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RAWSON RESIDENTIAL FRANCHISES (PTY) LTD
“RRF”

REGISTRATION NUMBER

1997 /009291 / 07

PAIA MANUAL 2023

Prepared in terms of section 51 of the Promotion of
Access to Information Act 2 of 2000 (as amended)

Version: V2

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PAIA MANUAL

1. DEFINITIONS

- 1.1. "Agreement" means a written agreement between RRF and a Third Party;
- 1.2. "Client" means any prospective, new or existing Client of RRF and its subsidiaries;
- 1.3. "Data Subject/s" for the purpose of this document include all living individuals and juristic persons about whom RRF holds Personal Information;
- 1.4. "Device" and "Mobile Device" means tablets, mobile or cellular phones, smartphones, handheld computers, PDAs, and laptop or notebook computers, including any accompanying software or hardware;
- 1.5. "Employee/s" means any person who works for or provides services to or on behalf of RRF and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of RRF. This includes partners, directors, all permanent, temporary and part-time Employees as well as consultants, independent consultants, agency workers and contract workers;
- 1.6. "RRF" means **Rawson Residential Franchises (Pty) Ltd** and/or any of its subsidiaries and/or any other legal entity, joint venture and/or partnership, wherever situated or operating (and irrespective of structure and/or legal nature/regime) is a Franchisor, with its franchise business, being the selling and granting of Rawson Properties' franchise licences and rights to juristic persons, who are registered property practitioners in terms of the Property Practitioners Act 22 of 2019, to trade under the Rawson name and brand. RRF services or otherwise conducts business under a name which includes RRF or any variation thereof (including their subsidiaries, parties that are related or inter-related to them and/or their affiliated companies, to the extent applicable), including in countries which may not have data-protection laws similar to South Africa.
- 1.7. "Image/s", "Photograph" and "video images" refer to any kind of image capture, still or moving, obtained by any photographic device including still image cameras, video cameras, webcams and photographic enabled mobile telephones, and any other type of image capture device not specified here, whether digital or not, using technology existent from time to time. The Processing (including storage) of such images includes film negative, film positive (e.g. transparencies and slides, movies, etc.), photographic paper, digital media, magnetic tape and any other kind of storage method able to be used for the storage of images, still or moving, available now or in the future;
- 1.8. "IO" means the Information Officer appointed as such by RRF in terms of section 56 of POPIA and who will have the ultimate responsibility to ensure that RRF complies with the provisions of POPIA;
- 1.9. "PAIA" means the Promotion of Access to Information Act, 2000;

- 1.10. "Personal Information" means information relating to an identifiable, living, natural person, and (where applicable) an identifiable, existing juristic person in particular by reference to an identification number or to one or more factors specific to physical, physiological, mental, economic, cultural or social identity, including the name, race, gender, marital status, address and identifying number of a person, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, recruitment details, financial history and the like. It also includes opinions about individuals as well as facts and also applies to corporate contacts;
- 1.11. "POPIA" means the Protection of Personal Information Act, 2013, including any regulations and/or code of conduct made under that Act;
- 1.12. "Processing" is any activity that involves use of Personal Information. It includes any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:
- 1.12.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- 1.12.2. dissemination by means of transmission, distribution or making available in any other form; or
- 1.12.3. merging, linking, as well as restriction, degradation, erasure or destruction of Personal Information;
- 1.13. **"Record" means any recorded information:**
- 1.13.1. regardless of form or medium, including any of the following:
- 1.13.1.1. Writing on any material;
- 1.13.1.2. information produced, recorded or stored by means of any tape recorder, computer equipment, whether hardware or software or both, or other Device, and any material subsequently derived from information so produced, recorded or stored;
- 1.13.1.3. label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
- 1.13.1.4. book, map, plan, graph or drawing;
- 1.13.1.5. photograph, film, negative, tape or other Device in which one or more visual Images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
- 1.13.2. in the possession or under the control of a Responsible Party;
- 1.13.3. whether or not it was created by a Responsible Party; and
- 1.13.4. regardless of when it came into existence;

- 1.14. "Responsible party/parties" are the people who or organisations which determine the purposes for which, and the manner in which, any personal information is processed. They have a responsibility to establish practices and policies in line with POPIA. RRF is the responsible party of all personal information used in its business.
- 1.15. "Special Personal Information" includes personal information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life or biometric information of a data subject; or the criminal behaviour of a data subject to the extent that such information relates to the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings;

2. PREAMBLE

- 2.1. 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.
- 2.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such a private body and stipulates the minimum requirements that the manual has to comply with.
- 2.3. This Manual constitutes RRF's PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by POPIA, which gives effect to everyone's constitutional right to privacy. 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.
- 2.4. 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.

3. ABOUT RRF

- 3.1. RRF is a franchisor whereby it sells its business concept, copyright, commercial, residential and rental licences to its franchisees, with offices all throughout South Africa as well in Mauritius and Zimbabwe, Harare.
- 3.2. This Manual as at the date of compilation is applicable to all of RRF's head offices in South Africa.

4. CONTACT DETAILS OF THE IO

Email address of Information Officer: jeannemare.oosthuizen@rawsonproperties.com

Attention: The Information Officer

Postal address: 222 Main Road, Rondebosch, Cape Town, 7700

Street address: 222 Main Road, Rondebosch, Cape Town, 7700

Phone number: +27 (21) 658 7100

5. 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 the Information Regulator in the manner prescribed. Any enquiries regarding the Guide should be directed to:

Postal Address:	JD House 27 Stiemens Street Braamfontein, Johannesburg
Telephone Number:	+27 (0) 10 023 5207
Fax Number:	086 500 3351
E-mail Address:	infoereg@justice.gov.za
Website:	https://www.justice.gov.za/infoereg/

6. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- 6.1. to provide a list of all Records held by RRF;
- 6.2. 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;
- 6.3. to define the manner and form in which a request for information must be submitted; and
- 6.4. to comply with the additional requirements imposed by POPIA.

7. ENTRY POINT FOR REQUESTS

- 7.1. 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.
- 7.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable RRF 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 an individual'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.
- 7.3. The IO 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.
- 7.4. All requests in terms of PAIA and this Manual must be addressed to the IO using the details above.

8. AUTOMATICALLY AVAILABLE INFORMATION

- 8.1. Information that is obtainable via the RRF website:- <https://rawson.co.za/> about RRF is automatically available and need not be formally requested in terms of this Manual.
- 8.2. The following categories of Records are automatically available for inspection, purchase or photocopying:

Categories of Records	Available on Website	Available on telephonic or email request
Terms of Use	X	
Privacy Policy	X	
POPI and PAIA Documents		X
Brochures		X
Press Releases		X
Publications		X
Various other marketing and promotional material		X

9. INFORMATION AVAILABLE IN TERMS OF POPIA

- 9.1. In terms of POPIA, Personal Information must be processed for a specified purpose. The purpose for which Personal Information is processed by RRF will depend on the nature of the Personal Information and the particular Data Subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the Personal Information is collected. Please also refer to RRF's Privacy Policies for further information.
- 9.2. Categories of Personal Information collected by RRF: RRF may collect all types of Personal Information, including Special Personal Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.
- 9.3. **The purpose of Processing Personal Information:**
- 9.3.1. In terms of POPIA, Personal Information must be processed for a specified purpose. The purpose for which Personal Information is processed by RRF will depend on the nature of the Personal Information and the particular Data Subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the Personal Information is collected.
- 9.3.2. In general, Personal Information is processed for purposes of, inter alia, on-boarding Clients and suppliers, service or product delivery, Record management, security, employment, giving effect to professional instructions received and related matters and includes the following:

The Company uses personal information under its care in the following manner:-

- Administration
- Rendering Services under Contractual Agreements
- Staff Administration
- Compliance with Tax Legislation
- Maintenance of Accounting Records
- Making or assisting in Making Decisions about Consumers
- Communicating (including direct marketing) with consumers by:
 - email,
 - SMS,
 - letter,
 - telephone;
 - or in any other way about the Company's services unless consumers indicate otherwise
- Carrying out market research, business and statistical analysis
- Recovering debt owed to the Company
- Compliance with Regulatory Obligations
- Verifying and Updating Information
- Any other reasonably required purpose relating to the Company's business

9.4. A description of the categories of Data Subjects: RRF holds information and Records on the following categories of Data Subjects:

9.4.1. Employee/s of RRF;

9.4.2. Clients of RRF; and

9.4.3. Any Third Party with whom RRF conducts business; (This list of categories of Data Subjects is non-exhaustive).

9.5. The recipients or categories of recipients to whom the Personal Information may be supplied: Depending on the nature of the Personal Information, RRF may supply information or Records to the following categories of recipients:

9.5.1. statutory oversight bodies, regulators or judicial commissions of enquiry making a request for Personal Information;

9.5.2. any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for Personal Information or discovery in terms of the applicable rules;

9.5.3. South African Revenue Services, or another similar authority;

9.5.4. anyone making a successful application for access in terms of PAIA or POPIA; and

9.5.5. Subject to the provisions of POPIA and other relevant legislation, RRF may share information about a Client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which RRF operates.

9.6. **Planned trans-border flows of Personal Information:**

9.6.1. If a Data Subject visits RRF website from a country other than South Africa, the various communications will necessarily result in the transfer of information across international boundaries.

9.6.2. RRF may need to transfer a Data Subject's information to service providers in countries outside South Africa, in which case it will fully comply with applicable South African data protection legislation comprising POPIA and PAIA.

9.6.3. These countries may not have data protection laws which are similar to those of South Africa.

9.7. A general description of information security measures to be implemented by RRF: RRF takes appropriate information security measures to ensure the confidentiality, integrity and availability of Personal Information in RRF's possession. RRF takes appropriate technical and organisational measures designed to ensure that Personal Information remains confidential and secure against unauthorised or unlawful Processing and against accidental loss, destruction or damage.

10. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation as amended from time to time, to the persons or entities specified in such legislation:

- 10.1. Basic Conditions of Employment Act, 1997
- 10.2. Close Corporations Act, 1984
- 10.3. Companies Act, 2008
- 10.4. Compensation for Occupational Injuries and Health Diseases Act, 1993
- 10.5. Consumer Protection Act No 68 of 2008
- 10.6. Electronic Communications and Transactions Act No. 25 of 2002
- 10.7. Employment Equity Act, 1998
- 10.8. Estate Agency Affairs Act, 1976
- 10.9. Financial Intelligence Centre Act 38, 2001 (as amended)

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Directors: W I S Rawson Snr. A W Clarke J A N Rawson J M Oosthuizen P Larsen

- 10.10. Income Tax Act, 1962
- 10.11. Insolvency Act, 1936
- 10.12. Labour Relations Act, 1995
- 10.13. Occupational Health & Safety Act, 1993
- 10.14. Pension Funds Act, 1956
- 10.15. Property Practitioners Act 22, 2019
- 10.16. Skills Development Act, 1998
- 10.17. Skills Development Levies Act, 1999
- 10.18. Unemployment Contributions Act, 2002
- 10.19. Unemployment Insurance Act, 1966
- 10.20. Value Added Tax Act, 1991
- 10.21. Protection of Personal Information Act No. 4 of 2013

11. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

- 11.1. **RRF maintains Records on the categories and subject matters listed below. Please note that Recording a category or subject matter in this Manual does not imply that a request for access to such Records would be granted. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.**
- 11.2. **Please note further that many of the Records held by RRF are those of Third Parties, such as Clients and Employees, and RRF takes the protection of Third Party confidential information very seriously. In particular, where RRF acts as professional advisors to Clients, many of the Records held are confidential and others are the property of the Client and not of RRF. For further information on the grounds of refusal of access to a Record please see paragraph 12.7 below. Requests for access to these Records will be considered very carefully. Please ensure that requests for such Records are carefully motivated.**

Category of Records	Records
<p>Internal Records</p> <p>The Records listed pertain to RRF's own affairs</p>	<ul style="list-style-type: none"> ● Records relating to the incorporation of RRF shareholders and director; Financial Records; ● Operational Records; ● Intellectual property; ● Marketing Records; ● Internal correspondence; ● Service Records; ● Statutory Records; ● Internal policies and procedures; ● Minutes of meetings; ● Annual Financial Statements ● Tax Returns ● Accounting Records ● Banking Records ● Asset Register ● Rental Agreements ● Invoices ● Insurance Records, including professional indemnity insurance in respect of RRF, group life assurance and disability income protection insurance; ● The RRF provident fund Records and rules; and ● Information technology, including computer software, support and maintenance Agreements.
<p>Employee Records</p>	<ul style="list-style-type: none"> ● Any personal Records provided to RRF by its Employees; ● Any Records a Third Party has provided to RRF about any of their Employees; ● Conditions of employment and other Employee-related contractual and quasi legal Records; ● Employment policies and procedures; ● Internal evaluation ● Training manuals; ● Training Records; ● Salary Records; ● Leave Records; ● SETA Records ● Disciplinary Records; and ● Other internal Records and correspondence.
<p>Client-related Records</p>	<ul style="list-style-type: none"> ● Contracts with the Client and between the Client and other persons; ● Details of contracts, sales or leases you enter into with RRF; ● Details of transactions carried out with RRF. <p>Engagement letters</p>

	<ul style="list-style-type: none"> ● Files including pleadings, orders, judgments, and the like ● Financial Records ● Indemnities and guarantees ● Intellectual Property ● Memoranda and letters ● MOIs ● Minutes of meetings ● Personal Information ● Records of correspondence or enquiries from you or anyone acting on your behalf; ● Sensitive or special categories of Personal Information, including biometric information, such as Images, fingerprints and voiceprints. ● Special Personal Information ● Other Records and correspondence
<p>Other Third Party Records</p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which RRF is a party, contractors and subcontractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such Third Parties may possess Records which can be said to belong to RRF.</p>	<ul style="list-style-type: none"> ● Employee, Client, or RRF Records which are held by a Third Party as opposed to being held by RRF; and ● Records held by RRF pertaining to Third Parties, including financial Records, correspondence, contractual Records, Records provided by the other party, and Records Third Parties have provided about the contractors or suppliers.
<p>Company Secretarial Records</p>	<ul style="list-style-type: none"> ● Documents of Incorporation ● Memorandum and Articles of Association ● Minutes of Board of Directors' Meetings ● Documents relating to the appointment of directors, auditors, secretaries, public officers and other officers ● Share Register and other statutory Registers
<p>Income Tax Records</p>	<ul style="list-style-type: none"> ● PAYE Records ● Documents issued to employees for income tax purposes ● Records of Payments made to SARS for on behalf of employees ● All other statutory compliances: <ul style="list-style-type: none"> ○ VAT ○ Skills Development Levies ○ UIF ○ Workmen's Compensation
<p>Other Records</p>	<ul style="list-style-type: none"> ● Information relating to RRF; and

	<ul style="list-style-type: none"> ● Research information belonging to RRF or carried out on behalf of a Third Party.
IT Department	<ul style="list-style-type: none"> ● Computer Usage Policy ● Disaster Recovery Plans ● Information Security Policies/Standards/Procedures ● Information Technology Systems and User Manuals ● Information Usage Policy Documentation ● Software Licencing ● System Documentation and Renewals

12. REQUEST PROCEDURE

12.1. Access to a Record

12.1.1. If you are entitled to make a request for access to certain information under PAIA, the request procedure outlined below must be utilised.

12.1.1.1. Completion of the prescribed form:

Any request for access to a Record in terms of [PAIA must substantially correspond with Form 2 of](#) to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to **Form 2**.

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

12.1.2. POPIA provides that a Data Subject may, upon proof of identity, request **RRF** 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.

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

12.1.4. POPIA provides that a Data Subject may object, at any time, to the Processing of Personal Information by **RRF**, 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 **Annexure E** and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

12.1.5. A Data Subject may also request RRF 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 RRF is no longer authorised to retain in terms of POPIA's retention and restriction of Records provisions.

12.1.6. 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, facsimile number or electronic mail address set out above on the form attached hereto as **Annexure F**.

12.2. **Proof of identity:**

12.2.1. Proof of identity is required to authenticate the Data Subject's identity and the request. The Data Subject will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of their identity document or other legal forms of identity.

12.3. Payment of the prescribed fees:

12.3.1. There are two categories of fees which are payable:

12.3.1.1. The request fee: R 140.00 (One Hundred and Forty Rand)

12.3.1.2. 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 **Annexure B**.

12.3.2. Section 54 of PAIA entitles RRF 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.

12.3.3. Section 54 of PAIA entitles RRF 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 **Annexure B** of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to **Form 3**.

12.3.4. 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.

12.4. Timelines for consideration of a request for access:

- 12.4.1. 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.
- 12.4.2. The IO will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with **Form 3** of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.
- 12.4.3. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

12.4.4. Grounds for refusal of access and protection of information:

- 12.4.4.1. There are various grounds upon which a request for access to a Record may be refused. These grounds include:
 - 12.4.4.1.1. The protection of Personal Information of a Third Party from unreasonable disclosure;
 - 12.4.4.1.2. 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);
 - 12.4.4.1.3. If it is Client-attorney privileged or confidential information. For example, any record subject to the relationship between an attorney and their Client is protected under PAIA;
 - 12.4.4.1.4. If disclosure would result in the breach of a duty of confidence owed to a Third Party;
 - 12.4.4.1.5. If disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - 12.4.4.1.6. If the Record was produced during legal proceedings, unless that legal privilege has been waived;
 - 12.4.4.1.7. If the Record contains trade secrets, financial or sensitive information or any information that would put RRF at a disadvantage in negotiations or prejudice it in commercial competition; and/or

- 12.4.4.1.8. If the Record contains information about research being carried out or about to be carried out on behalf of a Third Party or by RRF.
- 12.4.4.2. Section 70 of 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.
- 12.4.4.3. 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.

12.5. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS:

- 12.5.1. If the IO decides to grant access to the particular Record, such access must be granted within 30 (thirty) days of being informed of the decision unless that Record is held by a Third Party, in which case such access must be granted within 60 (sixty) days of the request being made.
- 12.5.2. The decision made by the IO after a request to access information is final. However, in the event that you are not satisfied with the outcome of the request, you are encouraged to engage RRF's senior management with a view to resolving the matter.
- 12.5.3. Where a Third Party is affected by the request for access and the IO has decided to grant 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, access to the Record must be granted.

13. AVAILABILITY OF THIS MANUAL

- 13.1. This Manual is available for inspection, free of charge, at the offices of RRF during normal business hours and on <https://rawson.co.za/>; and
- 13.1.1. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 13.1.2. to the Information Regulator upon request.
- 13.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.
- 13.3. The request forms and fee structure are available on the Information Regulator's website <https://www.justice.gov.za/infoereg/>

14. REQUEST FOR A COPY OF THE GUIDE


- 14.1. Members of the public can inspect or make copies during normal working hours of the Guide from the offices of the public and private bodies (in at least two of the official languages), including the office of the Information Regulator (in each of the official languages). The Guide in each of the official languages can also be obtained: from the Government Gazette **AND/OR** upon request from the Information Regulator, by the Information Officer on a form which corresponds substantially with Form 1 of Annexure A to the Regulations.

15. UPDATING OF THE MANUAL

- 15.1. The IO will update this manual on an annual basis or as and when required in terms of the applicable legislation.

ISSUED BY:

Signature:



Jeanne-Mare Oosthuizen, Information Officer
who warrants that she is duly authorised thereto

Name:

Jeanne-Mare Oosthuizen

Date:

12 July 2023

Place:

Kondebosch

Witness:



Witness:



FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <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			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

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

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

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

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

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

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

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

Annexure B FEES IN RESPECT OF PRIVATE BODIES

FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1	The request fee payable by every requester	R140.00
2	Photocopy of A4-size page	R2.00 per page or part thereof.
3	Printed copy of A4-size page	R2.00 per page or part thereof.
4	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6	Copy of visual images	Service to be outsourced. Will depend on quotation from service provider.
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, e-mail or any other electronic transfer	Actual expense, if any.



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email: PAIACompliance@infoRegulator.org.za

REQUEST FOR A COPY OF THE GUIDE

FORM 1

[Regulation 2]

I,

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

hereby request the following copy(ies) of the Guide:

Language (mark with "X")		No of copies	Language (mark with "X")		No of copies
<input type="checkbox"/>	Sepedi		<input type="checkbox"/>	Sesotho	
<input type="checkbox"/>	Setswana		<input type="checkbox"/>	siSwati	
<input type="checkbox"/>	Tshivenda		<input type="checkbox"/>	Xitsonga	
<input type="checkbox"/>	Afrikaans		<input type="checkbox"/>	English	
<input type="checkbox"/>	isiNdebele		<input type="checkbox"/>	isiXhosa	
<input type="checkbox"/>	isiZulu				

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

Full names:	ef		
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):	Cellular:	

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

	Language (mark with "X")	No of copies		Language(mark with "X")	No of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at 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>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

OR

2. You requested:

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

3. To be submitted:

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

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

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

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer

**Annexure E OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]**

Note:

- 1 *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
- 2 *If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.*
- 3 *Complete as applicable.*

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

Signed at this day of20.....

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

Annexure F REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO 4 OF 2013)

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

- 1 *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
- 2 *If the space provided in this form is inadequate, submit information as an annexure to this form and sign each page.*
- 3 *Complete as applicable.*

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

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

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/registered name of data subject:	
Unique identifier/ Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/

	DESTROYED
D	REASONS FOR*CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FORDESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

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

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received:			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes <input type="checkbox"/>
			No <input type="checkbox"/>
OUTCOME OF APPEAL			
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

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

Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

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

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT (Mark with an "X")

Complainant Personally

Representative of Complainant

Third Party

PREREQUISITES

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

FOR INFORMATION REGULATOR'S USE ONLY	
Received by: (Full names)	
Position	
Signature	
Complaint accepted	Yes <input type="checkbox"/> No <input type="checkbox"/>
Reference Number	
Date stamp	

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT	
Full Names	
Identity Number	
Postal Address	
Street Address	
E-Mail Address	
Contact numbers	Tel. (B) <input type="checkbox"/> Cellular <input type="checkbox"/> Facsimile <input type="checkbox"/>

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

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

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

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

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

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

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

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

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

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

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

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

Email: PAIACompliance@infoRegulator.org.za

REQUEST FOR ASSESSMENT

FORM 13

[Regulation 14(1)]

I,

Full Name(s)				
Postal Address				
Street Address				
E-Mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

hereby, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), request that the Information Regulator assess whether the under-mentioned public or private body generally complies with the provisions of the Act insofar as its policies and implementation procedures are concerned.

Name of Private / Public Body				
Postal Address				
Street Address				
E-Mail Address				
Contact Number(s)	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF INFORMATION TO BE ASSESSED

PERSONS AFFECTED BY THE RELEVANT INFORMATION PRACTICE/S

THE REASON WHY AN ASSESSMENT IS REQUESTED

SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS

Signed at _____ this _____ day of _____ 20 _____

Requester