

## PAIA MANUAL

### IN ACCORDANCE WITH THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000



Meiring Naude street  
Persequor Technopark  
41 De Havilland Crescent  
The Woods  
Building B, 1st Floor  
Pretoria  
+27 12 844 9000

## 1. Definitions

Frequently used terms or acronyms within the document.

Definitions	Meaning
<b>BU</b>	Business Unit
<b>CEO</b>	Chief Executive Officer
<b>Company or Health Window</b>	Health Window (Pty) Ltd
<b>COO</b>	Chief Operating Officer
<b>Customer</b>	Refers to any natural or juristic entity that receives services from Health Window.
<b>Data Subject</b>	The person to whom personal information relates as defined under the Act.
<b>PAIA</b>	Promotion of Access to Information Act 2 of 2000
<b>Personnel</b>	Refers to any person who works for, or provides services to, or on behalf of Health Window, and receives or is entitled to receive remuneration and any other person who assist in carrying out or conducting the business of Health Window. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.

Definitions	Meaning
<b>Personal Information</b>	<p>For purposes of this policy and as defined under the Act, information about an identifiable, natural person, and in so far as it is applicable, an identifiable, juristic person, includes, but are not limited to:</p> <ul style="list-style-type: none"> <li>• information relating to the race, gender, sex, pregnancy, marital status, national,</li> <li>• ethnic or social origin, colour, sexual orientation, age, physical or mental health,</li> <li>• well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</li> <li>• information relating to the education or the medical, criminal or employment history of the person or information relating to financial transactions in which the person has been involved.</li> <li>• any identifying number, symbol or other particular assigned to the person.</li> <li>• the address, fingerprints, or blood type of the person.</li> <li>• the personal opinions, views, or preferences of the person, except where they are about another individual or about a proposal for a grant, an award of a prize to be made to another individual.</li> <li>• correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.</li> <li>• the views or opinions of another individual about the person.</li> <li>• the views or opinions of another individual about a proposal for a grant, an award, or a prize to be made to the person, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and</li> <li>• the name of the person where it appears with other personal information relating to the person or where the disclosure of the name itself would reveal information about the person.</li> <li>• but excludes information about a natural person who has been dead, or a juristic person that has ceased to exist, for more than 20 years.</li> </ul>
<b>Personal Requester</b>	Means a requester seeking access to a record containing Personal Information about the requester.
<b>Pharmacy Agreement</b>	Means any agreements entered into or to be entered into between Health Window and the relevant Pharmacy in terms of which,

Definitions	Meaning
	among other things, that Pharmacy provides patient information to Health Window for purposes of providing the services.
<b>Policy</b>	Standard Operating Procedure
<b>POPI, POPIA, the Act</b>	Protection of Personal Information Act 4 of 2013
<b>Processing</b>	Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including: the collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, or use; dissemination by means of transmission, distribution or making available in <sup>(1)</sup> any other form; or merging, linking, as well as restriction, degradation, erasure, or destruction of information.
<b>Purpose</b>	Health Window provides healthcare coordination services, including adherence management and disease management, in the best / legitimate interest of the patients, to provide chronic medication adherence, improved health outcomes, and lowers the burden of chronic disease.
<b>Responsible Party</b>	For purposes of this policy, all persons to whom this policy applies, whom, whether alone or in conjunction with others determines the purpose and means of processing Personal Information.
<b>SAHRC</b>	South African Human Rights Commission
<b>Special Personal Information</b>	Information relating to a person's (a) religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or (b) criminal behavior, as defined under the Act.

## 2. Introduction

- 2.1. This information manual is in respect of Health Window (Pty) Ltd (hereinafter "Health Window"). This information manual (hereinafter "Manual") provides an outline of the types of records held by Health Window and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (hereinafter "PAIA").

- 2.2. The PAIA gives effect to everyone's constitutional right of access to information held by private sector bodies or public bodies that is required for the exercise and/or protection of the requester's rights.
- 2.3. A guide to the Act is available from the South African Human Rights Commission ("SAHRC") website: [www.sahrc.org.za](http://www.sahrc.org.za). It describes, in each of official language:
- 2.3.1. What the objective of this PAIA are;
  - 2.3.2. The details of each private body (where possible);
  - 2.3.3. The process that needs to be followed in order to make a request;
  - 2.3.4. How to get copies of the Guide at no charge;
  - 2.3.5. How to get access to the manual of a private body; and
  - 2.3.6. All the remedies available in law to you.
- 2.4. Should you have any queries in this regard, please contact the SAHRC directly at:

The South African Human Rights Commission:

PAIA Unit The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Tel: +27 11 887-3803

Fax: +27 11 403-0625

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

### 3. Availability of this Manual

Anyone, may access this Manual on our website ([www.healthwindow.co.za](http://www.healthwindow.co.za)), which is also available in hard copy for viewing at our office at:

Building B, 1st Floor, 41 De Havilland Crescent,

The Woods,

Persequor Technopark,

Pretoria

A copy of the manual will also be made available from the South African Human Rights Commission, (“SAHRC”) at the addresses and/or telephone numbers as published by the Commission or once the Protection of Personal Information Act, 2013 (“POPI Act”) comes into effect, from the Information Regulator: <http://www.justice.gov.za/inforeg/about.html>.

### 4. Purpose of this Manual

- 4.1. This manual is published in terms of Section 51 of the Act and provides the members of the public the categories of information held by Health Window, and which may, subject to the grounds of refusal listed in the Act, be disclosed after evaluation of access application made in terms of the Act.
- 4.2. This Manual is intended to ensure that Health Window comply with the PAIA and to foster a culture of accountability and transparency by giving effect to the right of information that is required for the exercise of 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.
- 4.3. To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the PAIA in order for them to exercise their rights in relation to public and private bodies.
- 4.4. The PAIA recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations in a manner which

balances the right to access with any other rights contained in the Bill of Rights in the Constitution and, including, but not limited to:

- 4.4.1. Limitations aimed at the reasonable protection or private;
- 4.4.2. Commercial confidentiality;
- 4.4.3. Effective, efficient, good governance.

This Manual recognises that upon commencement of the Protection of Personal Information Act No. 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the PAIA and its Regulations by public and private bodies.

## **5. Request for Information**

You may submit your request for information records to the Health Window Information Officer as provided for in Clause 6 below. It is recommended that you read this Manual before submitting any requests.

## **6. Chief Executive Officer Contact Details (Section 51(1)(A)) and Information Officer Contact Details (Section 51(1)(B))**

Mr. Casper Jan Hendrik Schutte

Address: Building B, 1st Floor, 41 De Havilland Crescent,  
The Woods,  
Persequor Technopark,  
Pretoria

Tel: 012 844 9000

E-mail: [cassie.schutte@healthwindow.co.za](mailto:cassie.schutte@healthwindow.co.za) / [info@healthwindow.co.za](mailto:info@healthwindow.co.za)

## **7. Records Held by Health Window in Relation to Data Subjects - Available Only on Request to Access in Terms of the PAIA**

7.1. This clause serves as a reference to the categories of information that Health Window holds. The information is classified and grouped according to subjects / categories:

7.1.1. PERSONNEL RECORDS:

- 7.1.1.1. Personal records provided by personnel;
- 7.1.1.2. Record provided by a third party relating to personnel;
- 7.1.1.3. Conditions of employment and other personnel-related contractual and quasi-legal records;
- 7.1.1.4. Internal evaluation records and other internal records;
- 7.1.1.5. Correspondence relating to personnel;
- 7.1.1.6. Training schedules and material.
- 7.1.1.7. Employment agreements
- 7.1.1.8. Termination records
- 7.1.1.9. Income tax records

7.1.2. CUSTOMER/CLIENT RELATED RECORDS:

This pertains to people to which we provide goods and services and is subject to the conditions set in relation to such possession and use or purpose limitations.

- 7.1.2.1. Records provided by a customer to a third party acting for or on behalf of Health Window;
- 7.1.2.2. Records provided by a third party;
- 7.1.2.3. Records generated by or within Health Window relating to its customers, including transactional records.

7.1.3. PRIVATE BODY RECORDS:

- 7.1.3.1. Financial records;

- 7.1.3.2. Operational records;
- 7.1.3.3. Databases;
- 7.1.3.4. Information technology;
- 7.1.3.5. Marketing records.

7.1.4. INTERNAL RECORDS RELATING TO OUR BUSINESS:

- 7.1.4.1. Product records;
- 7.1.4.2. Statutory records;
- 7.1.4.3. Internal policies and procedures;
- 7.1.4.4. Records held by officials of the institution;
- 7.1.4.5. Contracts;
- 7.1.4.6. Licences;
- 7.1.4.7. Intellectual property;
- 7.1.4.8. Internal correspondence.

7.1.5. OTHER PARTY RECORDS:

- 7.1.5.1. Personnel, customer, or private body records which are held by another party, as opposed to the records held by Health Window itself;
- 7.1.5.2. Records held by Health Window pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers;
- 7.1.5.3. Health Window may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and services provides. Alternatively, such other parties may



possess records that can be said to belong to Health Window.

- 7.2. Note that the accessibility of the records may be subject to the grounds of refusal set out in this Manual. Amongst others, records deemed confidential on the party of a third party, will necessitate permission from the third party concerned, in addition to standard requirement, before Health Window will consider access.

## **8. Records Available Without a Request to Access in Terms of the PAIA**

- 8.1. Records of a public nature, typically those disclosed on the Health Window website and its various annual reports, may be accessed without the need to submit a formal application.
- 8.2. 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.

## **9. Records Available in Terms of Any Other Legislation**

- 9.1. Where applicable to its operations, Health Window also retains records and document in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreements 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 the PAIA, the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.
  - 9.1.1. Basic Conditions of Employment Act 75 of 1997;
  - 9.1.2. Companies Act 71 of 2008;
  - 9.1.3. Compensation of Occupational Injuries and Diseases Act 130 of 1993;
  - 9.1.4. Medical Schemes Act 131 of 1998;

- 9.1.5. Labour Relations Act 66 of 1995;
  - 9.1.6. Income Tax Act 58 of 1991;
  - 9.1.7. Value Added Tax Act 89 of 1991;
  - 9.1.8. Unemployment Insurance Act 63 of 2001;
  - 9.1.9. Electronic Communications Act 36 of 2005;
  - 9.1.10. Intellectual Property Laws Amendment Act 36 of 1997;
  - 9.1.11. Promotion of Access to Information Act 2 of 2000;
  - 9.1.12. Protection of Personal Information Act 4 of 2013;
  - 9.1.13. National Health Act 61 of 2003;
  - 9.1.14. Pharmacy Act 53 of 1974;
  - 9.1.15. Standards Act 8 of 2008;
  - 9.1.16. Medicines and Related Substances Act 101 of 1965;
  - 9.1.17. Telecommunications Act 103 of 1996;
  - 9.1.18. Consumer Protection Act 68 of 2008.
- 9.2. It is further recorded that the accessibility of the documents and records may be subject to the grounds of refusal set out in this Manual.

## **10. Purpose Of Processing the Information**

- 10.1. Employment records and agreements; and
- 10.2. Provision of services and supply of goods.

## **11. Categories Of Recipients to Whom Personal Information May Be Supplied**

- 11.1. South African Revenue Services
- 11.2. National Department of Labour

11.3. Information Regulator

## 12. Planned Trans-Border Flow of Information

Health Window does not have any planned trans-border flow of Personal Information.

## 13. General Description of Security

Records held by Health Window are stored as follows:

Electronic Records stored on the Health Window Server and are secured by firewall protections and password protected access to information and encryptions.

## 14. Steps To Consider Before Submitting a Request

### 14.1. **STEP 1: ARE YOU REQUESTING YOUR OWN INFORMATION?**

14.1.1. All Health Window customers/clients are allowed access to their own information without having to use the request for access to information procedures as set out in the PAIA, including but not limited to:

14.1.1.1. Personal Records;

14.1.1.2. Voice recordings.

14.1.2. All Health Window customers/clients should contact the relevant department to request their own information. Please note that there may be administration costs associated with the retrieval of certain types of information records.

### 14.2. **STEP 2: ARE YOU ENTITLED TO USE THE ACT TO REQUEST ACCESS?**

14.2.1. Kindly take note of section 7(1) of the PAIA which states that the PAIA does not apply to the record of a public or private body if:

14.2.1.1. That record is requested for the purpose of criminal or civil proceedings;

14.2.1.2. So requested after the commencement of such criminal or civil proceedings, as the case may be; and

14.2.1.3. The production of or access to that record for the purpose referred to in paragraph 16.2.1.1 is provided for in any other law.

14.2.2. If section 7(1) applies, you may not bring a request in terms of the PAIA. You must use the rules and procedures for discovery of information of the relevant legal forum and proceedings you are involved in. Health Window reserves the right to claim all expenses and other damages incurred as a result of a requester submitting a request in contravention of section 7(1).

14.3. **STEP 3: DOES THE INFORMATION REQUESTED EXIST IN THE FORM OF A RECORD?**

Please note that the Act only applies to records that are in existence at the time of us receiving your request. The PAIA does not compel anyone to create a record which is not yet in existence at the time the request is made.

14.4. **STEP 4: IS THE RECORD IN THE POSSESSION OR UNDER THE CONTROL OF HEALTH WINDOW?**

The PAIA provides that the record requested must be in our possession or under our control. Therefore, even if a record was created by Health Window or at some point in Health Window's possession (but no longer in Health Window's control at the time of your request), you must seek access to the record from the party under whose possession or control it is.

## 15. Submitting a request for access in terms of PAIA

15.1. **REQUEST FORM**

Please complete the request form in **Annexure "A"** to this Manual (the "Request For Access to Records of Private Body Form"). You can send the completed request form as is or under cover of a separate letterhead or fax cover. In the Request Form, you need to provide sufficient information to enable us to adequately identify –

- The record or records requested;
- The identity of the requester,

- Which form of access is required if the request is granted;
- The postal address, fax number or email address of the requester.

15.2. **DESCRIPTION OF THE RIGHT**

Take care to adequately describe the right which you are seeking to protect or enforce by means of the records requested. Please note that the courts have indicated that access to the records must be “necessary” for the exercise or protection of the right so stated. It is important to note that Health Window may refuse you access to the records requested if the right is not clearly defined or where the right you claim to seek to exercise or protect does not qualify as a right as contemplated in the PAIA.

15.3. **REPRESENTATIVES**

If a request is made on behalf of another person, then the requested must submit proof of the capacity in which the requested is making the request to the reasonable satisfaction of Health Window.

15.4. **ILLITERACY OR DISABILITY**

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

15.5. **PRESCRIBED FEES**

The prescribed fees, where applicable, as provided for in paragraph 16 hereof must be paid and proof of payment (e.g., copy of deposit slip) must be submitted following your request.

- The requester will be notified where the Health Window Information Officer requires a deposit (calculated from the access fee).
- You must submit proof of payment before your request can be processed.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

## 16. Prescribed Fees

- 16.1. The PAIA provides for two types of fees, namely:
  - 16.1.1. A request fee, which will be a standard fee; and
  - 16.1.2. An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 16.2. The requester, other than a Personal Requester, must pay the prescribed R50.00 (Fifty Rand) request fee, following submission of the request and provide a deposit slip as proof of payment which must follow the Request Form.
- 16.3. If the search for and 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, Health Window will request you to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 16.4. Health Window may withhold a record until the requester has paid the fees as indicated in Annexure “B”.
- 16.5. A requester whose request has been granted must pay the applicable access 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.
- 16.6. You may ask for a refund of the deposit if your request for access is refused.

## 17. Considering your request for access

- 17.1. Health Window will have deemed to have received your request when all of the requirements in respect of PAIA have been met.
- 17.2. Subject to the provisions in PAIA in respect of extension of time periods, Health Window will process the request within 30 (thirty) days, unless you have stated special reasons which would satisfy Health Window that circumstances dictate that the above time periods not be complied with.

- 17.3. You will be informed in writing whether access has been granted or denied.
- 17.4. The main grounds for Health Window to refuse a request for information relate to the:
  - 17.4.1. Mandatory protection of the privacy of a third party who is a natural person, which would involve unreasonable disclosure of Personal Information;
  - 17.4.2. Mandatory protection of the commercial information of a third party, if the record contains:
    - 17.4.2.1. trade secrets of that third party;
    - 17.4.2.2. financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
    - 17.4.2.3. information disclosed in confidence by a third party to Health Window, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
  - 17.4.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
  - 17.4.4. Mandatory protection of the safety of individuals and the protection of property;
  - 17.4.5. Mandatory protection of records which would be regarded as privileged in legal proceedings; and
  - 17.4.6. The commercial activities of Health Window;
  - 17.4.7. The research information of Health Window or a third party, if its disclosure would disclose the identity of Health Window, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

## 18. Your remedies

Health Window does not have internal appeal procedures. As such, the decision made by the Health Window is final. If your request is denied, you are entitled to apply to a court with appropriate jurisdiction for relief.

## 19. Further requests:

- 19.1. Please refer to **Annexure “C”** (Form 1) in respect of an objection to the processing of personal information in terms of section 11(3) of the Protection of Personal Information Act 4 of 2013, Regulations Relating to The Protection of Personal Information 2017 [Regulation 2(1)].
- 19.2. Please refer to **Annexure “D”** (Form 2) in respect of a request for correction or deletion of personal information or destroying or deletion on record of personal information in terms of section 24(1) of the protection of personal information act 4 of 2013 regulations relating to the protection of personal information 2017 [regulation 3(2)].



**ANNEXURE “A”**  
REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

This annexure must accompany the cover letter addressed to the Information Officer:

**A. Mr. Casper Jan Hendrik Schutte (Health Window Information Officer)**

Building B, 1<sup>st</sup> Floor, 41 De Havilland Crescent, The Woods

Persequor Technopark

Pretoria

**B. Particulars of person requesting access to the record:**

- a) The particulars of the person who requests access to the record must be given below;
- b) The address and/or fax number in the Republic of South Africa to which the information is to be sent must be given; and
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which the request is made, when made on behalf of another person:

**C. Particulars of person on whose behalf request is made:**

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

**D. Particulars of record:**

- a) 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.
- b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
- c) The requester must sign all the additional folios.
  - i. Description of record or relevant part of the record:
  - ii. Reference number, if available:
  - iii. Any further particulars of record:

**E. Fees**

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) There are two types of fees:
  - Request fee: R50
  - Access fee: 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. This is calculated by taking into account reproduction costs, search, and preparation costs, as well as postal costs. These fees are set out in Annexure 2.
- c) The requester will be notified where the Information Officer requires a deposit (calculated from the access fee). Where a deposit has been taken and the request has subsequently been refused, the Information Officer will refund the deposit to the requester.
- d) Please ensure that you use the following reference for your deposit, or we will not be able to identify it as belonging to you:

**“PAIA” followed by your initial(s) and surname** (e.g., If your initials and surname is AN Smith, you must use PAIA AN Smith as your reference.)

- e) You must submit proof of payment before your request can be processed.
- f) If you qualify for exemption of the payment of any fee, please state the reason for exemption. Reason for exemption from payment of fees:

**F. Form of access to record**

If you are prevented by a disability to read, view, or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.		
Disability:	Form in which record is required:	
Mark the appropriate box with an X.		
NOTES:		
(a) Compliance with your request in the specified form may depend on the form in which the record is available.		
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.		
(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.		
1. If the record is in written or printed form:		
copy of record* <input type="checkbox"/>	inspection of record <input type="checkbox"/>	
2. If record consists of visual images: this includes photographs, slides, video recordings, computer-generated images, sketches, etc)		
view the images <input type="checkbox"/>	copy of the images" <input type="checkbox"/>	transcription of images* <input type="checkbox"/>
3. If record consists of recorded words or information which can be reproduced in sound:		
listen to the soundtrack audio cassette <input type="checkbox"/>		transcription of soundtrack* written or printed document <input type="checkbox"/>
4. If record is held on computer or in an electronic or machine-readable form:		
printed copy of record*	printed copy of information derived from the record	copy in computer readable form* (stiffy or compact disc)
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**G. Particulars of right to be exercised or protected**

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

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

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

\_\_\_\_\_

Signature of requester / person on whose behalf request is made

<p><b>FOR HEALTH WINDOW INTERNAL USE ONLY</b></p> <p>Reference number: Information Officer: Request fee (if any): R .....</p> <p>Deposit (if any): R .....</p> <p>Access fee: R .....</p> <p>SIGNATURE OF INFORMATION OFFICER (or duly authorised representative)</p>
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## ANNEXURE “B”

### FEES IN RESPECT OF PRIVATE BODIES

	DESCRIPTION	RAND
<b>1</b>	The fee for a <b>copy of the manual</b> as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
<b>2</b>	The fees for <b>reproduction</b> referred to in regulation 11 (1) are as follows:	
(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in a computer-readable form on—	
(i)	Stiffy disc	7,50
(ii)	Compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(d)(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e)(ii)	For a copy of an audio record	30,00
<b>3</b>	The <b>request fee</b> payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
<b>4</b>	The <b>access fees</b> payable by a requester referred to in regulation 11 (3) are as follows:	
4.1(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in a computer-readable form on—	
(i)	Stiffy disc	7,50
(ii)	Compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e)(ii)	For a copy of an audio record	30,00
(f)	To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
4.2	For purposes of section 54 (2) of the Act, the following applies:	
(a)	Six hours as the hours to be exceeded before a deposit is payable; and	
(b)	One third of the access fee is payable as a deposit by the requester.	
4.3	The actual postage is payable when a copy of a record must be posted to a requester.	

## Annexure “C”

### FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION  
IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT 4  
OF 2013  
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION 2017  
[REGULATION 2(1)]**

Note:

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

Reference No. \_\_\_\_\_

A	Details of Data Subject	
Name and Surname of Data Subject:		
Residential or Postal Address:		
Contact No.		
Fax No.		
Email Address:		
B	Details of Responsible Party	
Name and Surname of Responsible Party:		
Residential, Postal, or Business Address:		
Contact No.		
Fax No.		
Email Address:		
Name of Public or Private Body ( <i>if Responsible Party is not a Natural Person</i> ):		
Business Address:		
Contact No.		
Fax No.		
Email Address:		
C	Reason for Objection (please provide detailed reasons for objection)	
SIGNED and DATED at _____ on this the _____ (date)		
Signature of Data Subject (Applicant)		

