

# PROMOTION OF ACCESS TO INFORMATION ACT (“PAIA”) MANUAL

This Manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of the Protection of Personal Information Act of 2013 (“POPIA”).

DOCUMENT DETAILS	
Document Title	PAIA Manual
Policy Owner	Group Risk
Policy Classification	External
Policy Category	Level 3
Version Number	V0.01
Last Revision Date	01 August 2022
Approved Date	30 August 2022
Implementation Date	13 September 2016
Next Review Date	01 September 2023

KEY REVIEW AMENDMENTS
<b>KEY AMENDMENTS (IF POLICY IS REVIEWED)</b>
Inclusion of new Regulations

APPROVAL SIGNATURE RECORD
This Manual was <b>APPROVED</b> by <b>PATRICK DLAMINI (DBSA’s CEO)</b> on <b>30 August 2022</b> .

# TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. FUNCTIONS OF THE DBSA.....	3
3. STRUCTURE OF THE DBSA.....	3
4. CONTACT DETAILS.....	4
5. THE SECTION 10 GUIDE.....	5
6. OBLIGATIONS OF THE INFORMATION OFFICER – REGULATION 3.....	5
7. ACCESS TO RECORDS OF THIRD PARTIES HELD BY DBSA.....	5
(a) The request procedure by requester.....	5
(b) The request procedure, assisted by Information Officer.....	6
(c) Grounds for refusal of access to records.....	7
(d) Categories of records held by the DBSA.....	8
(e) Records automatically available.....	9
8. SERVICES RENDERED BY DBSA.....	9
9. ACCESS TO DBSA SERVICES.....	9
10. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND EXERCISE OF POWER.....	10
11. REMEDIES IN RESPECT OF THE PROVISIONS OF PAIA, APPLICATIONS TO COURT.....	10
12. OTHER INFORMATION AS MAY BE PRESCRIBED.....	10
13. OFFENCES AND PENALTIES.....	10
14. AVAILABILITY OF THE MANUAL.....	10
15. PRESCRIBED FEES IN RESPECT OF PUBLIC BODIES.....	11
16. REQUIREMENTS PERTAINING TO THE PROCESSING OF PERSONAL INFORMATION.....	12
(a) Purpose of processing.....	12
(b) Access to personal information.....	12
(c) Categories of data subjects.....	12
(d) The categories of recipients to whom the information is supplied.....	13
(e) Planned transborder flows of information.....	13
(f) Security measures implemented to ensure the confidentiality and privacy of the information which is to be processed.....	14
17. REVIEW OF MANUAL.....	14
18. PAIA FORMS.....	15
19. POPIA FORMS.....	22

## 1. INTRODUCTION

PAIA (as amended by POPIA) seeks, inter alia, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right. POPIA, on the other hand, gives effect to everyone’s Constitutional right to privacy.

Sections 14 and 52 of PAIA also requires public and private bodies to compile manuals that provide information on both the types and categories of records held by such public and private bodies. DBSA is a public body under paragraph (b)(ii) of the definition of “public body” in section 1 of PAIA. In terms of section 8 of that Act, a public body referred to in paragraph (b)(ii) may either be a public body or a private body in relation to a record of that body.

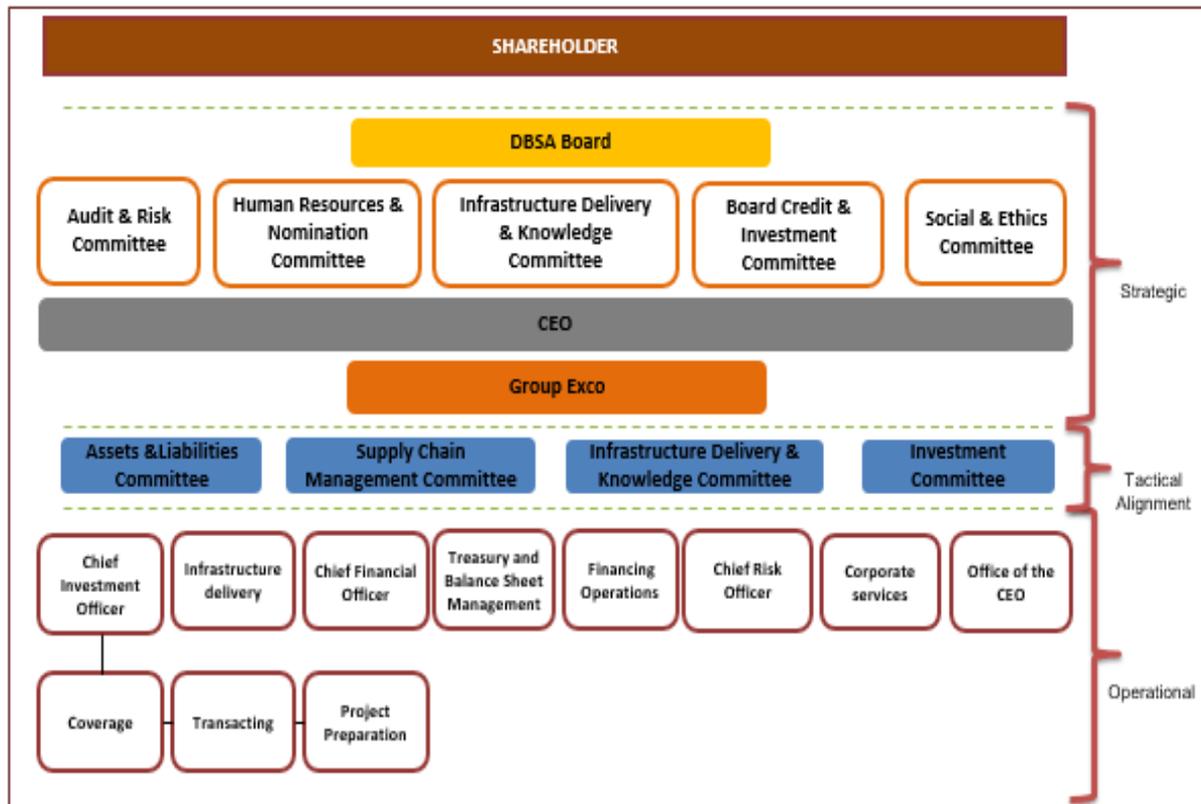
This PAIA Manual deals with information or records in relation to which DBSA is a public body and is available in English. Translated versions in two other official languages i.e. isiZulu and Sepedi (also known as Sesotho sa Leboa), will also be made available.

## 2. FUNCTIONS OF THE DBSA

The core business of DBSA is to provide financial, technical and other assistance to achieve the objectives of the DBSA as provided for in section 3 of the Development Bank of Southern Africa Act, No. 13 of 1997 (“the DBSA Act”). Section 3(1) of the DBSA Act provides that the “main objectives of the Bank shall be the promotion of economic development and growth, human resources development, institutional capacity building and the support of development projects and programmes in the region.” The focus of its investment activities is that of infrastructure funding. Broadly defined, it aims to act as a catalyst to maximize private sector access to opportunities in the provision of public funding.

## 3. STRUCTURE OF THE DBSA

The DBSA is a public entity established in terms of the DBSA Act. The constitution and conduct of the DBSA Board of Directors is primarily governed by the DBSA Act and further regulated by the Public Finance Management Act No. 1 of 1999. The DBSA structure is constituted of a Board of Directors, 10 Divisions and the Chief Executive’s Office. The diagram below reflects the current structure of DBSA.



#### 4. CONTACT DETAILS

In terms of PAIA, the Chief Executive of the DBSA is the Information Officer and the Information Officer has duly authorised two persons as Deputy Information Officers.

Name	Designation	Telephone	Email	Address
Patrick Dlamini	Information Officer	0113133075	<a href="mailto:PAIA@dbsa.org">PAIA@dbsa.org</a>	<i>Postal</i> PO Box 1234 Halfway House Midrand 1685
Carina Oosthuizen	Deputy Information Officer	0113133417		<i>Physical</i> 1258 Lever Road Headway Hill Midrand
Amanda Chetty	Deputy Information Officer	0113133937		

When making a request, please direct it to the abovementioned Deputy Information Officers.

## 5. THE SECTION 10 GUIDE

In terms of section 10 of PAIA, the Information Guide has been compiled by the Regulator. Copies of the guide are available from the Regulator in the manner prescribed. The Regulator's contact details are set out below:

*Tel:* 012 406 4818

*Fax:* 086 500 3351

*Email:* [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

*Website:* <http://www.justice.gov.za/infoereg/>

## 6. OBLIGATIONS OF THE INFORMATION OFFICER – REGULATION 3

- (1) An information officer must have a copy of the guide, in at least two of the official languages, at his/her registered head office, for public inspection during normal office hours.
- (2) An information officer must make available, upon the written request of any person, on a form which corresponds with Form 1 of Annexure A to the Regulations, the number of copies of the guide in the official languages, as requested.
- (3) An information officer may not charge a fee for –
  - (a) a copy of the guide made available in terms of subregulation (2); or
  - (b) inspection of a copy of the guide at the office of the information officer.

## 7. ACCESS TO RECORDS OF THIRD PARTIES HELD BY DBSA

### (a) The request procedure by requester

- The requester must use the prescribed form, Form 2, to make the request for access to a record. The request must be directed to either one of the Deputy Information Officers whose contact details are set out in 4 above.
- The requester must provide sufficient information on the request form to enable the Deputy Information Officer to identify the records requested.
- The requester should also indicate which form of access is required.
- The requester must state whether the record concerned is preferred in any particular language.
- The requester should also indicate if he or she wishes to be informed of the decision on the request in any other manner and state that manner and the necessary particulars to be so informed.

- If the request is made on behalf of another person, the requester must submit proof of the capacity in which he is making the request, to the reasonable satisfaction of the Deputy Information Officer.
- The Deputy Information Officer shall notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- A requester whose request for access to a record has been granted must pay an access fee for the reproduction and for the searching and preparation of the copies or transactions of the content of the record requested and for the time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure.
- The Deputy Information Officer will inform the requester of his decision within 30 days after receipt of the request or may extend that period by a further period not exceeding 30 days. The period within which the Deputy Information Officer will inform the requester of his decision is subject to such extension as may be required to give a third party the chance to make representations to the Deputy Information Officer where the record requested is with regard to the records of that third party.
- If a request for access to a record has been refused, delayed or granted subject to unreasonable fees or in an unacceptable form by a paragraph (b) public body, section 78(2) of PAIA empowers the requester to apply to court for appropriate relief within 30 days of the decision.
- If the court orders DBSA to grant the requester access to the requested records, the requester must pay the access fee before access to such records can be granted.

**(b) The request procedure, assisted by Information Officer**

Regulation 7(2): The information officer must –

- (a) assist a requester with any request with regards to a request for access to information; and
- (b) if a request for access to a record is made orally as a result of illiteracy or a disability of a requester, complete Form 2 on behalf of the requester and provide a copy thereof to the requester, as contemplated in section 18(3) of PAIA.

Regulation 8 – Outcome of request and fees payable:

- (1) The information officer must, if a request for access to a record referred to in regulation 7 is granted or refused, inform the requester of –
  - (a) his or her decision; and

- (b) the fees payable as provided for in Annexure B to the Regulations, on a form that corresponds substantially with Form 3 provided that a request for a copy of the guide may not be refused.

### **(c) Grounds for refusal of access to records**

The Deputy Information Officer shall, subject to other provisions of PAIA, refuse a request for information or record if that information or record relates to:

- Mandatory protection of the privacy of a third party who is a natural person, which involves the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that third party;
  - Financial, commercial, scientific or technical information which the disclosure could likely cause harm to the financial or commercial interests of that third party;
  - Information supplied in confidence by a third party to DBSA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The information about research being or to be carried out by or on behalf of a third party where disclosure would likely expose that third party or the person that is or will be carrying on the research on behalf of that third party or the subject matter of the research to serious disadvantage.
- The Deputy Information Officer may refuse a request for information or record if that information or record relates to:
  - information that was supplied by a third party, in confidence, the disclosure of which could reasonably be expected to prejudice the future supply of similar information, or information from the same source and it is in the public interest that such information, or information from the same source should continue to be supplied;
  - mandatory protection of safety of individuals and protection of property;
  - mandatory protection of law enforcement and legal proceedings;
  - the commercial activities of DBSA, which may include:
    - (i) Trade secrets of DBSA;

- (ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of DBSA;
  - (iii) information which, if disclosed could put DBSA at a disadvantage in negotiations or commercial competition;
  - (iv) a computer program which is owned by DBSA and which is protected by copyright.
- information about research being or to be carried out by or on behalf of DBSA, the disclosure of which would likely to expose DBSA or the person that is or will be carrying out the research on behalf of DBSA or the subject matter of the research, to serious disadvantage.
  - an opinion, advice, report or recommendation obtained or prepared, or an account of a consultation, discussion or deliberation that has occurred, including but not limited to, minutes of a meeting, for the purpose of assisting to formulate a policy or to take a decision in the exercise of a power or performance of a duty conferred or imposed by law.
  - requests that are frivolous or vexatious or involve an unreasonable diversion of DBSA resources.

#### **(d) Categories of records held by the DBSA**

In terms of Section 14(1)(d) and the DBSA Information Security Policy, a formal PAIA request process will apply for the following categories of records held by the DBSA:

- Loans
- Grants
- Risk Management
- Financial Management
- Supply Chain Management
- Contracts Administration
- Treasury
- Human Resources
- Information and Technology
- Corporate Strategy
- Facilities Management
- Communication and Marketing
- Legal Services
- Corporate Secretariat

### (e) Records automatically available

These categories of information relate to publicly available information i.e. internally and externally. Such information need not be requested in terms of PAIA. For example, the following recorded information can be obtained automatically without a formal PAIA request procedure:

- Legislation (DBSA Act, DBSA Amendment Act)
- Annual reports
- DBSA printed publications (Newsletters, Booklets etc.)
- Other information published on DBSA internet website.

## 8. SERVICES RENDERED BY DBSA

The DBSA is a development finance institution wholly owned by the South African Government and mandated to promote economic growth and regional integration by mobilising financial and other resources from the national and international private and public sectors for sustainable development projects and programmes in South Africa and the wider African continent. This includes infrastructure finance and development, human resource development and institutional capacity building. The principle activities that cut across the infrastructure value chain are as follows:



## 9. ACCESS TO DBSA SERVICES

DBSA’s services are accessed through formal application and evaluation processes by relevant committees. Further details on how to access DBSA’s services may be found on the DBSA website i.e. [www.dbsa.org](http://www.dbsa.org).

## **10. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND EXERCISE OF POWER**

In terms of the DBSA Act, members of the public can nominate persons for appointment to the Board of DBSA.

## **11. REMEDIES IN RESPECT OF THE PROVISIONS OF PAIA, APPLICATIONS TO COURT**

Any requester dissatisfied with any decision in respect of a request for access to a record of the DBSA can approach the High court or another court of similar status to seek relief.

## **12. OTHER INFORMATION AS MAY BE PRESCRIBED**

No information has been prescribed in terms of this section.

## **13. OFFENCES AND PENALTIES**

An information officer who willfully or in a grossly negligent manner charges a fee other than the fee prescribed in terms of the Regulations, is guilty of an offence and liable on conviction to a fine or to imprisonment for a period not exceeding two years.

## **14. AVAILABILITY OF THE MANUAL**

- This manual is available in English and two other official languages. A copy will be available.
  - On the DBSA's website ([www.dbsa.org](http://www.dbsa.org));
  - At DBSA's offices for public inspection during normal business hours;
  - To any person upon request and upon the payment of a reasonable amount.
  
- A fee for a copy of the manual shall be payable per each A4 size photocopy made.

## 15. PRESCRIBED FEES IN RESPECT OF PUBLIC BODIES

The following fees have been prescribed in the Regulations promulgated in terms of PAIA and must be paid by a requester before DBSA can make any records requested available to the requester.

	DESCRIPTION	FEE
1	The request fee payable by every requester	R100.00
2	Photocopy of A4-size page	R1.50 per page or part thereof
3	Printed copy of A4-size page	R1.50 per page or part thereof
4	For a copy in a computer- readable form on – (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul>	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: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to the requester</li> </ul>	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	R100.00 R300.00
10	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11	Postage, email, or any other electronic transfer	Actual expense, if any

## 16. REQUIREMENTS PERTAINING TO THE PROCESSING OF PERSONAL INFORMATION

### (a) Purpose of processing

In terms of POPIA, data must be processed for a specified purpose. The purpose for which data is processed by the DBSA will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

### (b) Access to personal information

POPIA provides that a data subject may, upon proof of identity, request the DBSA to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information. A data subject that wishes to request access to his personal information must submit a request to the Deputy Information Officer at the postal physical or electronic mail address set out above on the form attached hereto as part of Annexure A.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, the DBSA must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee. Grounds for refusal of the data subject's request are set out in PAIA and discussed above.

A data subject may request the DBSA to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the DBSA is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Deputy Information Officer at the postal, physical or electronic mail address set out above on Form 2 attached hereto as part of Annexure A.

### (c) Categories of data subjects

The DBSA holds information and records on the following categories of data subjects:

- Employees / personnel of the DBSA;

- Clients of the DBSA;
- Any third party with whom the DBSA conducts its business services;
- Contractors of the DBSA;
- Suppliers of the DBSA; and
- Service providers of the DBSA.

(This list of categories of data subjects is non-exhaustive.)

#### **(d) The categories of recipients to whom the information is supplied**

Depending on the nature of the data, the DBSA may supply information or records to the following categories of recipients:

- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- Anyone making a successful application for access in terms of PAIA or POPIA; and
- Subject to the provisions of POPIA and the National Credit Act, 2005, the DBSA may share information about a client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which the DBSA operates.

#### **(e) Planned transborder flows of information**

If a data subject visits the DBSA's websites from a country other than the country in which the DBSA's servers are located (South Africa – currently [www.dbsa.org](http://www.dbsa.org)), the various communications will necessarily result in the transfer of information across international boundaries. The DBSA may need to transfer a data subject's information to service providers in countries outside South Africa, in which case the DBSA will fully comply with applicable data protection legislation. This may happen if the DBSA's servers or suppliers and service providers are based outside South Africa, or if the DBSA's services are hosted in systems or servers outside South Africa and/or if a data subject uses the DBSA's services and products while visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa. Nevertheless, we will ensure that anyone to whom we pass your information to, agrees to treat your information with the same level of protection as if we were dealing with it.

**(f) Security measures implemented to ensure the confidentiality and privacy of the information which is to be processed**

The DBSA is committed to implementing leading data security safeguards. The DBSA has specialized security teams who constantly review and improve the DBSA's measures to protect data subject's personal information from unauthorised access, accidental loss, disclosure or destruction. If the DBSA has a contract with another organisation to provide the DBSA with services or a service on the DBSA's behalf to process a data subject's personal information, the DBSA will make sure they have appropriate security measures and only process the information in the way the DBSA has authorised them to. These organisation's will not be entitled to use a data subjects' personal information for their own purposes. If necessary, the DBSA's security teams will check them to make sure they meet the security requirements the DBSA has set.

Communication over the internet (such as emails) are not secure unless they have been encrypted. A data subject's communication may go through several countries before being delivered as this is the nature of the internet that is beyond the DBSA's control.

## **17. REVIEW OF MANUAL**

This Manual shall be reviewed annually or earlier, as required.

## 18. PAIA FORMS

### FORM 1 – REQUEST FOR A COPY OF THE GUIDE

The Deputy Information Officer  
 PO Box 1234  
 Halfway House  
 1685  
[paia@dbsa.org](mailto:paia@dbsa.org)  
 +27 (0) 11 313 3911

I,

Full names:				
In my capacity as (mark with "x")	Information Officer		Other	
Name of public/private body (if applicable)				
Postal Address				
Street Address				
E-mail Address				
Facsimile				
Contact Numbers	Business		Cellular	

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

Language (mark with "x")	Number of copies	Language (mark with "x")	Number of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x")

Personal Collection	Postal Address	Facsimile	Electronic Communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

The Deputy Information Officer  
 PO Box 1234  
 Halfway House  
 1685  
[paia@dbsa.org](mailto:paia@dbsa.org)  
 +27 (0) 11 313 3911

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:	Business		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:	Business		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 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**

*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 (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 deputy information officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
*Signature of deputy 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 the registered address of public 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 prescribed fees.	
---	--

**OR**

**2. You requested**

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

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:


**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requester (ii) Compact disc • If provided by requester • If provided to the requester	R40.00  R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requester (ii) Compact disc • If provided by requester • If provided to the requester	R40.00  R40.00 R60.00		
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)	
-----------------	--	--	--

**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 number:	
Submit proof of payment to:	

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

\_\_\_\_\_  
*Deputy information officer*

## 19. POPIA FORMS

### 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 in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference number: \_\_\_\_\_

Mark the appropriate box with an "x".

**Request for:**

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

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name of public body:	
Business address:	
Contact numbers	
Fax number	
E-mail address	
C	REASONS FOR: CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY


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

\_\_\_\_\_  
*Signature of Data subject*