

INFORMATION MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended)

(updated July 2022)

TABLE OF CONTENTS

1. Important notice
2. Introduction
3. Company information and contact details
4. The availability of guides to PAIA and POPIA
5. Types of records of the Retail Capital group
6. Processing of personal information
7. Grounds for refusal of access to records
8. Remedies available if Retail Capital refuses a request
9. Request procedure
10. Prescribed fees
11. Decision
12. Records not found
13. Availability of the manual

Appendix 1 – PAIA Form 2: Request for Access to Record

Appendix 2 – Fees

1. IMPORTANT NOTICE

This manual applies to Retail Capital Limited (registration number: 2010/019149/06) and its subsidiaries (as defined in the Companies Act 2008) which includes First Asset Finance (Pty) Limited and Fundrr (Pty) Limited (the Retail Capital group).

This manual explains how the various businesses comprising the Retail Capital group will process personal information (PI) as defined in section 1 of the Protection of Personal Information Act (Act 4 of 2013) (POPIA).

2. INTRODUCTION

The Promotion of Access to Information Act (Act 2 of 2000, as amended from time to time) (PAIA or “the Act”) gives effect to the constitutional right of access to any information in records held by public or private bodies that is required for the exercise or protection of any rights. Where a party wishes to request information which they do not have a direct right to, but which information is needed in order to protect a right of their own, they will use the procedure set out in this PAIA manual to request such information.

This PAIA manual provides an outline of the types of records and the personal information held by Retail Capital and sets out the procedure to request access to these records and personal information, the requirements that such request must meet, as well as the grounds for refusal or partial refusal of such request. In addition, it explains how to access PI held by Retail Capital in terms of Sections 23 and 25 of POPIA. Requests for access to PI will be responded to within a reasonable time.

PAIA and POPIA recognise that the right of access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- limitations aimed at the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution of the Republic of South Africa, Act 108 of 1996, as amended and POPIA.

This right of access may not be used to access records under criminal or civil proceedings, or where such proceedings have commenced.

This manual informs requesters of procedural and other requirements that a request must meet as prescribed by PAIA and POPIA. A requester has the right to submit a request, after providing adequate proof of identity and after payment of any fee required by law (if applicable) under **Appendix 2**.

3. COMPANY INFORMATION AND CONTACT DETAILS

Retail Capital Limited is a limited liability company, incorporated in the Republic of South Africa. It provides financial support predominantly to small and medium sized commercial enterprises within South Africa.

All requests for access to records in terms of PAIA must be in writing and must be addressed to:

For Retail Capital Limited:

Charl Pienaar (Information Officer)
Retail Capital Limited
4th Floor, The Palms
145 Sir Lowry Road
Woodstock
Cape Town
7915
Tel: 086 117 1717
Email: compliance@retailcapital.co.za

For First Asset Finance (Pty) Limited:

Matthew Mill (Information Officer)
First Asset Finance (Pty) Limited
4th Floor, The Palms
145 Sir Lowry Road
Woodstock
Cape Town
7915
Tel: 086 117 1717
Email: matthew@retailcapital.co.za

For Fundrr (Pty) Limited:

Jarred Noche (Information Officer)
Fundrr (Pty) Limited
4th Floor, The Palms
145 Sir Lowry Road
Woodstock
Cape Town
7915
Tel: 086 117 1717
Email: jarred@fundrr.co.za

4. THE AVAILABILITY OF GUIDES TO PAIA AND POPIA

Should you require greater clarity on or require assistance with the exercise of any right contemplated in PAIA, we refer you to the Guide that has been published by the South African Human Rights Commission ('SAHRC') in terms of section 10 of PAIA.

This Guide is available in all the official languages and in braille.

Copies of PAIA and POPIA, the relevant regulations and guides to these Acts, can be obtained from the information regulator and queries should be directed to:

The Information Regulator

JD House
27 Stiemens Street
P.O. Box 31533
Braamfontein
Johannesburg
2017
Attention of the Chief Executive Officer
Email: infoereg@justice.gov.za
Website: <https://www.justice.gov.za/infoereg/contact.html>

5. TYPES OF RECORDS OF THE RETAIL CAPITAL GROUP

This paragraph serves as a reference to the records that the Retail Capital group hold, and it is recorded that the accessibility of the records listed below, may be subject to the grounds for refusal set out hereinafter.

The information is classified and grouped according to records relating to the subjects and categories outlined below.

5.1. Records available in terms of other legislation

All records kept and made available in terms of legislation applicable to Retail Capital, as it applies to the specific environment in which Retail Capital operates, are available in accordance with said legislation. This legislation includes:

- Basic Conditions of Employment Act, 75 of 1997
- Companies Act, 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Competition Act, 89 of 1998
- Constitution of the Republic of South Africa, 1996
- Consumer Protection Act, 89 of 2008
- Copyright Act, 98 of 1978
- Electronic Communications Act, 36 of 2005
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Financial Intelligence Centre Act, 38 of 2001
- Income Tax Act, 95 of 1967
- Insolvency Act, 24 of 1936
- Labour Relations Act, 66 of 1995
- National Environmental Management Act, 107 of 1998
- National Environmental Management Waste Act, 59 of 2008
- Occupational Health and Safety Act, 85 of 1993
- Patents Act, 57 of 1978
- Prevention of Combating of Corrupt Activities Act, 12 of 2004
- Promotion of Access to Information Act, 2 of 2000
- Protected Disclosures Act, 26 of 2000
- Protection of Constitutional Democracy against Terrorist and Related Activities Act, 33 of 2004
- Protection of Personal Information Act, 4 of 2013
- Skills Development Act, 97 of 1998
- Tax Administration Act, 28 of 2011
- Trade Marks Act, 194 of 1993
- Unemployment Insurance Act, 63 of 2001
- Value-added Tax Act, 89 of 1991

5.2. Records automatically available without requesting access in terms of PAIA

In terms of section 52(1), the Company may make certain categories of records automatically available without the Requester having to request access in terms of the Act. These would include:

- promotional material intended for public viewing;
- posters;
- campaigns;
- public customer information.

At this stage no notices have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

5.3. Records available on request

We set out below the subjects and categories of records that are, subject to access being denied as set out in PAIA, available upon request for the purposes of the Act:

Records are held on the following subjects:

- 5.3.1. Personnel/Employee records;
- 5.3.2. Customer-related records;
- 5.3.3. Private body records; and
- 5.3.4. Records in the possession of or pertaining to other parties.

5.3.4.1. Personnel/Employee records

Personnel do not need to use the PAIA process to obtain records that Retail Capital holds in relation to them.

Personnel or employees refers to any person who works for or provides services to or on behalf of Retail Capital and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Retail Capital. This includes, without limitation, directors, executives, non-executives, all permanent-, temporary- and part-time staff as well as contract workers.

Personnel records include the following:

- 5.3.4.1.1. Any personal records provided to Retail Capital by its personnel;
- 5.3.4.1.2. Any records a third party has provided to Retail Capital about any of its personnel;
- 5.3.4.1.3. Conditions of employment and other personnel-related contractual and quasi-legal records;
- 5.3.4.1.4. Internal evaluation records; and
- 5.3.4.1.5. Other internal records and correspondence.

5.3.4.2. *Customer-related records*

A customer includes any natural or juristic person that is an existing Retail Capital group customer or a person that has provided their personal information to the Retail Capital group or whose personal information the Retail Capital group has lawfully processed, in the context of a sale of or acquiring of goods or services.

Customer-related information includes the following:

- 5.3.4.2.1. Any records a customer has provided to a third party acting for or on behalf of Retail Capital;
- 5.3.4.2.2. Any records a third party has provided to Retail Capital; and
- 5.3.4.2.3. Records generated by or within Retail Capital pertaining to the customer, including transactional records.

5.3.4.3. *Private body records*

Examples of private body records are the following:

- 5.3.4.3.1. Financial records;
- 5.3.4.3.2. Operational records;
- 5.3.4.3.3. Databases;
- 5.3.4.3.4. Information technology;
- 5.3.4.3.5. Marketing records;
- 5.3.4.3.6. Internal correspondence;
- 5.3.4.3.7. Records relating to products and services;
- 5.3.4.3.8. Statutory records;
- 5.3.4.3.9. Internal policies and procedures;
- 5.3.4.3.10. Treasury-related records;
- 5.3.4.3.11. Securities and equities; and
- 5.3.4.3.12. Records held by officials of Retail Capital.

These records include, but are not limited to, the records which pertain to Retail Capital's own affairs.

5.3.4.4. *Other records*

Retail Capital may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, service providers, job applicants, operators (suppliers and third parties). In addition, such other parties may possess records that can be said belong to Retail Capital.

The following records fall under this category:

- 5.3.4.4.1. Personnel, client or private body records which are held by another party as opposed to being held by Retail Capital; and
- 5.3.4.4.2. Records held by Retail Capital 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 / suppliers.

6. PROCESSING OF PERSONAL INFORMATION

The Retail Capital group takes the privacy and protection of PI very seriously and will only process PI in accordance with the current South African privacy legislation (POPIA) or any other applicable legislation which deals with privacy rights. Accordingly, the relevant PI privacy conditions and requirements relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion of personal information) will be applied to any PI processed by the Retail Capital group.

6.1. The purpose for the Retail Capital group processing personal information

The Retail Capital group processes PI for a variety of purposes, where legally justified to do so. Retail Capital maintains a separate privacy notice that incorporates the purposes for processing. This notice is available on Retail Capital's website (<https://www.retailcapital.co.za/privacy-policy/>).

6.2. Categories of data subjects and personal information processed by the Retail Capital group

The categories of data subjects and personal information processed by the Retail Capital group include the following:

Description of categories of data subjects	Categories of personal information processed
Customers, including potential and previous customers	Customer personal/special PI, e.g. name, identity number (ID), race, etc.
	Customer bank details, e.g. account number, bank name/s, account statements, etc.
	Customer contracts
	Customer location or address information
	Customer third-party information, such as from credit bureaux and the Companies and Intellectual Property Commission (CIPC).
	Surveillance records
Personnel/Employees (prospective, previous and existing employees)	Employee PI (e.g. name, ID, etc.)
	Employee education and psychometrics records
	Employee medical information
	Employee disability information
	Employee biometric information
	Employee pension and provident fund information
	Employee bank details
	Employee tax and financial information
	Employee contracts
	Employee beneficiary information
Employee performance records	

	Payroll records
	Electronic access records
	Physical access records
	Surveillance records
	Health and safety records
	Training records
	Background checks
	Criminal checks
	Employment history
Job applicants	Curriculum vitae and application forms
	Criminal checks
	Background checks
Family members of employees	PI, e.g. name, ID, etc.
	Medical and disability information
	PI acquired for processing travel documents
Visitors	Physical access records
	Surveillance records (like CCTV footage)
	Biometric information
Suppliers and service providers	Supplier personal information
	Supplier contracts
	Supplier bank details
	Surveillance information of supplier representatives (e.g. CCTV footage)
	PI of supplier representatives
Shareholders	Shareholder personal information

6.3. Recipients or categories of recipients with whom personal information is shared

- 6.3.1. The group may share the PI of its data subjects, where legally justified to do so, for any of the purposes outlined in paragraph 6.1, with the following parties (among others):
- 6.3.1.1. other Retail Capital group companies; and
 - 6.3.1.2. the group's service providers, operators (suppliers and third parties) who perform services on its behalf.
- 6.3.2. Retail Capital does not share the PI of its data subjects with any third parties, except if:
- 6.3.2.1. it is obliged to provide such information for legal or regulatory purposes;
 - 6.3.2.2. it is required to do so for purposes of existing or future legal proceedings;
 - 6.3.2.3. it is selling one or more of its businesses or part of its businesses to a third party to whom it may transfer its rights under any agreement it may have with data subjects;

- 6.3.2.4. it is involved in the prevention of fraud, loss, bribery or corruption;
 - 6.3.2.5. the third party performs services and processes PI on the group's behalf as its operator;
 - 6.3.2.6. this is required to provide or manage any information, products and/or services to data subjects; or
 - 6.3.2.7. this is needed to help the group improve the quality of its products and services.
- 6.3.3. The group will send appropriate notifications or communications to its data subjects of its processing if it is obliged to do so by law, or in terms of its contractual relationship with data subjects.
- 6.3.4. The group will only disclose PI to government authorities where it is required to do so by law.
- 6.3.5. The group's employees and suppliers are required to adhere to legislation relating to privacy and confidentiality principles and to complete privacy training.

6.4. Information security measures to protect personal information

- 6.4.1. Reasonable technical and organisational measures have been implemented for the protection of PI processed by the group and its operators (suppliers and third parties). In terms of POPIA, operators (suppliers and third parties) process PI on behalf of the group.
- 6.4.2. The group continuously implement and monitor technical and organisational security measures to protect the PI it holds, against unauthorised access, as well as accidental or wilful manipulation, loss, damage, or destruction.
- 6.4.3. The group will take steps to ensure that operators (suppliers and third parties) that process PI on its behalf apply adequate safeguards as outlined under 6.4.1 and 6.4.2.

6.5. Cross-border flows of personal information

- 6.5.1. The group will only transfer PI across South African borders if the relevant transactions or situation requires cross-border processing. It will only do so in accordance with South African legislative requirements, or if the data subject consents to the transfer of their PI to third parties in foreign countries.
- 6.5.2. The group will take steps to ensure that operators (suppliers and third parties) in foreign countries are bound by laws, binding corporate rules

or binding agreements that provide an adequate level of protection of PI and uphold principles for reasonable and lawful processing of personal information, in terms of POPIA.

- 6.5.3. The group will take steps to ensure that operators (suppliers and third parties) that process PI in jurisdictions outside of South Africa, apply adequate safeguards as outlined in section 6.4 above.

6.6. PI received from third parties

When the group receives PI from a third party on behalf of a data subject, it requires confirmation that the third party has a lawful justification in terms of section 11 of POPIA, to share such information with the group.

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for the Retail Capital group to refuse a request for records relates to the mandatory protection:

- 7.1. of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of PI of that natural person;
- 7.2. of the commercial information of a third party, if the record contains –
 - 7.2.1. trade secrets of that third party;
 - 7.2.2. financial-, commercial-, scientific- or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 7.2.3. information disclosed in confidence by a third party to the group, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 7.3. of confidential information of third parties if disclosing such would or could constitute a breach of the duty of confidence owed to a third party in terms of any agreement;
- 7.4. of the safety of individuals and the protection of property;
- 7.5. of records which would be regarded as privileged in legal proceedings;
- 7.6. of the commercial activities of the group, which may include–
 - 7.6.1. trade secrets of the group;

- 7.6.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the group;
 - 7.6.3. information which, if disclosed, could put the group at a disadvantage in negotiations or commercial competition;
 - 7.6.4. a computer programme which is owned by the group, and which is protected by copyright; and
- 7.7. of the research information of the group or a third party, if its disclosure would disclose the identity of the group, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

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

8. REMEDIES AVAILABLE IF RETAIL CAPITAL REFUSES A REQUEST

8.1. Internal remedies

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

8.2. External remedies

Subject to the provisions of PAIA, a requestor that is dissatisfied with an information officer's refusal to disclose information, may within 180 days of notification of the decision, apply to a court or to the information regulator for relief.

Notice of Appeal, Form B, in terms of Section 75 of PAIA [Regulation 8], can be found on the website of the information regulator under the "Documents" section (www.justice.gov.za/infoereg).

9. REQUEST PROCEDURE

- 9.1. Records held by the group may be accessed only once the prerequisite requirements for access have been met.
- 9.2. A requester is any person making a request for access to a record of the group. There are two types of requesters:

Personal requester

- 9.3. A personal requester is a requester who is seeking access to a record that relates to their own PI (as defined in PAIA and POPIA).
- 9.4. Subject to the provisions of this manual, PAIA, POPIA and other applicable laws, the group will provide the requested information or give access to any record regarding the requester's own personal information. The prescribed fee for reproduction of the information requested will be charged as indicated in Appendix 2.

Other requester

- 9.5. This requester (other than a personal requester) is entitled to request access to information on third parties. The requester must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.
- 9.6. If a public body lodges a request, the public body must be acting in the public interest and provide details of the public interest that it is seeking to protect/rely on.

The following procedural requirements serve as guidelines for requesters:

- 9.7. The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.
- 9.8. The requester must complete the prescribed form enclosed in Appendix 1, and submit same as well as payment of a request fee and a deposit, if applicable, to the information officer at the postal or physical address, fax number or email address as stated in paragraph 4 of this document.
- 9.9. The prescribed form must be completed with sufficient detail to at least enable the information officer to identify–
- 9.9.1. record or records requested;
 - 9.9.2. proof of identity of the requester;
 - 9.9.3. which form of access is required, if the request is granted; and
 - 9.9.4. postal address or email address of the requester.
- 9.10. The requester must state the nature of the right for which access to the requested records is required. The courts have indicated that access to the records must be “necessary” for the exercise or protection of the right so stated. This right of

access may not be used to access records under criminal or civil proceedings, or where such proceedings have commenced. This right of access only applies to records in existence at the time of request.

- 9.11. Subject to the provisions in PAIA, in respect of extensions, the group will process the request within 30 days from when the request is received and the fee is paid, or within any extension timeline, unless the requester has stated special reasons which would satisfy the information officer that circumstances dictate that the above time periods could not be complied with. The group cannot grant extensions less than 21 days for third-party requests as outlined under point 9.12 below.
- 9.12. Where a requester (other than a personal requester) has requested access to information on a third party, PAIA provides that the third party whose information is requested must be given 21 days in which to make representations to refuse access or give written consent for the disclosure of the record to the requester. It may not always be possible for the group to comply with all refuse representations. For example, when a court order had been served for the access.
- 9.13. The requester shall be informed in the manner indicated by the requester in Appendix 1, whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner, which will be provided if possible, to do so. If access is denied, the requester is entitled to a refund of the fees paid, in which instance, the group will seek account details from the requester in order to give effect to payment of any refund.
- 9.14. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally, which must then be reduced into writing by the person assisting the requester.
- 9.15. The requester must pay the prescribed fee, before any further processing can take place.

10. PRESCRIBED FEES

10.1. PAIA provides for two types of fees, namely:

10.1.1. a request fee, which will be a standard fee; and

10.1.2. an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.

- 10.2. When the request is received by the information officer, the information officer shall by notice require the requester to pay the prescribed request fee (if any) before further processing of the request.
- 10.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations of PAIA for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 10.4. The information officer shall withhold a record until the requester has paid the fees as indicated in Appendix 2.
- 10.5. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the record for disclosure including planning to make it available in the request form.
- 10.6. If a deposit has been paid in respect of a request for access, which is refused, then the information officer concerned must repay the deposit to the requester.

11. DECISION

- 11.1. The group will, within 30 business days (excludes weekends and public holidays), but not less than 21 days, after receipt of the request, decide whether to grant or decline the request and notify the requester in the manner indicated by the requester in Appendix 1, by giving reasons (if required) to that effect, to the requester. Only in exceptional circumstances can this timeline be less than 21 days.
- 11.2. The 30-business day period within which the group must decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of the group and the information cannot reasonably be obtained within the original 30 business day period. Should an extension of time be required, the group will notify the requester in the manner indicated by the requester in Appendix 1.

12. RECORDS NOT FOUND

- 12.1. If all reasonable steps have been taken to find a record and such record cannot be found or the record does not exist, the group shall notify the requester, by way

of an affidavit or affirmation, that it is not possible to give access to the requested record.

12.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the record or determine its existence, including details of all communications by the group with every person who conducted the search.

12.3. The notice in paragraph 12.1 above shall be regarded as a decision to refuse a request for access to the record concerned for purposes of PAIA.

12.4. If the record in question is later found, the requester shall be given access to the record in the manner stipulated by the requester in Appendix 1, unless access is refused by the group as set out in this manual.

13. AVAILABILITY OF THE MANUAL

A copy of this manual is available for inspection, free of charge, at the offices of Retail Capital Limited. A copy is also available on our website (www.retailcapital.co.za).

APPENDIX 1
PAIA FORM 2
PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act No. 2 of 2000)

[Regulation 7]

NOTE:

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

TO: The Information Officer:

(Address)

E-mail address: _____

Fax number: _____

'Mark with an "X"

Request is made in my own name.

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (<i>when made on behalf of another person</i>)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (<i>if applicable</i>):			
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 of 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 disk drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

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

Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed form (<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:	

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

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

Postal Address	Facsimile	Electronic communication <i>(Please Specify)</i>

Signed at _____ this _____ day of _____ 20____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name and Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit <i>(if any)</i> :	

Signature of Information Officer

APPENDIX 2

FEES

(Section 54(7) of the Promotion of Access to Information Act No. 2 of 2000)

All prices listed below are exclusive of value added tax as set out in the Value Added Tax Act, No. 89 of 1991, which will be charged, in addition, at the then legislated rate.

ACCESS FEES:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specifically excluded in terms of PAIA or an exclusion is determined by the Minister in terms of section 54(8).

REPRODUCTION FEES:

Where a private body has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR ACCESS AND REPRODUCTION AS REFERRED TO ABOVE ARE:

	R
For every photocopied/printed (black and white) A4-size page or part thereof	2.00
For a copy in a computer-readable form on flash drive (requestor to provide flash drive)	40.00
For a copy in a computer-readable form on CD (requestor to provide CD)	40.00
For a copy in a computer-readable form on CD (Company to provide CD)	60.00
For transcription of visual images, for an A4-size page or part thereof (outsourced)	Per outsourcer quote
For a copy of visual images (outsourced)	Per outsourcer quote
For a transcription of an audio record, for an A4-size page or part thereof	24.00
For a copy of an audio record on flash drive (requestor to provide flash drive)	40.00
For a copy of an audio record on flash drive (requestor to provide CD)	40.00
For a copy of an audio record on flash drive (Company to provide CD)	60.00

REQUEST FEE:

Where a requester submits a request for access to information held by a private body on a person other than the requester himself/herself, a request fee in the amount of R 140.00 is payable up-front before the private body will further process the request received.

SEARCH AND PERPARATION FEE:

No charge for the first hour. The request fee payable by a requester are R145.00 for each subsequent hour or part of an hour reasonably required for search and preparation up to up to capped maximum of R435.00.

DEPOSITS:

Where a private body receives a request for access to information held on a person other than the requester himself/herself and the information officer upon receipt of the request is of the opinion that the preparation of the required record for disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to one-third of the amount of the calculated access and reproduction fee.

EXPENSES:

The actual expenses incurred by the Company are payable by a regulator when a copy of a record must be posted, e-mailed or electronically transferred to a requester.