

forgood Social Network (Pty) Ltd
**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, 2000**
JUNE 2022

**For concerns or queries, contact the forgood Information Officer
(contact details below).**

DOCUMENT CONTROL

Issue Date:	Version: 1
Review Date:	12 July 2022
Approval Date:	12 July 2022

APPROVAL

The signatories hereof, confirm their acceptance of the content and authorise the adoption thereof.



Signature: Rudi von Staden (Information Officer)

12 July 2022

Date

1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **"CEO"**: Chief Executive Officer;
- 1.2 **"DIO"**: Deputy Information Officer;
- 1.3 **"IO"**: Information Officer;
- 1.4 **"Minister"**: Minister of Justice and Correctional Services;
- 1.5 **"PAIA"**: Promotion of Access to Information Act, 2 of 2000 (as Amended);
- 1.6 **"POPIA"**: Protection of Personal Information Act, 4 of 2013;
- 1.7 **"Regulator"**: Information Regulator.

2. PREAMBLE AND PURPOSE OF THE MANUAL

- 2.1 The objective of the Promotion of Access to Information Act, 2000 ("PAIA") is to give effect to the Constitutional right of access to information (either held by the State or any other person) and where such information is required for the exercise or protection of any right. PAIA therefore gives natural and juristic persons the right of access to Records held by either a private or public body, subject to certain grounds of refusal, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body and in the event that no grounds of refusal apply, the 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. PAIA must be read in conjunction with the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 2.2 This Manual constitutes forgood's PAIA Manual and serves as an information guide, which sets out the procedures to be followed, as well as the contact details and other relevant information, to allow requesters to give effect to their rights, in terms of PAIA and POPIA. This Manual is compiled in accordance with section 51 of PAIA, as amended by the POPIA. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information.
- 2.3 This Manual is useful for the public to-
 - 2.3.1 determine which categories of Records are held by forgood that are available without a person having to submit a formal PAIA request;
 - 2.3.2 gain understanding of how to make a request for access to a Record held by forgood, by providing a description of the subjects on which forgood holds Records and the categories of Records held on each subject;
 - 2.3.3 know which Records are held by forgood in accordance with any other legislation;
 - 2.3.4 access all the relevant contact details of the Information Officer who will assist the public in their requests for access to Records;
 - 2.3.5 be informed of the Guide on how to use PAIA, as updated by the Regulator and how to obtain access to this Guide;
 - 2.3.6 know whether forgood Processes Personal Information, the purpose of Processing Personal Information and the description of the categories of Data Subjects and information or categories of information relating thereto;
 - 2.3.7 know the description of the categories of Data Subjects and the information or categories of information relating thereto;
 - 2.3.8 know the recipients or categories of recipients to whom the Personal Information may be supplied;
 - 2.3.9 know whether forgood has planned to transfer or Process Personal Information outside the Republic of South Africa and the recipients or categories of recipients to whom the Personal Information may be supplied; and

2.3.10 know whether forgood has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be Processed.

3. DEFINITIONS

- 3.1 **"Applicable Data Protection Laws"** shall mean all legislation, regulations or guidance notes in the Republic of South Africa protecting the fundamental rights and freedoms of individuals in respect of their right to privacy with respect to the Processing of Personal Information. This includes South Africa's Protection of Personal Information Act 4 of 2013 ("POPIA") and the Promotion of Access to Information Act 2 of 2000 ("PAIA");
- 3.2 **"Causes"** shall mean the charities, companies, associations, non-profit organizations and schools who have registered on the Platform in order to fulfil a need by receiving a donation from a User/s or allowing a User/s to provide time or a specific skill to fulfil such need;
- 3.3 **"Contractor"** shall mean any person who works for or provides services to or on behalf of forgood and receives or is entitled to receive payment. This includes consultants, and contract workers;
- 3.4 **"Data Subject/s"** shall mean any natural or juristic person to whom the Personal Information relates;
- 3.5 **"Device"** shall mean tablets, mobile or cellular phones, smartphones, handheld computers, and laptop or notebook computers, including any accompanying software or hardware;
- 3.6 **"Employee"** shall mean any individual in the employ of the Zella as defined in section 213 of the Labour Relations Act 66 of 1995, as amended;
- 3.7 **"forgood"** shall mean forgood Social Network (Pty) Ltd, a private company registered in terms of the company laws of the Republic of South Africa;
- 3.8 **"Need"** shall mean a request for assistance either in the form of a donation or assistance with a particular task by a User/s and/or by Causes in order to meet an immediate or going concern;
- 3.9 **"Offer"** shall mean an advertisement offering goods, services or other relevant items from a User to a Cause/s. Both Users and Causes can create Offers on the Platform;
- 3.10 **"PAIA"** shall mean the Promotion of Access to Information Act, 2000 including any regulations and/or code of conduct made under that Act;
- 3.11 **"Personal Information"** shall mean information relating to an identifiable, living, natural person and where it is applicable, to an identifiable, existing juristic person, including but not limited to-
- information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
 - information relating to the education or the medical, financial, criminal or employment history of the person;
 - an identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other particular assignment to the person;
 - the biometric information of the person;
 - the personal opinions, views or preferences of the person;
 - correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
 - the views or opinions of another individual about the person; and
 - the name of the person if it appears with other Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person;
- 3.12 **"Platform"** shall mean the digital platform that provides an exchange of information in regard to social good, and connects, informs and inspires South Africans to change South Africa for good. The use of the Platform is for the benefit of the Users and the ultimate good of South Africa and is provided at no commercial cost to the Users or the Causes;
- 3.13 **"POPIA"** shall mean the Protection of Personal Information Act, 2013, including any regulations and/or code of conduct made under that Act;

- 3.14 **"Processing"** shall mean 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:
- the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - dissemination by means of transmission, distribution or making available in any other form; or
 - merging, linking, as well as restriction, degradation, erasure or destruction of Personal Information;
- 3.15 **"Record"** shall mean any recorded information:
- regardless of form or medium, including any of the following:
 - writing on any material;
 - 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;
 - label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
 - book, map, plan, graph or drawing;
 - 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;
 - in the possession or under the control of a Responsible Party;
 - whether or not it was created by a Responsible Party; and
 - regardless of when it came into existence.
- 3.16 **"Responsible Party"** shall mean a public or private body or any other person which alone or in conjunction with others determines the purpose and means for Processing Personal Information. Such Parties have a responsibility to establish practices and policies in line with POPIA.
- 3.17 **"Special Personal Information"** shall mean Personal Information concerning:
- religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a Data Subject; or
 - 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.
- 3.18 **"User"** shall mean individuals, associations, not for profit organisations and businesses who wish to donate, volunteer or become involved in the social sector and who use the Platform to register Causes or Offers for others to respond to.

4 OUR DETAILS

forgood's details are set out below:

- 4.1 forgood Social Network (Pty) Ltd
- 4.2 Reg No.: 2011/007392/07
- 4.3 Our CEO: Romy Heldsinger
- 4.4 Postal address: P.O. Box 413342, Craighall, 2024
- 4.5 Street address: 53 7th Avenue, Parktown North, 2196
- 4.6 Phone number: 011 325 2594.

5 CONTACT DETAILS OF THE IO

- 5.1 Our organisation's and Information Officer's details are on our website or available on request.
Our IO is Rudi von Staden
- 5.2 Email address: io@forgood.co.za
- 5.3 Postal address: P.O. Box 413342, Craighall, 2024

5.4 Street address: 53 7th Avenue, Parktown North, 2196

5.5 Phone number: 011 325 2594.

6 A GUIDE ON PAIA AND THE INFORMATION REGULATOR

6.1 Section 10 of PAIA provides that the Information Regulator must create and publish a Guide on how to use the PAIA. This Guide provides information on the objectives of the Act, information on public and private bodies, all remedies in law that are available in the event of a failure to act in terms of a right or duty conferred or imposed by PAIA, information regarding fees to be paid in respect of requests for access to a Record etc.

6.2 This Guide is available in each official language of South Africa and in braille and has been published on the website of the Regulator. It can be accessed via the following link: <https://infoeregulator.org.za/paia-guidelines/>

6.3 Further information on the Regulator can be accessed on its website at: www.infoeregulator.org.za

7 NOTICES IN TERMS OF SECTION 52(2) OF PAIA

7.1 In terms of section 52(1) of PAIA, a private body may, on a voluntary basis, provide the Minister with information regarding categories of Records that are automatically available without a person having to request access in terms of PAIA. In terms of section 52(2), the Minister must, by notice in the Gazette, publish such information. forgood has not submitted such information to the Regulator. Therefore, except for the Records listed in section 8 below, forgood will grant access to its Records only in terms of this Manual.

8 OUR RECORDS

8.1 Records available in terms of other legislation

We hold Records for the purposes of PAIA in accordance with the following legislation, among others:

- Basic Conditions of Employment Act 75 of 1997;
- Broad-Based Black Economic Empowerment Act 53 of 2003;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Competition Act 89 of 1998;
- Consumer Protection Act 68 of 2008;
- Electronic Communications and Transaction Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Income Tax Act 58 of 1962;
- Labour Relations Act 66 of 1995;
- Occupational Health and Safety Act 85 of 1993;
- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002;
- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1991;
- Unemployment Insurance Act 63 of 2001;
- Unemployment Insurance Contributions Act 4 of 2002;

- Value Added Tax Act 89 of 1991.

*Kindly note that the above is not an exhaustive list.

8.2 **Records automatically available without a PAIA request:**

The Records that are located on the forgood website are automatically available and accessible to any person. It is not necessary to apply for access thereto in terms of PAIA.

8.3 **Other Records (subject to a PAIA request):**

The following Records are not automatically available without a request in terms of PAIA. A request made in terms of PAIA for Records in any of the categories below may be refused in accordance with any of the grounds of refusal as set out in PAIA.

- Company Records:
 - Company incorporation documents;
 - Memorandum of Incorporation;
 - Records relating to the appointment of directors, auditors, and other officers;
 - Shareholders name, address and contact details;
 - Information and records pertaining to shareholding
- Personnel Records:
 - Personnel contracts, documents and Records;
 - Employment history and information regarding education;
 - Records provided by a third party relating to personnel;
 - Health and safety information;
 - Next of kin information;
 - Information regarding criminal convictions and background checks;
 - Contractor Agreements;
 - Payroll Records;
 - Disciplinary code and/or procedures;
 - Employee disciplinary and performance information;
 - Training Records;
 - Training Manuals;
 - Usage of computer software like email and internet;
 - Information regarding employee monitoring;
 - Electronic access information;
- Customer Records (includes current, prospective and previous customers):
 - Demographic, financial and consumer credit information
 - Transactions and transactional history
 - Bank details, contact details and location information
 - Juristic and corporate entity information
 - Information regarding occupation
 - Employment information
 - Personal opinions and views (customer survey records)
 - Personal preferences
 - Identification and verification records
- Directors Records:
 - Demographic, financial and contact information
 - Information pertaining to checks conducted for compliance purposes
 - Conflict of interest declarations

- Education information
- Residence status
- Personal views and opinions (Board and committee survey records)
- Financial Records:
 - Receipts and Payments;
 - Bank statements;
 - A list of the company's debtors and creditors;
 - Invoices;
 - Salaries.
- Risk/Compliance Records:
 - Contracts;
 - Policies and Procedures;
 - Risk Assessment;
 - Compliance Records.
- Tax Records:
 - Any statutory compliance Records.
- Personal Information/Special Personal Information:
 - Refer to section 9 below.

9 PROCESSING OF PERSONAL INFORMATION/SPECIAL PERSONAL INFORMATION

9.1 In the course of forgood’s business operations, forgood Processes Personal Information/Special Personal Information of Data Subjects. forgood highly values the right to privacy as found in section 14 of the Constitution of the Republic of South Africa, 1996 (“Constitution”) and accordingly Processes Personal Information/Special Personal Information in accordance with Applicable Data Protection Laws and as set out in its Privacy Policy. forgood’s Privacy Policy is available on the forgood website.

9.2 Processing Personal Information/Special Personal Information

forgood Processes the following Personal Information/Special Personal Information relating to the following categories of Data Subjects, including but not limited to:

Natural Persons	
Any person visiting or sending enquiries over the website	Name, surname, telephone numbers, email address.
Any person creating an account on and using the platform.	Name, surname, telephone numbers, email address, age, location data, evaluation of experiences, internet protocol address, bank account details, personal opinions, pictures and photographs, details of the services that these persons either provided or requested,
Directors/Employees/Contractors/New or Possible New Recruitments	Name, surname, South African identity number or other identifying number, contact details, physical and postal address, date of birth, age, marital status, race, disability, information, employment history, criminal background, CVs, education history, banking details, income tax reference number, remuneration information, details related to employee performance, disciplinary procedure information.

Juristic Persons	
forgood's Corporate Clients	Entity name, registration number, tax-related information, contact details for representatives, banking information including account numbers.
Service Providers/Hosted Services.	Entity name, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details.

- 9.3 forgood Processes Personal Information/Special Personal Information for the following purposes:
- 9.3.1 to provide information about the Causes, Needs, Offers and advertisements so there can be assistance in the form of volunteering or providing donations;
 - 9.3.2 to send communications regarding updates on news, activities and topics of interest requested by a User;
 - 9.3.3 when a User responds to a Need, the User's Personal Information/Special Personal Information is shared with the Cause and the Cause's contact person so that the parties may communicate regarding the fulfilment of the Need;
 - 9.3.4 when a User creates an Offer, the User's Personal Information/Special Personal Information is sent to multiple Causes to conduct business processing functions so that Causes and volunteers are able to ensure that they are communicating regarding a valid service offering;
 - 9.3.5 to answer enquiries and provide information or advice about existing and new Causes, Needs and volunteering opportunities;
 - 9.3.6 to assess the performance of the website and to improve the operation of the website;
 - 9.3.7 to engage in electronic communications and transactions with Users;
 - 9.3.8 to provide feedback on any related enquiries and future opportunities;
 - 9.3.9 to update our records and keep Users' contact details up-to-date
 - 9.3.10 to process and respond to any complaint made by Users;
 - 9.3.11 to provide Users with updates regarding business developments and activities;
 - 9.3.12 to provide Users with marketing material or marketing services in a manner that complies with the Consumer Protection Act 68 of 2008 and the Protection of Personal Information Act 4 of 2013; and
 - 9.3.13 to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

9.4 **Sharing Personal Information/Special Personal Information**

forgood may share Personal Information/Special Personal Information with third parties, as indicated in forgood's Privacy Policy, which is available on the forgood website. forgood will only share Personal Information/Special Personal Information where it is legally permitted to do so or where it is required to do so by law. forgood may share Personal Information/Special Personal Information with the following third parties or in the following instances:

- 9.4.1 forgood employees so that we are able to operate our business;
- 9.4.2 Causes and other Users for the purposes of operation of our website or our business, fulfil requests by Users, and to otherwise provide information and services to Users;
- 9.4.3 suppliers and other third parties with whom we have commercial relationships, for business and related purposes; and
- 9.4.4 any organisation for any authorised purpose with Users' express consent;
- 9.4.5 to comply with the law or legal process;
- 9.4.6 to protect forgood's rights, facilities and other property;
- 9.4.7 to protect forgood against any misuse or unauthorised use of the website and/or its services; and

- 9.4.8 to protect Users' or third parties affected negatively by Users' action in using the website and/or the services.
- 9.5 We will disclose Personal Information/Special Personal Information to our internet service providers who use software programmes and hardware devices to monitor network traffic in order to identify unauthorised attempts to access, upload, damage or alter information that it has stored.
- 9.6 All Personal Information/Special Personal Information is encrypted at rest and in transit. Our internet service providers guarantees that your Personal Information/Special Personal Information will remain within the borders of SA except for:
- 9.6.1 Information sent to Mailchimp for transactional emails; and
- 9.6.2 where a User allows the associated cookies then anonymised performance and analysis data is sent to Google and Microsoft.

10 TRANS-BORDER FLOW OF PERSONAL INFORMATION/SPECIAL PERSONAL INFORMATION

- 10.1 Personal Information/Special Personal Information is stored on servers outside of South Africa. your Personal Information/Special Personal Information is transferred across the border of the Republic.
- 10.2 In instances where forgood shares Personal Information/Special Personal Information with parties outside of South Africa, the Personal Information/Special Personal Information will only be shared with parties that are bound by similar or stricter privacy laws and in line with forgood's business purposes.

11 SECURITY SAFEGUARDS

- 11.1 forgood has implemented reasonable and appropriate organisational and technical measures to ensure your Personal Information/Special Personal Information is protected from misuse, loss and from unauthorised access, modification or disclosure. Such measures include, without limitation:
- 11.1.1 encryption of Personal/Special Personal Information at rest and in transit;
- 11.1.2 internal policies and procedures;
- 11.1.3 ongoing staff and management training.
- 11.2 We may hold your information in either electronic or hard copy form. We use third parties who may have access to your Personal Information and who have undertaken to protect your Personal Information.
- 11.3 Should an unauthorised person/s access your Personal Information/Special Personal Information, forgood shall contact you to notify you within a reasonable time.

12 PROCESS FOR REQUESTING ACCESS TO A RECORD IN TERMS OF PAIA

- 12.1 Complete the prescribed form attached to this Manual as Annexure 1:
- Note:
 - The requestor must provide sufficient detail to the IO regarding the identity of the Record(s) requested and of the requestor.
 - The requestor must indicate which form of access is required, identify the right that he/she is seeking to exercise or protect and provide an explanation of why the requested Record is required for the exercise or protection of that right.
 - If the request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request, to the reasonable satisfaction of the IO.

12.2 Submit the completed form to the IO via the contact details provided above:

- Note:
 - PAIA makes provision for certain grounds upon which a request for access to information must be refused.
 - On this basis, the IO will decide whether or not to grant a request for access to information.

13 GROUNDS FOR REFUSING ACCESS

13.1 Section 62 to 69 of PAIA provide for the following grounds of refusal in respect of a request for access to information:

- Mandatory protection of privacy to a third party who is a natural person;
- Mandatory protection of the commercial information of a third party, where the information contains: (i) trade secrets of that third party, (ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party (iii) information disclosed in confidence by a third party to forgood, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of certain confidential information of a third party;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of Records privileged from production and legal proceedings;
- the commercial information and activities of forgood, which may include: (i) trade secrets of forgood, (ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of forgood, (iii) information, which, if disclosed, could put forgood at a disadvantage in negotiations or commercial competition, (iv) a computer programme which is owned by forgood, and which is protected by copyright.
- The research information of forgood or a third party, if its disclosure would disclose the identity of forgood, the researcher or the subject matter of the research, and would place the research at a serious disadvantage;
- Any other ground legally available on which to refuse access to the information requested;
- Requests for information that are clearly frivolous or vexatious or which involve an unreasonable diversion of resources shall be refused;
- Section 23(4)(a) of POPIA applies the same grounds to refuse access.

13.2 In the event that the requester is dissatisfied with the IO's decision, the requester may, within 30 days after notification of the refusal, apply to a relevant Court for the appropriate relief.

13.3 PAIA provides that, notwithstanding any provisions contained in the PAIA, a request must be granted if the disclosure of the Record would reveal evidence of substantial contravention of, or failure to comply with the law, or imminent and serious public safety risks or environment risks, and the public interest in disclosing the Record clearly outweighs the harm contemplated in terms of section 70 of PAIA.

14 TIME-PERIODS AND FEES

14.1 forgood will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request. The aforementioned period may be extended by a further period of not more than 30 days if the request is for a large number of Records or requires a search through a large number of Records and compliance with the original period would unreasonably interfere with the activities of forgood or the Records are not located at forgood's offices.

- 14.2 In terms of POPIA, a Data Subject has the right to request forgood to confirm, free of charge, whether or not it holds Personal Information about the Data Subject and request from forgood the Record or a description of the Personal Information held, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.
- 14.3 However, under PAIA, there are two types of fees payable in respect of a request made for access to information in terms of PAIA:
- a request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
 - an access fee, payable when access is granted which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 14.4 After receiving a request, the IO shall by notice require the requester, excluding a personal requester, to pay the prescribed request fee (if any), before further processing the request. See Annexure 2 for the fee structure.
- 14.5 If searching for and preparing the Record for disclosure, including arranging to make it available in the requested form, takes more than 6 hours, forgood will request the requester to pay as a deposit, being a prescribed portion of the access fee which would be payable if the request is granted (see Annexure 2).
- 14.6 forgood may withhold a Record until the requester has paid the fees as indicated in Annexure 2.
- 14.7 A requester whose request has been granted must pay the applicable fees.

15 ACCESSABILITY OF THE MANUAL

- 15.1 The forgood PAIA Manual is available in both electronic and hard copy format (only available in English). Hard copies are available at the physical address of forgood, as provided above. An electronic version of this Manual is available on the forgood website: <https://www.forgood.co.za/>

ANNEXURE 1: REQUEST FORM

REQUEST FOR ACCESS TO RECORD OF FORGOOD (private body)
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

A. Particulars of forgood

The Head:

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B. Particulars of person requesting access to the Record

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

Full names and surname:

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Identity number:

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Postal address:

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Telephone number: (.....) Fax number: (.....)

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E-mail address:

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

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C. Particulars of person on whose behalf request is made

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

Full names and surname:

.....

Identity number:

.....

D. Particulars of Record

(a) Provide full particulars of the Record to which access is requested, including the reference number if that is known to you, to enable the Record to be located.

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

1. Description of Record or relevant part of the Record:

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2. Reference number, if available:

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3. Any further particulars of Record:

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E. Fees

(a) A request for access to a Record, other than a Record containing Personal Information about yourself, will be Processed only after a request fee has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(c) The fee payable for access to a Record depends on the form in which access is required and the reasonable time required to search for and prepare a Record.

(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

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F. Form of access to Record

If you are prevented by a disability to read, view or listen to the Record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the Record is required.

Disability:	Form in which Record is required:
Mark the appropriate box with an X.	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the Record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the Record, if any, will be determined partly by the form in which access is requested.	

1. If the Record is in written or printed form:
 - copy of Record*
 - inspection of Record
2. If Record consists of visual images - (this includes photographs, slides, video Recordings, computer-generated images, sketches, etc.):
 - view the images copy of the images*
 - transcription of the images*
3. If Record consists of Recorded words or information which can be reproduced in sound:
 - listen to the soundtrack (audio cassette)
 - transcription of soundtrack* (written or printed document)
4. If Record is held on computer or in an electronic or machine-readable form:
 - printed copy of Record*
 - printed copy of information derived from the Record*
 - copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a Record (above), do you wish the copy or transcription to be posted to you? Postage is payable. Yes No

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

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2. Explain why the Record requested is required for the exercise or protection of the
aforementioned right:

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H. Notice of decision regarding request for access

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

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

.....
.....

Signed at this day..... ofyear

.....
SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE 2: FEES PAYABLE

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy 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: (iii) Flash drive (to be provided by requestor) (iv) 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	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) 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."