



## Section 51 Manual in terms of The Promotion to Information ACT (Act 2 of 2000)

**This manual also incorporates the additional requirements of The Protection of Personal Information Act (No 4 of 2013)**

PAI Manual

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1.1. The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable.

PAIA sets out the requisite procedural issues attached to information requests.

1.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual has to comply with.

1.3. This Manual constitutes the Companies PAIA manual.

This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

1.4. This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

1.5. This Manual is available for inspection during Office Hours, free of charge at the Companies offices. Copies of the Manual are also available from the SAHRC, the Government Gazette and on the Companies website.

2:- Definitions :-

1:- "Act" means the Promotion of Access to Information Act, 2000 together with all relevant regulations published thereunder.

2:- "Oil separation services midlands " or "the Company" means Oil separation Services Midlands (PTY) Ltd, a company incorporated in accordance with the company Laws of the Republic of South Africa, its affiliates, subsidiaries and holding companies.

3:- "Manual" means this manual together with any annexures thereto

4:- "Office Hours" means 06:00 am to 17:00 pm Monday to Friday, excluding public holidays.

5:- "Request" means a request for access to a record in terms of section 53 of the ACT.

6:- "Requester" means a person making a request for access to a record.

    "SAHRC" means South African Human Rights Commission.

3:- Information regulators guide :-



An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA).

Copies of the updated Guide are available from Information Regulator in the manner prescribed.

Any enquiries regarding the Guide should be directed to:

Postal Address: 33 Hoofd Street Forum III, 3rd Floor Braampark Braamfontein, Johannesburg

Telephone No: +27 (0) 10 023 5207

Email address: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

Website: <https://www.justice.gov.za/inforeg/>

4:- Objectives of this manual :-

The objectives of this Manual are:

- 4.1:- to provide a list of all records held by the legal entity;
- 4.2:- to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- 4.3:- to define the manner and form in which a request for information must be submitted;
- 4.4:- to comply with the additional requirements imposed by POPIA.

5:- Entry points for requests :-

PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right. Information will therefore not be furnished unless a person provides sufficient particulars to enable Interwaste to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right.

The exercise of a data subject's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance.

PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

The Information Officer will facilitate the liaison with the internal legal team on all of these requests.

All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

6:- Details regarding the company:-

Oil Separation Services is a waste removal and treatment company that specialises in hazardous liquid wastes.

The company is based in Durban and operates with in the KZN boundaries.

7:- Oil Separation Services contact details:-

Tel:- 031 705 9574

Website :- [www.oilseparationservices.com](http://www.oilseparationservices.com)

Email:- [sales@oilseparationservices.com](mailto:sales@oilseparationservices.com)

8:- Information officer :-

Name :- Redmund Daly

Position :- Managing Director

Tel:- 031 705 9574

Email :- [redmund@oilseparationservices.com](mailto:redmund@oilseparationservices.com)

9:- Categories of records for which a request in therms of the act is not required :-



No notice has been published in terms of section 52(2) of the ACT regarding the categories of records freely available without a person having to request access in terms of the ACT.

Records which are freely available can be viewed on the Interwaste website at [www.oilseparationservices.com](http://www.oilseparationservices.com)

10:- Information required under section 51 (1) (d)

Where applicable to Oil Separation Services, records are kept in accordance with the following legislation:

Banks Act, 1990;  
10.2. Basic Conditions of Employment Act, 1997;  
10.3. Companies Act, 2008;  
10.4. Compensation for Occupational Injuries and Diseases Act, 1993;  
10.5. Conservation of Agricultural Resources Act, 1983;  
10.6. Constitution of the Republic of South Africa, 1996;  
10.7. Employment Equity Act, 1998;  
10.8. Hazardous Substances Act, 1973;  
10.9. Health Act, 1977;  
10.10. Income Tax Act, 1962;  
10.11. Insolvency Act, 1936;  
10.12. Labour Relations Act, 1995;  
10.13. National Environmental Management Act, 1998;  
10.14. National Environmental Management: Waste Act: 2008;  
10.15. National Environmental Management: Air Quality Act: 2004;  
10.16. National Water Act, 1998;  
10.17. Occupational Health and Safety Act, 1993; 10.18. Pension Funds Act, 1956;  
10.19. Regional Services Councils Act, 1985;  
10.20. Skills Development Levies Act, 1999;  
10.21. Stock Exchanges Control Act, 1985;  
10.22. Transfer Duty Act, 1949;  
10.23. Unemployment Insurance Act, 1966;  
10.24. Value-Added Tax Act, 1

11:- Records held :-

11.1. Statutory Company Information  
11.1.1. Certificate of incorporation;  
11.1.2. Certificate to Commence Business;  
11.1.3. Memorandum of Incorporation;  
11.1.4. Minutes, resolutions and proxy forms;  
11.1.5. Registers of allotments, meetings, members, mortgages and debentures and fixed assets and directors.  
11.2. Financial and accounting  
11.2.1. Accounting Records;  
11.2.2. Banking Records;  
11.2.3. Asset register;  
11.2.4. Management accounts;  
11.2.5. Tax records;  
11.2.6. VAT returns;  
11.2.7. Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange;  
11.2.8. Debtors and creditors;  
11.2.9. Company policies;  
11.2.10. Company procedures.  
11.3. Legal, contracts and agreements  
11.3.1. Statutory records;  
11.3.2. Pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;  
11.3.3. Licences, permits and authorisations;  
11.3.4. Agreements relating to –  
    11.3.4.1. Joint ventures;  
    11.3.4.2. Partnerships;  
    11.3.4.3. Shareholders Agreements;  
    11.3.4.4. The provision of goods or services;  
    11.3.4.5. Settlements;  
11.3.4.6. Leases;  
11.3.4.7. Finance agreements;



- 11.3.4.8. Restraint Agreement;
- 11.3.4.9. Sale Agreements;
- 11.3.4.10. Warranties;
- 11.4. Insurance
  - 11.4.1. Insurance policies;
  - 11.4.2. Claim records;
  - 11.4.3. Details of insurance coverage, limits and insurers;
- 11.4.4. Company procedures.
- 11.5. Administration
  - 11.5.1. Correspondence;
  - 11.5.2. Company policies;
  - 11.5.3. Company procedures.
- 11.6. Human resources
  - 11.6.1. Employee information records;
  - 11.6.2. Names, date of birth and occupations;
  - 11.6.3. Hours of work/shifts;
  - 11.6.4. Remuneration;
  - 11.6.5. Tax returns;
  - 11.6.6. Employment contracts;
  - 11.6.7. Policies and procedures;
  - 11.6.8. Attendance register;
  - 11.6.9. Expense accounts;
  - 11.6.10. Incentive schemes;
  - 11.6.11. Employee loans;
  - 11.6.12. Study assistance schemes;
  - 11.6.13. Disability schemes;
  - 11.6.14. Employee evaluation and performance records;
  - 11.6.15. Training and development;
  - 11.6.16. Payroll records;
  - 11.6.17. UIF, PAYE and SDL returns;
  - 11.6.18. Employee tax returns;
  - 11.6.19. Disciplinary records;
  - 11.6.20. Scholarships/bursaries;
  - 11.6.21. Recruitment and appointments;
  - 11.6.22. Collective agreements;
- 11.6.23. Arbitration awards;
- 11.6.24. Records of strikes, lockouts or protest action;
- 11.6.25. Company policies;
- 11.6.26. Company procedures.
- 11.7. Environmental, health and safety
  - 11.7.1. Employee medical surveillance records;
  - 11.7.2. Occupational Hygiene studies
  - 11.7.3. Staff training records;
  - 11.7.4. Inductions;
  - 11.7.5. Safety management systems;
  - 11.7.6. Internal audit reports;
  - 11.7.7. Permits, licences, approvals and registrations for operations of sites and business;
  - 11.7.8. Emergency response plans;
  - 11.7.9. Environmental impact assessments;
  - 11.7.10. Environmental management programs and systems;
  - 11.7.11. Environmental action plans;
  - 11.7.12. Incident and accident reports;
  - 11.7.13. Incident and accident statistics;
  - 11.7.14. Disposal, treatment and recycling;
  - 11.7.15. Company policies;
  - 11.7.16. Company procedures.
- 11.8. Fixed property
  - 11.8.1. Title deeds;
  - 11.8.2. Leases;
  - 11.8.3. Building plans;
  - 11.8.4. Mortgage bonds or other encumbrances to fixed property;
  - 11.8.5. Zoning.
- 11.9. Intellectual property
  - 11.9.1. Patents, patent applications and inventions;
  - 11.9.2. Designs, trademarks, trade names and protected names;
  - 11.9.3. Copyrights;
  - 11.9.4. Agreements relating to intellectual property, inter alia, licence



agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements, and joint development agreements;

11.9.5. Litigation and other disputes involving intellectual property;

11.9.6. Company polices;

11.9.7. Company procedures.

11.10. Clients

11.10.1. Client information, records and correspondence.

11.11. Transportation

11.11.1. Permits and licences;

11.11.2. Despatch details;

11.11.3. Routing;

11.11.4. Transportation, warehouse and storage contracts.

11.12. Operational

11.12.1. Despatch details for equipment and waste containers and deliveries;

11.12.2. Availability of vehicles, equipment and waste containers;

11.12.3. Company polices;

11.12.4. Company procedures

11.13. Marketing:

11.13.1. Service and product information;

11.13.2. Marketing literature (brochures, newsletters and advertising materials);

11.13.3. Company policies;

11.13.4. Company procedures;

11.13.5. Media releases;

11.13.6. Website.

11.14. Information technology:

11.14.1. Software packages;

11.14.2. Licenses;

11.14.3. Capacity and utilisation of current systems;

11.14.4. Disaster recovery processes and procedures;

11.14.5. Client database;

11.14.6. Hardware;

11.14.7. Internet;

11.14.8. Security;

11.14.9. Maintenance agreements.

11.15. Miscellaneous:

11.15.1. Records relating to Interwaste or its business which are held by any other party; and

11.16. Records held by the company relating to any other party, including without limitation:

11.16.1. financial records;

11.16.2. correspondence;

11.16.3. contractual agreements;

11.16.4. records provided by such other party;

11.16.5. records provided by third parties about such other parties;

11.16.6. Company policies;

11.16.7. Company procedures.

12:- Request procedure :-

Completion of the prescribed form

12.1. Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form included in Appendix A hereto.

12.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

12.3. POPIA provides that a data subject may, upon proof of identity, request the Company 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.

12.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, the Company 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.

12.5. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.

12.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by the company, on reasonable grounds relating to



his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Appendix C and submit it to the Information Officer at the postal or physical address or electronic mail address set out above.

- 12.7. A data subject may also request Interwaste 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 Interwaste is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 12.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address or electronic mail address set out above on the form attached hereto as Appendix D.

Proof of identity:-

- 12.9. Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

Payment of the prescribed fees:-

- 12.10. There are two categories of fees which are payable:
  - 12.10.1. The request fee: R50
  - 12.10.2. The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Appendix B.
- 12.11. Section 54 of PAIA entitles the company to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.
- 12.12. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

Timelines for consideration of a request for access :-

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

Grounds for refusal of access and protection of information:-

- 12.15. There are various grounds upon which a request for access to a record may be refused.

These grounds include:

  - 12.15.1. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
  - 12.15.2. the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
  - 12.15.3. if disclosure would result in the breach of a duty of confidence owed to a third party;
  - 12.15.4. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
  - 12.15.5. if the record was produced during legal proceedings, unless that legal privilege has been waived;
  - 12.15.6. if the record contains trade secrets, financial or sensitive information or any information that would put the company (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
  - 12.15.7. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by the company.
- 12.16. Section 70 PAIA contains an overriding provision.

Disclosure of a record is compulsory if it would reveal :-

  - (i) a substantial contravention of, or failure to comply with the law; or
  - (ii) there is an imminent and serious public safety or environmental risk;



and

(iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

12.17. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request.

The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12.18. A request fee of R50, 00, or proof of payment thereof, must be provided with the request for information.

Direct deposits may be made into Oil Separation Services bank account at:

First National bank:

Account Name: Oil Separation Services Midlands (PTY) Ltd

Account Number: 50921172446

Branch Code: 220127

12.19. The companies information officer will consider the request and determine whether the information requested is available within the company.

The request will then either be accepted, rejected or transferred to the rightful possessors of the information.

12.20. If the request is accepted, the company will gather and prepare the information and calculate the cost involved (as prescribed).

12.21. The requester will then be informed of the completion of the request process as well as the outstanding fees payable. Once payment of the outstanding fees has been made, the information will be released to the requester

### 13:- General information :-

13.1. The request form must be completed with enough detail to enable the Companies Information Officer to:

13.1.1. Identify the record or records requested; and

13.1.2. Identify the Requester.

13.1.3. The form must also:

13.1.4. Indicate the form of access required;

13.1.5. Specify a postal address or fax number (within South Africa) of the Requester;

13.2. Identify the right that the Requester is seeking to exercise or protect and provide an explanation on why the requested information is required for the exercise or protection of that right;

13.3. Where the Request is made on behalf of another person, contain proof, to the reasonable satisfaction of the Information Officer, of the capacity in which the Requester is making the request.

13.4. If the Requester wishes to be informed of a decision relating to his/her request in a manner in addition to writing, such manner must be stated and the necessary particulars provided.

13.5. Where a person is unable to complete the prescribed form due to illiteracy or disability, such person may make the request orally.

13.6. The company will process the request for information within 30 days.

This period may be extended for a further period of 30 days if the request concerns a large amount of information or the request requires the search for information held at another office of the company or consultations with divisions of the Company or third parties and the information cannot reasonably be obtained within the original 30 day period.

The company will notify the requester in writing within 30 days of receiving the request in the event that an extension needed.

### 14:- Refusal of a request



- 14.1. The Company must refuse a request for information where its disclosure would involve unreasonable disclosure of personal information about a third party.
- 14.2. The Company must also refuse access to information, if the information:
  - 14.2.1. Contains trade secrets of a third party;
  - 14.2.2. Contains financial, commercial, scientific or technical information the disclosure of which would be likely to cause harm to the financial or commercial interest of that third party;
  - 14.2.3. Was disclosed in confidence by a third person to the company, if the disclosure of the information could put that third party at a disadvantage in negotiations or commercial competition.
  - 14.2.4. Contains confidential information of third parties where the information is protected in terms of any agreement;
  - 14.2.5. Could reasonably be expected to endanger the safety of individuals or would be likely to prejudice or impair property;
  - 14.2.6. Would be regarded as privileged in legal proceedings;
  - 14.2.7. Concerns operations of the Company or commercial activities of the Company, which may include:
    - 14.2.8. Trade secrets of The Company;
    - 14.2.9. Financial, commercial, scientific or technical information which the disclosure of which could cause harm to the financial or commercial interests of the Company;
    - 14.2.10. Information which could, if disclosed, put the Company at a disadvantage in negotiations or commercial competition;
    - 14.2.11. A computer programme which is owned by the Company and which is protected by copyright
    - 14.2.12. Relates to research by or on behalf of the Company, the disclosure of which would expose The Company or a third party or the subject matter of the research to serious disadvantage.

#### 15:- Remedies available to a requester on refusal of access :-

- 15.1. If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 15.2. There is no internal appeal procedure that may be followed after a request to access information has been refused.  
The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.
- 15.3. Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction.  
If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

#### 16:- Availability of this manual :-

Copies of this Manual are available for inspection, free of charge, at our offices and at [www.oilseparationservices.com](http://www.oilseparationservices.com)



## Appendix A :-

## FORM 2

## REQUEST TO ACCESS A RECORD

## 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 )

Email address :-

---

Fax number :-

---

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel : (B)		Facsimile:
	Cellular :		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			



Street Address			
E-mail Address			
Contact Numbers	Tel : (B)		Facsimile:
	Cellular :		

**PARTICULARS OF RECORD REQUESTED**

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

**TYPE OF RECORD**  
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

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

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

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

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
--	--



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

<b>FEES</b>	
a) A request fee must be paid before the request will be considered.	
b) You will be notified of the amount of the access fee to be paid.	
c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.	
d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence

Postal address	Facsimile	Electronic communication (Please specify)

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

.....  
Signature of Requester / person on whose behalf request is made

<b>FOR OFFICIAL USE</b>	
Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

.....  
Signature of Information Officer



## Appendix B - FEES IN RESPECT OF PRIVATE BODIES

1. The "request fee" payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The "fees for reproduction" referred to in section 52(3) and "access fees" payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
  - (a) for every photocopy of an A4-size page or part thereof R1 - R10
  - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0 - R75
  - (c) for a copy in a computer-readable form on: (i) stiffy disc R7 - R50;  
(ii) compact disc R70
  - (d) (i) for a transcription of visual images, for an A4-size page or part thereof R40;  
(ii) for a copy of visual images R60
  - (e) (i) for transcription of an audio record, for an A4-size page or part thereof R20;  
(ii) for a copy of an audio record R30
  - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester  
Exemptions from paying "access fees"

Person or persons exempted from paying access fees:-

- (i) A single person whose annual income does not exceed R14,712.00;  
or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

**Form B - Personal information request form**

Please submit the completed form to the information officer

Information officer details :-

Name:- .....

Contact number :- .....

Email address :- .....

**A:- Particulars of the Data Subject**

Name and Surname :- .....

Identy number :- .....

Postal address :- .....

Contact number :- .....

Email :- .....

**B:- Request (please mark with an X)**

I request the organisation to :-

- 1:- Inform me whether it holds any of my personal information
- 2:- Provide me with a record or description of my personal information
- 3:- Correct or update my personal information
- 4:- Destroy or delete a record of my personal information


**C:-Instructions**

.....

.....

.....

**D:- Signature**

Signature :- .....

Date :- .....

**Form C - POPI complaint form**

We are committed to safeguarding your privacy and confidentiality of your personal information and are bound by the Protection of Information Act

Please submit the completed form to the information officer

Information officer details :-

Name:- .....

Contact number :- .....

Email :- .....

**A:- Particulars of the complainant**

Name:- .....

Identity number :- .....

Postal address :- .....

Contact number :- .....

Email :- .....

**B:- Details of the complaint****C:- Desired outcome :-****D:- Signature section**

Signature :- ..... Date :- .....

Where we are unable to resolve your complaint, to your satisfaction you have the right to complain to the Information Regulator.

Physical address :- SALU Building, 316 Thabo Sehume Street Pretoria

Email :- [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

Website :- [www.justice.gov.za/inforeg/index.html](http://www.justice.gov.za/inforeg/index.html)

