subjects and Categories of Personal Information relating thereto**Employees**

- a. Name and contact details
- b. Identity number and identity documents including passports
- c. Employment history and references
- d. Banking and financial details
- e. Details of payments to third parties (deductions from salary)
- f. Employment contracts
- g. Employment equity plans
- h. Medical aid records
- i. Pension Fund records
- j. Remuneration/salary records
- k. Performance appraisals
- l. Disciplinary records
- m. Leave records
- n. Training records

Consumers and prospective consumers (which may include employees)

- a. Postal and/or street address
- b. Title and name
- c. Contact numbers and/or e-mail address
- d. Ethnic group
- e. Employment history
- f. Age
- g. Gender
- h. Marital status
- i. Nationality
- j. Language
- k. Financial information
- l. Identity or passport number
- m. Browsing habits and click patterns on Roytec Global websites.

Vendors /suppliers /other businesses:

- a. Name and contact details
- b. Identity and/or company information and directors' information
- c. Banking and financial information
- d. Information about products or services
- e. Other information not specified, reasonably required to be processed for business operations

26.3 Appendix 1: Part 3 - Recipients of Personal Information

- a. Any firm, organization or person that the Roytec Global uses to collect payments and recover debts or to provide a service on its behalf;
- b. Any firm, organization or person that/who provides the Roytec Global with products or services;
- c. Any payment system that Roytec Global uses;
- d. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Roytec Global has a duty to share information;
- e. Third parties to whom payments are made on behalf of employees;
- f. Financial institutions from whom payments are received on behalf of data subjects;
- g. Any other operator not specified;
- h. Employees, contractors, and temporary staff; and
- i. Agents.

26.4 Appendix 1: Part 4 – Cross border transfers of Personal Information

Personal Information may be transmitted transborder to Roytec Global's suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. Roytec Global will endeavor to ensure that its dealers and suppliers will make all reasonable efforts to secure said data and Personal Information.

26.5 Appendix 1: Part 5 – Description of information security measures

Roytec Global undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. Roytec Global may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

26.5.1 Access Control of Persons

Roytec Global shall implement suitable measures to prevent unauthorized persons from gaining access to the data processing equipment where the data is processed.

26.5.2 Data Media Control

Roytec Global undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by Roytec Global and containing personal data of Customers.

26.5.3 Data Memory Control

Roytec Global undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorized reading, alteration, or deletion of stored data.

26.5.4 User Control

Roytec Global shall implement suitable measures to prevent its data processing systems from being used by unauthorized persons by means of data transmission equipment.

26.5.5 Access Control to Data

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Roytec Global represents that the persons entitled to use Roytec Global's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorization).

26.5.6 Transmission Control

Roytec Global shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of Roytec Global's data communication equipment / devices.

26.5.7 Transport Control

Roytec Global shall implement suitable measures to prevent Personal Information from being read, copied, altered, or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

26.5.8 Organization Control

Roytec Global shall maintain its internal organization in a manner that meets the requirements of this Manual.

**28. Forms to be completed for purposes of
POPI (Protection of Personal Information Act) &
PAIA (Promotion of Access to Information Act)**

28.1 FORM 1 : OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

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,
2018 [Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may 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.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject/designated person

28.2 FORM 2 : REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

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, 2018
[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may 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.
3. Complete as is applicable.

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
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)

Signed at this day of20.....

.....
Signature of data subject/ designated person

28.3 FORM 4: CONSENT FOR PURPOSES OF DIRECT MARKETING

FORM 4

**APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF
PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF
SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 6]

TO:

(Name of data subject)

FROM:

Contact number(s):

Fax number:

E-mail address:

(Name, address and contact details of responsible party)

Full names and designation of person signing on behalf of responsible party:

.....
Signature of designated person

Date: _____

PART B

I, _____ (full names of data subject) hereby:

☐

Give my consent.

To receive direct marketing of goods or services to be marketed by means of
electronic communication.

SPECIFY GOODS or SERVICES:

SPECIFY METHOD OF COMMUNICATION: FAX:

E - MAIL:

SMS:

OTHERS – SPECIFY:

Signed at this day of20.....

.....

Signature of data subject

28.4 FORM 5 : SUBMIT A COMPLAINT TO THE REGULATOR

FORM 5

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF
PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN
ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION,
2018 [Regulation 7]**

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may 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.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Complaint regarding:

☐

Alleged interference with the protection of personal information

☐

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname / registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address :	

Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of20.....

.....
Signature of data subject/ designated person

29. PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

29.1 FORM 2 : REQUEST FOR ACCESS TO INFORMATION

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
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		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
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 <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

29.2 FORM 5 : COMPLAINT FORM



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200

Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5

[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/infoReg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

☐

Complainant Personally

☐

Representative of Complainant

☐

Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		

PART B REPRESENTATIVE INFORMATION (Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)			
Type of Body	Private		Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
PART D				
BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given (if any)				
PART E				
COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.			

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		
<p align="center">PART G EXPECTED OUTCOME</p> <p>How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.</p>		
<p align="center">PART H AGREEMENTS</p>		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

☐

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

☐

The information in this Complaint Form is true to the best of my knowledge and belief.

☐

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

☐

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

☐

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party

29.3 FEES FOR A REQUEST FOR ACCESS TO INFORMATION

PAIA Fees for a Request for Access to Information

Protection of Personal Information Act: Amendments to Regulations: Comments invited by 30 Sep 2021, [GG 45120, GoN 829](#), 09 Sep 2021

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

NO. R. 757

27 August 2021

PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000): REGULATIONS RELATING TO THE PROMOTION OF ACCESS TO INFORMATION, 2021

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	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: (iii) Flash drive (to be provided by requestor) (iv) Compact disc • If provided by requestor • 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.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requestor • 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 search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."