

BORDER IRRIGATION & GENERAL AGENCIES CC

REGISTRATION NO:1985/003228/23

48 TYLDEN STREET, KOMANI, 5320

("the Company")

PAIA MANUAL

**PREPARED IN ACCORDANCE WITH
SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000 (AS AMENDED) (PAIA)**

AND

**THE PROTECTION OF PERSONAL INFORMATION ACT 4
OF 2013 (POPIA)**

VERSION: 1.0

DATE OF COMPILATION: 23 FEBRUARY 2026

DATE OF REVISION: 23 FEBRUARY 2027

TABLE OF CONTENTS

1. DEFINITIONS.....	3
2. INTRODUCTION.....	5
3. PURPOSE OF THIS PAIA MANUAL.....	6
4. CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE COMPANY.....	6
5. GUIDE ON HOW TO USE PAIA AND OBTAINING ACCESS TO THE GUIDE.....	7
6. CATEGORIES OF RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	9
7. DESCRIPTION OF THE RECORDS OF THE COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION.....	10
8. DESCRIPTION OF THE SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT.....	11
9. PROCEDURE TO BE FOLLOWED WHEN SUBMITTING A FORMAL REQUEST TO ACCESS RECORDS/INFORMATION.....	13
9.1. Procedural Requirements.....	13
9.2. Timelines for consideration of a request for access.....	14
9.3. Payment of the prescribed fees.....	14
9.4. Grounds for refusal of access and protection of information.....	14
9.5. Remedies available to a requester upon the refusal of a request for access.....	16
10. PROCESSING OF PERSONAL INFORMATION.....	17
10.1. POPIA.....	17
10.2. Purpose of Processing.....	19
10.3. Description of the categories of Data Subjects and of the information or categories of information relating thereto.....	20
10.4. The recipients or categories of recipients to whom the personal information may be supplied	
10.5. Planned transborder flows of personal information.....	21
10.6. Information security measures and safeguards	22
11. AVAILABILITY AND UPDATING OF THIS MANUAL.....	23
ANNEXURE A – REQUEST FOR ACCESS TO RECORD (FORM 2).....	25
ANNEXURE B – OUTCOME OF REQUEST AND FEES PAYABLE (FORM 3).....	30
ANNEXURE C – COMPLAINT FORM (FORM 5).....	33
ANNEXURE D – REQUEST FOR CORRECTION, DELETION OR DESTRUCTION OF PERSONAL INFORMATION (FORM 2).....	39
ANNEXURE E – OBJECTION TO PROCESSING OF PERSONAL INFORMATION (FORM 1).....	41

1. DEFINITIONS

- 1.1. **“the Company”** means Border Irrigation & General Agencies CC, a close corporation duly incorporated as such in terms of the company laws of the Republic of South Africa, with registration number 1985/003228/23, and with registered place of business at 48 Tylden Street, Komani, 5320.
- 1.2. **“Complainant”** means any person who lodges a complaint with the Information Regulator.
- 1.3. **“Complaint”** means a matter reported to the Information Regulator in terms of section 74(1) and (2) of the Protection of Personal Information Act 4 of 2013.
- 1.4. **“Correspondence”** means any written and/or electronic communication exchanged between two or more parties.
- 1.5. **“Customer”** means any natural or juristic person that receives or received services from the company.
- 1.6. **“Data Subject”** means the person (natural or juristic) to whom personal information relates.
- 1.7. **“Day”** means a calendar day, unless the last day falls on a Sunday or public holiday, in which event the period is calculated exclusive of such Sunday or public holiday.
- 1.8. **“DIO”** means the Deputy Information Officer as appointed by the company from time to time and whose details are included in this manual.
- 1.9. **“Employee”** means any person who works for, or provides services to, or on behalf of the company, and who receives or is entitled to receive remuneration from the company.
- 1.10. **“Guide”** means the PAIA Guide made available by the Regulator in terms of section 10(1) of PAIA.
- 1.11. **“IO”** means the Information Officer as appointed by the company from time to time and whose details are included in this manual, to whom requests for information in terms of PAIA and POPIA should be addressed.
- 1.12. **“Manual”** means this PAIA manual together with all annexures thereto, as available at the offices of the company and on the company’s website.
- 1.13. **“Minister”** means the Minister of Justice and Correctional Services.
- 1.14. **“PAIA”** means the Promotion of Access to Information Act 2 of 2002, together with all relevant Regulations published.

1.15. **“Personal Information”** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the 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; any identifying number, symbol, e-mail 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.

1.16. **“POPIA”** means the Protection of Personal Information Act 4 of 2013, together with all Regulations promulgated in terms of section 112(2) of the Act.

1.17. **“Processing”** means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organising, 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.

1.18. **“Record”** means any recorded information:

a) regardless of form or medium, including any of the following:

- i. writing on any material;
- ii. information produced, recorded or stored by means of any tape-recorder, electronic equipment, whether hardware or software or both, or other device and any material subsequently derived from information so produced, recorded or stored;
- iii. label, marking or other writing that identifies or describes anything of which it forms part or to which it is attached by any means;

- iv. book, map, plan, graph or drawing;
- v. 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;
- b) in the possession or under the control of the company;
- c) whether or not it was created by the company;
- d) regardless of when it came into existence.

1.19. **“Republic”** means the Republic of South Africa.

1.20. **“Regulator”** means the Information Regulator established in terms of section 39 of POPIA.

1.21. **“Responsible Party”** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

1.22. **“Request”** means a request for access to information and/or records relating to the company, which request complies with the requirements of PAIA and this manual.

1.23. **“Requester”** means any person making a request for access to a record of the company or a person acting on behalf of such person.

2. INTRODUCTION

2.1. This PAIA Manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2002, which gives effect to section 32 of the Constitution of the Republic of South Africa, which provides that everyone has the right to access information held by the State, any other person, or any private body, where such information is required for the exercise or protection of any rights.

2.2. The aim of this manual is to assist potential requestors as to the procedure that must be followed when requesting access to information and/or documents from the company as contemplated in terms of PAIA.

2.3. Section 9 of PAIA recognises that the right to access information is not unlimited and that the right of access should be subject to justifiable limitations including, but not limited to:

2.3.1. Limitations aimed at the reasonable protection of privacy;

2.3.2. Commercial confidentiality; and

2.3.3. Effective, efficient and good governance.

3. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is useful for the public to –

- 3.1. check the categories of records held by the company which are available without a person having to submit a formal PAIA request;
- 3.2. know the description of the records of the company which are available in accordance with any other legislation;
- 3.3. have a sufficient understanding of how to make a request for access to a record of the company, by providing a description of the subjects on which the company holds records and the categories of records held on each subject;
- 3.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they wish to access;
- 3.5. know the description of the Guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6. know if the company will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7. know the description of the categories of data subjects and of the information or categories of information relating thereto; and
- 3.8. know the recipients or categories of recipients to whom the personal information may be supplied.
- 3.9. know if the company has planned to transfer or process personal information outside the Republic and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10. know whether the company has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information which is to be processed.

4. CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE COMPANY

4.1. INFORMATION OFFICER

4.1.1. Name of Information Officer: **Darryl Stuart Aspey**

- 4.1.2. Address: 48 Tylden Street, Komani, 5320
4.1.3. Postal address: P.O. Box 2642, Komani, 5322
4.1.4. Telephone: 045 839 5878
4.1.5. Email: darryl@borderirrigation.co.za

4.2. DEPUTY INFORMATION OFFICER

- 4.2.1. Name of Deputy Information Officer: **Felicity Winifred Maytham**
4.2.2. Address: 48 Tylden Street, Komani, 5320
4.2.3. Postal address: P.O. Box 2642, Komani, 5322
4.2.4. Telephone: 045 839 5878
4.2.5. Email: felicity@borderirrigation.co.za

4.3. HEAD OFFICE

- 4.3.1. Physical Address: 48 Tylden Street, Komani, 5320
4.3.2. Postal Address: P.O. Box 2642, Komani, 5322
4.3.3. Telephone: 045 839 5878
4.3.4. Email Address: sales@borderirrigation.co.za
4.3.5. Website: www.borderirrigation.co.za

5. **GUIDE ON HOW TO USE PAIA AND OBTAINING ACCESS TO THE GUIDE**

- 5.1. The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA, in an easily understandable form and manner, as may be reasonably required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The Guide contains the description of-
- 5.3.1. The objects of PAIA and POPIA;
 - 5.3.2. The postal address and street address, telephone and fax number and, if available, the email address of:
 - 5.3.2.1. The IO of every public body; and
 - 5.3.2.2. Every DIO of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA.

- 5.3.3. The manner and form of a request for-
 - 5.3.3.1. Access to a record of a public body contemplated in section 11 of PAIA; and
 - 5.3.3.2. Access to a record of a private body contemplated in section 50 of PAIA.
- 5.3.4. The assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.3.5. The assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. All remedies available in law regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA or POPIA, including the manner of lodging-
 - 5.3.6.1. An internal appeal;
 - 5.3.6.2. A complaint to the Regulator; and
 - 5.3.6.3. An application with a court against a decision by the IO of a public body, a decision on internal appeal, a decision by the Regulator, or a decision by the head of a private body.
- 5.3.7. The provisions of sections 14 and 15 of PAIA requiring a public body and private body, respectively, to compile a manual and how to obtain access to such manual;
- 5.3.8. The provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. The notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in respect of requests for access; and
- 5.3.10. The Regulations made in terms of section 92 of PAIA.
- 5.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal business hours.
- 5.5. The Guide can also be obtained-
 - 5.5.1. upon request to the IO or DIO; or
 - 5.5.2. from the website of the Regulator (www.inforegulator.org.za)

5.6. A copy of the Guide is also available for public inspection at the company's premises during business hours in the following two official languages:

5.6.1. English; and

5.6.2. isiXhosa.

6. CATEGORIES OF RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following information and/or documentation can be obtained from the company without a person having to submit a formal application. The information and/or documentation below can be obtained by visiting the company's website (where applicable), by visiting the company's premises, via email from the IO, or telephonically.

Category of Records	Types of Records	Available on Website	Available Upon Request
Company Information	Company overview, location, and contact details.	X	X
	Banking Details		X
Product Information	Information relating to the company's products and services.	X	X
Legal and Policy Documents	Privacy Notice	X	X
	PAIA Manual	X	X
	Terms & Conditions	X	X
	Credit Policy		X
	Master Service Agreement		X
Marketing Material	Brochures	X	X
	Pamphlets		X
	Publications	X	X
	Promotional Material	X	X
	Catalogue	X	X

7. DESCRIPTION OF THE RECORDS OF THE COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

The company is required to retain certain records in accordance with various other pieces of legislation other than PAIA, which records are not automatically available. Access to records which are kept by the company in terms of the legislation below are only available for access as prescribed by each Act. (Please note that the legislation listed below is not an exhaustive list)

- 7.1. Basic Conditions of Employment Act 75 of 1997;
- 7.2. Close Corporations Act 69 of 1984;
- 7.3. Companies Act 71 of 2008;
- 7.4. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 7.5. Competition Act 89 of 1998;
- 7.6. Consumer Protection Act 68 of 2008;
- 7.7. Copyright Act 98 of 1978;
- 7.8. Electronic Communications and Transactions Act 25 of 2002;
- 7.9. Employment Equity Act 55 of 1998;
- 7.10. Income Tax Act 58 of 1962;
- 7.11. Intellectual Property Laws Amendments Act 38 of 1997;
- 7.12. Labour Relations Act 66 of 1995;
- 7.13. National Credit Act 34 of 2005;
- 7.14. Occupational Health and Safety Act 85 of 1993;
- 7.15. Skills Development Act 97 of 1998;
- 7.16. Skills Development Levies Act 9 of 1999;
- 7.17. Trade Marks Act 194 of 1993;
- 7.18. Unemployment Insurance Act 63 of 2001;
- 7.19. Unemployment Insurance Contributions Act 4 of 2002; and
- 7.20. Value Added Tax Act 89 of 1991.

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT

The table below contains a description of the types of records/subjects on which the company holds records as well as the categories of records held on each subject. These records are

not automatically available and must be formally requested in terms of PAIA. A request made in terms of PAIA for records in any of the categories below may be refused in terms of any of the grounds of refusal recognised in terms of PAIA.

Subjects on which the company holds records	Categories of records held on each subject
Statutory Records	<ul style="list-style-type: none"> • Minutes of meetings of members; • Resolutions of the members of the company; • Statutory returns to relevant authorities; • Trademark documentation; • Records relating to the appointment of members, auditors, and other officers.
Customer Service Records	<ul style="list-style-type: none"> • Customer database; • Customer correspondence; • Customer contracts; • Business information of customers; • Customer files. • Proposal documents; • Project plans.
Finance	<ul style="list-style-type: none"> • Accounting records; • Tax records; • VAT records; • Debtors records; • Creditors records; • Insurance records; • Auditor's reports; • Annual financial statements; • Bank statements; • Financial policies and procedures; • Receipts and payments; • Invoices and statements.

<p>Human Resources</p>	<ul style="list-style-type: none"> • Internal company policies and procedures; • Disciplinary code; • Employee information; • Employment contracts; • Employment applications; • Health and safety records; • Leave records; • Career development records; • UIF records; • Disciplinary records; • PAYE records; • Performance management records; • Salary records; • Training records.
<p>Legal</p>	<ul style="list-style-type: none"> • General legal correspondence; • Litigation and dispute records; • Trademarks and patent records; • Property records:
<p>Information Technology (IT)</p>	<ul style="list-style-type: none"> • Software licenses and agreements; • System documentation and user manuals; • Support and maintenance agreements; • IT policies and procedures; • IT usage statistics and equipment details.
<p>Operations</p>	<ul style="list-style-type: none"> • Supplier lists and details of suppliers; • Agreements with suppliers; • Access control records; • Insurance documentation; • Non-disclosure agreements; • Rental agreements; • Letters of intent.

9. PROCEDURE TO BE FOLLOWED WHEN SUBMITTING A FORMAL REQUEST TO ACCESS RECORDS/INFORMATION

9.1. Procedural Requirements

- 9.1.1. The requester must comply with all the procedural requirements contained in section 53 of PAIA relating to the request for access to a record.
- 9.1.2. A request for access to any record that is not automatically or voluntarily available must be made formally by completing the prescribed Request for Access to Record Form 2 (Regulation 7) and by submitting same, together with the payment of a request fee and a deposit (if applicable), to the IO or DIO at the company's physical address, postal address, or email address provided in clause 4 of this manual. The prescribed Form 2 is annexed to this manual as Annexure A.
- 9.1.3. The Request for Access Form must be completed with enough detail to enable the IO or DIO to identify the following:
 - 9.1.3.1. The record or records requested;
 - 9.1.3.2. The identity of the requester;
 - 9.1.3.3. The form of access that is required should the request be granted;
 - 9.1.3.4. The postal address or fax number of the requester;
 - 9.1.3.5. The right that the requester is seeking to exercise or protect and an explanation of why the requested record is required for the exercise or protection of that right.
 - 9.1.3.6. If the request is made on behalf of a person, proof must be submitted of the capacity in which the requester is making the request, to the reasonable satisfaction of the IO or DIO.
- 9.1.4. If a person is unable to complete the prescribed Request for Access to Record Form due to illiteracy or disability, the request may be made orally. The IO or DOI will then reduce the request to writing in the prescribed form and provide such person with a copy thereof.
- 9.1.5. The failure of a requester to comply with the procedural requirements of PAIA will result in the request for access being refused.

9.2. Timelines for consideration of a request for access

- 9.2.1. The company will respond to a request within 30 days of receiving the request, which response shall indicate whether the request for access to the record has been granted or not. The period may be shorter if the requester can set out special grounds to the satisfaction of the IO or DIO as to why the request should be dealt with sooner.
- 9.2.2. The period of 30 days may be extended by an additional 30 days if the request is for a large quantity of information, or if the request requires a search for information held at another office of the company and the information cannot be reasonably obtained within the initial 30 days. The IO or DIO will notify the requester in writing should an extension be necessary.

9.3. Payment of the prescribed fees

- 9.3.1. There are two categories of fees which are payable, being:
 - 9.3.1.1. The request fee of R140.00; and
 - 9.3.1.2. The access fee: This is calculated by considering reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in the Outcome of Request and of Fees Payable Form 3 (Regulation 8). The prescribed Form 3 is annexed to this manual as Annexure B.
- 9.3.2. When a decision to grant a request has been taken, the record will only be disclosed when the necessary fees have been paid in full.

9.4. Grounds for refusal of access and protection of information

- 9.4.1. Chapter 4 of PAIA sets out various grounds upon which a request for access to a record may be refused. These grounds include the following:
 - 9.4.1.1. Protection of the privacy of a third party who is a natural person if its disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual.
 - 9.4.1.2. Protection of the commercial information of a third party if the records contain:
 - 9.4.1.2.1. Trade secrets of that third party;

- 9.4.1.2.2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; or
- 9.4.1.2.3. Information disclosed in confidence by a third party to the company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.
- 9.4.1.3. Protection of confidential information of a third party if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- 9.4.1.4. Protection of safety of individuals and the protection of property if its disclosure could reasonably be expected to endanger the life or physical safety of an individual.
- 9.4.1.5. Protection of records that would be regarded as privileged from production in legal proceedings, unless the individual entitled to the privilege has waived the privilege.
- 9.4.1.6. Protection of the commercial information of the company, if the record:
 - 9.4.1.6.1. Contains trade secrets of the company;
 - 9.4.1.6.2. Contains financial, commercial, scientific, or technical information of the company which disclosure would be likely to cause harm to the commercial or financial interests of the company;
 - 9.4.1.6.3. Contains information about the company which disclosure could reasonably be expected to put the company at a disadvantage in contractual or other negotiations or prejudice the company in commercial competition.
- 9.4.1.7. Protection of computer programs which are owned by the company and which are protected by copyright and intellectual property laws.
- 9.4.1.8. Protection of research information of the company or a third party if such disclosure would place the research or the researcher at a serious disadvantage.

- 9.4.1.9. If the request for information is clearly frivolous or vexatious, or which involves an unreasonable diversion of the company's resources.
- 9.4.2. If the request for access to information affects a third party, then such third party must first be informed of the request within 21 days of receipt of the request by the company. The third party will then have an additional 21 days to make representations and/or submissions regarding the granting of access to the requested record.
- 9.4.3. Section 70 of PAIA provides that it is mandatory for the company to grant access to a requested record if its disclosure is in the public interest. The company must grant access to a record if the disclosure of the record reveals evidence of:
 - 9.4.3.1. a substantial contravention of, or failure to comply with, the law; or;
 - 9.4.3.2. if it causes an imminent and serious risk to public safety or to the environment; and
 - 9.4.3.3. the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.
- 9.4.4. If a requested record cannot be found or does not exist, the IO or DIO shall by way of affidavit or affirmation notify the requester that it is not possible to give access to the requested record. Such notification shall be regarded as a decision to refuse a request for access to the requested record.

9.5. Remedies available to a requester upon the refusal of a request for access

- 9.5.1. The company does not have an internal appeal procedure and the decision made by the IO or DIO is final. The requester will have to exercise the available external remedies if the Request for Access is refused or if the requester is not satisfied with the outcome of the request.
- 9.5.2. The requester or a third party who is aggrieved by the decision of the company may lodge a formal complaint with the Regulator or a court with competent jurisdiction within 180 days of receiving notification of the outcome of the request from the company. The complaint to the Regulator must be submitted by completing and submitting the prescribed Complaint Form 5 (Regulation 10) which is annexed to this manual as Annexure C.

10. PROCESSING OF PERSONAL INFORMATION

10.1. POPIA

- 10.1.1. POPIA requires the company to inform data subjects as to the manner in which their personal information is used, disclosed, and destroyed.
- 10.1.2. Chapter 3 of POPIA provides for the minimum conditions for the lawful processing of personal information by the company. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 10.1.3. The company will only process personal information in line with the company's Privacy Policy which is available on the company's website. The company will ensure that all processing conditions are complied with at the time of processing personal information.
- 10.1.4. The company processes personal information of both natural and juristic persons. The manner in which personal information is processed and the purpose for which it is processed is determined by the company and the company is therefore a Responsible Party for the purposes of POPIA.
- 10.1.5. The company will ensure that the personal information of a Data Subject is:
 - 10.1.5.1. Processed lawfully, fairly and transparently in a reasonable manner that does not infringe upon the privacy of the data subject;
 - 10.1.5.2. Processed only for the purpose for which it was collected after obtaining the consent of the data subject;
 - 10.1.5.3. Not processed for a secondary purpose unless that processing is compatible with the original purpose;
 - 10.1.5.4. Adequate, relevant and not excessive for the purpose for which it was collected;
 - 10.1.5.5. Complete, accurate and updated when necessary;
 - 10.1.5.6. Not retained for longer than is strictly necessary for achieving the purpose for which the information was collected or subsequently processed;
 - 10.1.5.7. Processed in accordance with integrity and confidentiality principles which include physical and organisational measures to ensure that personal information is subject to an appropriate level of security when stored, used, and communicated by the company.

10.1.5.8. Processed in accordance with the rights of data subjects. Data subjects have the right to:

10.1.5.8.1. Request the company to confirm, free of charge, whether or not the company holds personal information about the data subject;

10.1.5.8.2. Be notified that their personal information is being collected by the company. The data subject also has the right to be notified in the event of a data breach;

10.1.5.8.3. Request the correction or deletion of personal information which is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully;

- A data subject who wishes to request the correction or deletion of personal information in terms of section 24(1) of POPIA is required to complete and submit to the IO or DIO the prescribed Form 2 (Regulation 3(2)) which is annexed to this manual as Annexure D.

10.1.5.8.4. Object to the use of their personal information by the company and to request the company to delete or destroy their personal information if the company is no longer authorised to retain their personal information.

- A data subject who wishes to object to the use of their personal information in terms of section 11(3) of POPIA is required to complete and submit to the IO or DIO the prescribed Form 1 (Regulation 2(1)) which is annexed to this manual as Annexure E.

10.1.5.8.5. Object to the processing of personal information for purposes of direct marketing by means of unsolicited electronic communications; and

10.1.5.8.6. Complain to the Regulator regarding an alleged infringement of any of the rights protected in terms of POPIA and to institute civil proceedings regarding the

alleged non-compliance with the protection of their personal information.

10.2. Purpose of Processing

- 10.2.1. The company may process records relating to employees, contractors, complainants and enquirers, individuals captured by the company's CCTV cameras, service providers, suppliers, and customers.
- 10.2.2. The purposes for which the company processes or will process personal information includes:
 - 10.2.2.1. To provide accounts and/or services to the customer in accordance with the terms agreed to by the customer;
 - 10.2.2.2. To undertake activities related to the provision of accounts and/or services to the customer;
 - 10.2.2.3. To verify the identity of the customer;
 - 10.2.2.4. For risk assessment, information security management, statistical, trend analysis and planning purposes;
 - 10.2.2.5. To monitor and record calls and electronic communications with the client for quality, training, investigation, and fraud prevention purposes;
 - 10.2.2.6. For crime detection, prevention, investigation, and prosecution;
 - 10.2.2.7. To defend or enforce the company's rights;
 - 10.2.2.8. To manage the company's relationship with the customer, which may include providing information to the customer about the company's products and/or services;
 - 10.2.2.9. The purposes related to any authorised disclosure made in terms of agreement, law, or regulation;
 - 10.2.2.10. Any additional purpose expressly authorised by the customer;
 - 10.2.2.11. Any additional purpose as may be notified to the customer or data subject in any notice provided by the company;
 - 10.2.2.12. Employee administration; and
 - 10.2.2.13. Recruitment.

10.3. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Natural Persons	Name and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; identity number, passport number; and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race, age, language, qualifications; financial information; employment history; ID number; physical and postal address; contact details (contact number(s), fax number, email address); criminal records; well-being and their relatives (next-of-kin), race, medical records, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person
Service Providers, Suppliers, and Customers	Names of contact persons; name of entity; name of directors and shareholders, physical and postal address and contact details (contact number(s), fax number, email address); financial information; registration number; founding documents; tax related information; authorised signatories, broad-based black economic empowerment (B-BBEE) status, affiliated entities, business strategies

10.4. The recipients or categories of recipients to whom the personal information may be supplied

The company may share personal information with the following recipients:

- 10.4.1. Any firm, organisation, or person that the company uses to collect payments and recover debts or to provide a service on behalf of the company;
- 10.4.2. Employees of the company;
- 10.4.3. Regulatory bodies;
- 10.4.4. Third party services providers of the company;
- 10.4.5. Any payment system that the company uses;
- 10.4.6. Successful requesters in terms of this manual;
- 10.4.7. Credit bureaus and credit providers;
- 10.4.8. Auditors, accountants, or investigators;
- 10.4.9. To a third party where the company has a duty or right to disclose personal information in terms of applicable legislation, the law, or where it may be deemed necessary to protect the rights of the company.

10.5. Planned transborder flows of personal information

Section 72 of POPIA provides that personal information may only be transferred out of the Republic if:

- 10.5.1. The recipient country can offer such data an “adequate level” of protection. This means that such country’s data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
- 10.5.2. If the data subject consents to the transfer of their personal information; or
- 10.5.3. If the transfer is necessary for the performance of a contractual obligation between the data subject and the company; or
- 10.5.4. If the transfer is necessary for the performance of a contractual obligation between the company and a third party, in the interests of the data subject; or
- 10.5.5. If the transfer is for the benefit of the data subject, and it is not reasonably practicable to obtain the consent of the data subject, and if it were, the data subject would be likely to provide such consent.

10.6. Information security measures and safeguards

10.6.1. The company complies with POPIA in protecting the integrity and confidentiality of personal information and in doing so the company has due regard to generally accepted information security practices and procedures.

10.6.2. The company shall implement the following security measures in order to ensure that personal information is respected and protected:

10.6.2.1. Access Control of Persons:

The Company shall implement suitable measures in order to prevent unauthorised persons from gaining access to the data processing equipment where the data is processed.

10.6.2.2. Data Media Control:

The company undertakes to implement suitable measures in order to prevent unauthorised manipulation of media including reading, copying, alteration, or removal of the data media used by the company and containing personal data of data subjects.

10.6.2.3. Data Memory Control:

The company undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading, alteration, or deletion of stored data.

10.6.2.4. User Control:

The company shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

10.6.2.5. Access Control to Data:

The company shall ensure that the persons entitled to use the company's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions.

10.6.2.6. Transmission Control:

The company shall be obliged to enable the verification and tracing of the locations and/or destinations to which the personal information is transferred by utilisation of the company's data communication equipment and devices.

10.6.2.7. Transport Control:

The company shall implement suitable measures to prevent personal information from being read, copied, altered, or deleted by unauthorised persons during the transmission thereof or during the transport of data media.

10.6.2.8. Organisational Control:

The company shall maintain its internal organisation in a manner that meets the requirements of this manual.

10.6.3. A preliminary assessment of the suitability of the information security measures implemented by the company may be conducted in order to ensure that the personal information that is processed by the company is safeguarded and processed in accordance with the Conditions for Lawful Processing as provided in Chapter 3 of POPIA.

11. AVAILABILITY AND UPDATING OF THIS MANUAL

11.1. This manual is hereby made available in terms of PAIA and section 4 of the Regulations to POPIA and can be accessed on the company's website.

11.2. A copy of the manual is also available at the offices of the company for inspection, free of charge.

11.3. Copies of the manual can also be obtained from the IO or DIO. A fee for a copy of the manual, as contemplated in Annexure B, shall be payable per each A4-size photocopy made.

11.4. The company will update this manual at such intervals as may be necessary.

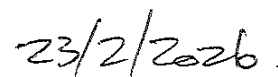
11.3. Copies of the manual can also be obtained from the IO or DIO. A fee for a copy of the manual, as contemplated in Annexure B, shall be payable per each A4-size photocopy made.

11.4. The company will update this manual at such intervals as may be necessary.

Issued By



Darryl Stuart Aspey
Managing Member



Date

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 (when made on behalf of another person)	
Postal Address	
Street Address	

E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

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

PARTICULARS OF RECORD REQUESTED

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

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

TYPE OF RECORD <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

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

Indicate which right is to be exercised or protected	

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

FEEES

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

Reason	

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

Postal address	Facsimile	Electronic communication <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 / Deputy Information Officer

ANNEXURE B

FORM 3

OUTCOME OF REQUEST AND 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.

TO: _____

Reference number: _____

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	R7.00		
Printed copy	R7.00		
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• 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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

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 / Deputy Information Officer

ANNEXURE C



**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.ijustice.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		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY

<i>Received by: (Full names)</i>				
<i>Position</i>				
<i>Signature</i>				
<i>Complaint accepted</i>	Yes		No	
<i>Reference Number</i>				
<i>Date stamp</i>				

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

**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		

**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)		Facsimile
	Cellular		

**PART C
THIRD PARTY INFORMATION**
(Please attach letter of authorisation)

Type of Body	Private		Public	
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):		Facsimile	
	Cellular			

**PART D
BODY AGAINST WHICH THE COMPLAINT IS LODGED**

Type of body	Private		Public	
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):		Facsimile	
	Cellular			
Reference Number given (if any)				

PART E COMPLAINT

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)

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	No
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	No
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?			Yes	No
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

(Please select one or more of the following to describe your complaint to the Information Regulator)

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>	
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>	
	<i>The tender or payment of a deposit.</i>	
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>	
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>	
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>	
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>	

	<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>	
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>	
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>	
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>	
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>	
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>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
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

ANNEXURE D

FORM 2

**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, 2017

[Regulation 3(2)]

Note:

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

Reference Number: _____

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
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

ANNEXURE E

FORM 1

**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,
2017**

[Regulation 2(1)]

Note:

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

Reference Number: _____

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (<i>if the responsible party is a natural</i>):	
Residential, postal or	

business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

C	REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....

Signature of data subject (applicant)