

PAIA MANUAL

Prepared in compliance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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1. Definitions

Access Fee	Means the fee payable to the Information Officer before a Person is granted access to the Records requested in the PAIA Request.
Data Subject/Person	Means the person to whom Personal Information/Personal Data relates
Deposit Fee	Means the fee payable in the <u>amount which is 1/3 (one-third) of the Access Fee</u> before the Information Officer can proceed with the PAIA Request.
Guide	Means the Information Regulator's Guide on how to use PAIA by any Person who wishes to exercise any right contemplated in PAIA and POPIA
Manual	Means this Manual together with all annexures as available at Marken's South African office and on Marken's website.
Minister	Means Minister of Justice and Correctional Services.
PAIA	Means Promotion of Access to Information Act No. 2 of 2000 (as Amended).
PAIA Request	Means any request made in accordance with this Manual and in compliance with requirements under the PAIA and POPIA.
Personal Data/Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person (under section 1 POPIA).
POPIA	Protection of Personal Information Act No. 4 of 2013.
Record(s)	Means any document or information retained by Marken.
Regulator	Means Information Regulator.
Republic	Means Republic of South Africa.
Request Fee	Means the administrative fee payable to the Information Officer by all Persons when submitting a PAIA Request.

2. Purpose

- 2.1. This Manual is published in English as required by Section 51 of the PAIA and sections 23 -25 of the POPIA.
- 2.2. The PAIA aims to promote the values of transparency and accountability, which provides for the right of access to information by members of the Republic. This includes information held by a private body, including companies.

- 2.3. A person who is entitled to exercise a right or who needs information for the protection of any right is entitled to access that information provided that the conditions outlined in this document, as required by the PAIA, are satisfied.

More specifically, this Manual enables Persons to:

- 2.4. check the categories of Records held by a body which are available without a person having to submit a formal PAIA Request;
- 2.5. have a sufficient understanding of how to submit a formal PAIA Request by providing a description of the subjects on which Marken holds Records and the categories of Records held on each Person;
- 2.6. know the description of Marken's Records which are available in accordance with any other legislation;
- 2.7. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with completing PAIA Requests;
- 2.8. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.9. know if Marken will process personal information, the purpose of processing of personal information and the description of the categories of Data Subjects;
- 2.10. know the description of the categories of Data Subjects and of the information or categories of that information;
- 2.11. know the recipients or categories of recipients to whom personal information may be supplied;
- 2.12. know whether Marken does (or intends 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
- 2.13. know whether Marken has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key contact details to access information required under Section 51(1)(a) PAIA

Parent Company Information	Marken Limited incorporated in the United Kingdom (2025-000368) Tel: +27 (0) 11 974 9798 Email: marken.jnb@marken.com Fax Number: N/A Address: 587 Jones Road, Jet Park, Boksburg, South Africa
Information Officer	Name: Jacob Strauss Tel: +27 (0) 11 974 9798 Email: jacob.strauss@marken.com Fax Number: N/A Address: 587 Jones Road, Jet Park, Boksburg, South Africa

4. Description of the Information Regulator's Guide required under Section 51(b) PAIA

- 4.1. The 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 comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The Guide contains the description of:
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.3.3. the manner and form of a request for:
 - 4.3.3.1. access to a record of a public body contemplated in section 11; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50;
 - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator (see [Annexure I](#)); and
 - 4.3.6.3. an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the regulations made in terms of section 92.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained:
 - 4.5.1. upon request to the Information Officer;
 - 4.5.2. from the website of the Information Regulator (<https://www.justice.gov.za/infoREG/>).

- 4.6. This Manual includes the forms required to request a copy of the Guide from Marken's Information Officer ([Annexure G](#)) and from the Information Regulator ([Annexure H](#)).

5. Processing personal information

- 5.1. This Manual can be read in conjunction with Marken's Privacy Notice, which explains the types of personal data collected and used about a Person (and in which circumstances this is used), who Marken shares this data with, how Personal Data is protected, and a Person's rights in relation to their Personal Data.
- 5.2. Without repurposing that document in full, but so Persons gain a basic understanding, the categories of Data Subjects may include (but are not limited to) customers, visitors to Marken's website or Marken platforms and healthcare professionals among others.
- 5.2.1. Personal Data which Marken collects from Data Subjects includes information provided by Data Subjects themselves, such as identifiers like name or email address and any communication received directly from a Person. This also includes data received from Third-Party Sources like Marken's clients or social media analytics.
- 5.2.2. Reasons for processing your Personal Data might include enabling you to access our services online or providing technical assistance.
- 5.2.3. Marken may share Personal Data with third parties including other parties in Marken's group of companies, with clients or with any third parties as required by law.
- 5.2.4. If Marken transfers Personal Data internationally, it takes the necessary measures to ensure that this data is transferred safely and securely as required by any applicable law.

6. Records under Sections 51 and 52 PAIA

Automatic and Publicly Available Documents per Section 52(1)(a-b) PAIA

- 6.1. Certain Records and information can be accessed automatically without making a formal PAIA Request.
- 6.2. A list (which may be updated as necessary) details these Records and the corresponding location in [Annexure A](#).
- 6.3. Please note that Marken can elect to charge a fee, if necessary, to reproduce any publicly available Record(s) should the Person request such (as stated in Section 52(2) PAIA).
- 6.4. This list can be read in conjunction with Marken's Privacy Notice, which outlines the categories of personal information and how that personal information is used and may be shared.

Records held under other legislation per Section 51(1)(d) PAIA

- 6.5. Companies are obligated under various laws which, in certain circumstances, may permit some Persons to gain access to those Records. A non-exhaustive list (which may be updated as necessary) outlines the most relevant and applicable legislation. A copy of this list is available in [Annexure B](#).
- 6.6. As described in more detail in Section 6 below, a PAIA Request for any Record(s) outlined in **Annexure B** is not guaranteed, if the relevant conditions outlined according to the PAIA and/or POPIA are not satisfied.

- 6.7. Upon receipt of the PAIA Request for such Records, the Information Officer will consider these factors when deciding whether the request is valid. To qualify, Persons must:
- 6.7.1. Satisfy the criteria as required by the legislation.
 - 6.7.2. Indicate why there is a right to access the Record under the legislation.
 - 6.7.3. State the applicable right concerning the request.

Subjects and Categories of Records held per Section 51(1)(e) POPIA

- 6.8. Marken must provide enough information as required by the PAIA to enable Persons to complete a PAIA Request.
- 6.9. A description of Marken's Records, including the subjects and categories of the Records held by Marken, is detailed in [Annexure C](#) of this Manual. Please note this is a non-exhaustive list, which may be updated periodically.
- 6.10. As described in more detail in Section 6 below, a PAIA Request for any Record(s) outlined in **Annexure C** is not guaranteed, if the relevant conditions outlined according to the PAIA and/or POPIA are not satisfied.

7. Access Requests

General

- 7.1. Marken can only facilitate PAIA Requests which satisfy the required conditions under the PAIA/POPIA and this Manual. Therefore, successfully completing and/or submitting a PAIA Request does not guarantee it will be granted and can be refused on relevant grounds (outlined in Part 3, Chapter 4 PAIA).
- 7.2. Any Person seeking (or found to have obtained) Records based on false or misleading information in a PAIA Request will be refused and may result in legal action and/or legal ramifications for such a Person (e.g., reports to relevant parties including law enforcement).
- 7.2.1. Persons making a PAIA Request on behalf of a public body must adequately identify which right the body is seeking to exercise/protect and must sufficiently indicate how the PAIA Request is in the public's interest.
 - 7.2.2. Third-party requests made by Persons on behalf of Another Person also require sufficient proof (as required by Marken) to demonstrate that the PAIA Request is valid.
 - 7.2.3. Marken may also consider factors according to its Privacy Notice when determining whether to grant the PAIA Request.

PAIA Request Procedure

- 7.3. Any PAIA Request must include a completed Request for Access to Record Form, which is included in [Annexure D](#), and the **Request Fee** (R140.00).
- 7.4. Please note that Marken will only consider forms which have been **completed in full**, therefore, if any fields do not apply to a Person's request, that field should be marked **"Not Applicable" or "N/A"**.
- 7.5. Persons must provide **adequate proof of identity** as required under section 23(1) POPIA. When submitting a Request for Access to Record Form, A **Person must include** one of the following:
- 7.5.1. A certified copy of their identification document; or

- 7.5.2. A valid passport; or
- 7.5.3. Any other form of legally accepted identification document valid in South Africa.
- 7.6. Any PAIA Request made on behalf of a company or public body must include a **certified copy of the company's registration certificate** or **sufficient proof** that the Person represents a public body.
- 7.7. Marken will not consider any PAIA Request which lacks adequate proof of identity will result. Additionally, Marken reserves the right to request physical copies of documents where uncertainty arises as to the validity of any document, inconsistency with the PAIA Request or other reason should Marken deem reasonable grounds exist for doing so.

Submitting a Request for Access to Record Form

- 7.8. Persons can submit the form via the Information Officer's email or at the Information Officer's physical address listed above.
- 7.9. Persons must **provide sufficient information regarding the Record(s)** being requested, so that, if granted, the **correct Access Fee** is ascribed to produce the Records.
- 7.10. If the Person, in addition to Marken's written response regarding the decision, wishes to receive notification in some other way (e.g., by flash drive), the relevant details/supplies should also be included (e.g., by providing a flash drive).
- 7.11. Persons must include their **contact details** including an email address, telephone/mobile number, and a South African address.
- 7.12. As indicated above, third party requests can be made on behalf of another Person provided the above conditions have been satisfied.
- 7.13. Persons who qualify as illiterate or otherwise unable to complete the Request for Access to Record Form can make the request verbally by contacting the Information Officer at the details listed above. Alternatively, a PAIA Request can be made on the Person's behalf.
- 7.14. PAIA Requests will be processed within 30 (thirty) days, unless a request is complex and/or includes factors which warrant an extension, in which a Person will be contacted by the Information Officer.

8. Managing PAIA Requests under Chapters 4 and 5 PAIA

Refusing PAIA Requests per sections 62-70 PAIA (Chapter 4)

- 8.1. Marken may refuse to grant PAIA Requests for any of the reasons identified in the following circumstances:
 - 8.1.1. Mandatory protection of privacy of a third party (Person)
 - 8.1.2. Mandatory protection of commercial information of third party
 - 8.1.3. Mandatory protection of certain confidential information of third party
 - 8.1.4. Mandatory protection of safety of individuals, and protection of property
 - 8.1.5. Mandatory protection of records privileged from production in legal proceedings
 - 8.1.6. Commercial information of private body
 - 8.1.7. Mandatory protection of research information of third party, and protection of research information of private body

Third Party Notices per sections 71-73 PAIA (Chapter 5)

- 8.2. If Marken needs to notify a third party of a PAIA Request to determine if a request can be granted or refused, Marken will:
- 8.2.1. Inform the third party about the PAIA Request within 21 (twenty-one) days of receiving the request.
 - 8.2.2. Inform the third party to respond within 21 (twenty-one) days indicating its response to granting access to the Record(s).
 - 8.2.3. Provide the information required by Section 73(3) PAIA, in that correspondence stating:
 - 8.2.3.1. Purpose of the PAIA Request
 - 8.2.3.2. The Person making the PAIA Request
 - 8.2.3.3. Why their approval is needed (e.g., personal data, etc.)
 - 8.2.3.4. If applicable, whether the disclosure is mandatory in the public interest
 - 8.2.3.5. The option giving the third party the ability to provide their decision in writing or orally

Records which cannot be identified/located

- 8.3. If Marken takes all reasonable steps to locate the Record(s) in the PAIA Request, and there are reasonable grounds for believing that the Record is in Marken's possession but cannot be found; or that the Record does not exist, the Information Officer will provide an affidavit or affirmation to the Person explaining why access to the Record(s) cannot be granted according to section 55 PAIA. This includes providing the Person with a list of actions taken to locate the Record(s).

9. Fees

9.1. Request Fee

- 9.1.1. The Request Fee is an administration fee which is payable by all Persons when submitting a PAIA Request (see [Annexure K](#)) **before** Marken considers the request. This does NOT apply to any request for a Person's request regarding any data which Marken may hold under the POPIA.
- 9.1.2. The Request Fee is non-refundable if the PAIA Request is granted but will be refunded if the PAIA Request is denied.
- 9.1.3. The Request Fee is currently **R140.00** (excl. VAT) for a private body. Please note the Request Fee is determined by the Information Regulator (so it may change from time to time per notification from the Information Regulator).
- 9.1.4. Under section 23(1)(a) POPIA, a Data Subject (i.e. a Person) has a right to request that Marken confirm, free of charge, whether Marken holds any personal information about the Data Subject. Data Subjects are entitled to utilise [Annexure J](#) to request that Marken correct or delete any personal data under section 24(1) POPIA.

9.2. Access Fees

- 9.2.1. The Access Fee is payable, if any, to reimburse Marken for any costs associated with reproducing, searching, preparing and at any time reasonably required (beyond the prescribed hours) the requested Record(s).

- 9.2.2. The Access Fee payable for Record(s) in [Annexure K](#) and is set by the Information Regulator (and which can, therefore, be amended by the Information Regulator from time to time).
- 9.2.3. No Access Fee is payable if the Record(s) requested are to be inspected at the Information Officer's registered address.
- 9.2.4. Marken will only facilitate a PAIA Request and supply the Record(s) once the Access Fee is paid.

9.3. **Deposit Fees**

- 9.3.1. If the Record(s) takes more than 6 (six) hours to facilitate, Marken can require a deposit before facilitating the request to supply the Record(s). The Deposit Fee is calculated as the **amount which is 1/3 (one-third) of the Access Fee payable**.
- 9.3.2. Additionally, section 23(3) POPIA requires Marken to provide a notice to the Person should a Deposit Fee be payable to respond to a request, a copy of which can be found in [Annexure E](#).
- 9.3.3. Marken will only continue facilitating the PAIA Request once the Deposit Fee is paid.

10. Outcomes and Notices regarding PAIA Requests

- 10.1. Once the Request Fee has been paid in full, the Information Officer will consider the PAIA Request to reach a decision.
- 10.2. The Information Officer will then provide the Person with a PAIA Notice (as required under section 54(3) PAIA) in [Annexure E](#) indicating whether a Deposit Fee is payable and/or Request Fee is outstanding.
- 10.3. Within 30 (thirty) days of receipt, the Information Officer will notify the Person as follows:

PAIA Request is Approved

- 10.3.1. The Person will be informed that the PAIA Request has been approved via the Outcome of Request and of Fees Payable Form in [Annexure F](#) (with an Access Fee calculated based on the corresponding amount(s) in [Annexure K](#)).
- 10.3.2. The PAIA Request will only be completed once the Access Fee is paid.

PAIA Request is Denied

- 10.3.3. The Person will be informed that the PAIA Request has been denied via the Outcome of Request and of Fees Payable Form in [Annexure F](#) stating the ground(s) of refusal. If a Person is unsatisfied with the Information Officer's Decision, a complaint can be filed with the Information Regulator Using the Complaint Form in [Annexure I](#).

Extension Required

- 10.3.4. If the Information Officer requires an extension, the initial 30-day period can be extended by another 30 days. If an extension is necessary, the Person will be notified in writing with the revised timeline and justifications warranting the extension.

11. Accessing this Manual

- 11.1. A copy of the Manual is available:
 - 11.2. on Marken's website;
 - 11.3. at Marken's South African office for public inspection during normal business hours;
 - 11.4. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 11.5. to the Information Regulator upon request.
- 11.6. A fee for a copy of the Manual, as contemplated in [Annexure K](#) is payable per each A4-size photocopy made.

Revision History

Date of Change	Responsible	Summary of change
17/06/2025	Marken Privacy Office	First version of Manual

Annexure A: Records which are Publicly and Automatically Available

1. Website

- Privacy Policies (Privacy Notice, Cookie Policy, Data Processing Agreement, Website Terms and Conditions of Use)
- Corporate Policies (Anti-Corruption Compliance Policy, Sustainability Policy, Slavery and Human Trafficking Statement, Code of Ethics)
- Sustainability Reports
- Services information (Details on services such as Central Pharmacy, Patient-Centric Services, and Standard Terms & Conditions)
- Company news and PR releases
- Publications and Frequently Asked Questions (FAQs) Case studies and white papers
- Contact details

Annexure B: Records held under other Legislation

Marken retains information and documents as required by South African law including but not limited to:

- Companies Act 71 of 2008, as amended
- Income Tax Act 58 of 1962 (Section 75), as amended
- Value-Added Tax Act 89 of 1991 (Section 65), as amended
- Customs and Excise Act 91 of 1964 (Section 101), as amended
- Basic Conditions of Employment Act 75 of 1997 (Section 31), as amended
- Employment Equity Act 55 of 1998 (Section 26), as amended
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Section 97), as amended
- Insolvency Act 24 of 1936 (Sections 134 and 155), as amended
- Occupational Health and Safety Act 85 of 1993, as amended
- Labour Relations Act 66 of 1995, as amended
- Skills Development Act 97 of 1998, as amended
- Skills Development Levies Act 9 of 1999, as amended
- Unemployment Insurance Act 63 of 2001, as amended
- Unemployment Insurance Contributions Act 4 of 2002, as amended
- Copyright Act 98 of 1978, as amended
- Trade Marks Act 194 of 1993, as amended
- Consumer Protection Act 68 of 2008, as amended
- Electronic Communications and Transactions Act 25 of 2002, as amended
- Electronic Communications Act 13 of 2000, as amended
- Protection of Personal Information Act 4 of 2013, as amended.

Annexure C: Subjects and Categories of Records

The following is a non-exhaustive list which can be read in conjunction with Marken's [Privacy Notice](#), which outlines the categories of Data Subjects and Personal Information (i.e., Records related to Persons) and how that Personal Information is used and may be shared. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under PAIA. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records.

Corporate and Company Records

- Company registration and incorporation documents
- Internal correspondence
- Permits and licences

Financial and Tax Records

- Financial statements
- Tax records
- Annual financial reports
- Asset register
- Banking records
- Invoices
- Accounting information
- Insurance records

Human Resources

- HR procedures and policies
- Employee records
- Recruitment information

Vendor Records

- Vendor's contact details
- Description of product/service
- Quantity of product/service
- Receipts or payment details

Legal and Compliance Records

- Audits
- Privacy notices and policies
- Contracts and agreements
- Intellectual property
- Records of immovable and movable property

- Information relating to legal proceedings

Operational Records

- Policies, SOPs and Procedures
- Information technology policies, procedures, and supporting documentation

Marketing and PR Records

- Corporate templates, letterheads and media
- Archived or deprecated releases and communications

Patients/Customer Records

- Customer databases
- External communications
- Records of patient and customer data as required for the performance of services

Annexure D: Form 2 - Request for Access to Record Form

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: <table border="1"><tr><td></td></tr></table>	
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			
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>				
Description of record or relevant part of the record:				
Reference number, if available				
Any further particulars of record				
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>				
Record is in written or printed form				
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>				
Record consists of recorded words or information which can be reproduced in sound				

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

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

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

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

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

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

Annexure E: Section 54(3) PAIA Notice

Please note:

1. The Person is required to pay the prescribed Request Fee (if any), before further processing the PAIA Request form is completed.
2. If:
 - a) the search for the Record(s) in the PAIA Request has been made; and
 - b) in Marken's opinion the preparation of the Record(s) (including any actions required under section 29(2)(a) and (b) (i) and (ii) (aa)), would require more than the 6 hours prescribed, the Person will be required to pay a Deposit Fee equal to **one-third of the Access Fee**.
3. This Notice is to inform the Person that a Deposit Fee is payable in relation to the PAIA Request in the amount of: **R [INSERT AMOUNT]**
4. Should the Person decide that the fee is not appropriate, the Person can:
 - a) Submit a complaint to the Information Regulator using the attached Complaint Form; or
 - b) File an application with a court.
5. The procedure for lodging a complaint is available in the Information Regulator's Guide (as well as the PAIA).

Signed by the Information Officer	
Date	

Annexure F: Form 3 - Outcome of Request and Fees Payable

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

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
---	--

OR

2. You requested:

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

3. To be submitted:

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

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

--

--

1. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• 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:			

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

☐ Yes
 ☐ No

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

The amount must be paid into the following Bank account:

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

Signed at _____ this _____ day of _____ 20 _____

Information officer

Annexure G: Form 1 - Request for a Copy of the Guide (From the Information Officer)

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

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

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

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

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

Annexure H: Form 1 - Request for a Copy of the Guide (From the Information Regulator)



**INFORMATION
REGULATOR
(SOUTH AFRICA)**
Ensuring protection of your personal information
and effective access to information

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

REQUEST FOR A COPY OF THE GUIDE

FORM 1

[Regulation 2]

I,

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

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

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

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester _____

Annexure I: Form 5 - Complaint Form



**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:

- This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
- 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.
- 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.
- 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.
- The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
- Please attach copies of the following documents, if you have them:**
 - Copy of the form to the Body requesting access to records;
 - The Body's response to your complaint or access request;
 - Any other correspondence between you and the Body regarding your request;
 - Copy of the appeal form, if your complaint relate to a public body;
 - The Body's response to your appeal;
 - Any other correspondence between you and the Body regarding your appeal;
 - Documentation authorizing you to act on behalf of another person (if applicable);
 - Court Order or Court documents relevant to your complaint, if any.
- 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			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT									
Full Names									
Identity Number									
Postal Address									
Street Address									
E-Mail Address									
Contact numbers	<table border="1"> <tr> <td>Tel. (B)</td> <td></td> <td>Facsimile</td> <td></td> </tr> <tr> <td>Cellular</td> <td colspan="3"></td> </tr> </table>	Tel. (B)		Facsimile		Cellular			
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	<table border="1"> <tr> <td>Tel. (B)</td> <td></td> <td>Facsimile</td> <td></td> </tr> <tr> <td>Cellular</td> <td colspan="3"></td> </tr> </table>	Tel. (B)		Facsimile		Cellular			
Tel. (B)		Facsimile							
Cellular									

PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)					
Type of Body	<table border="1"> <tr> <td>Private</td> <td></td> <td>Public</td> <td></td> </tr> </table>	Private		Public	
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				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes		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				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.			

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>	
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>	
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 J: Request for Correction or Deletion of Personal Information Form

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:		
B	DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural person):		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		

[illegible]

* *Delete whichever is not applicable*

Signed at this day of 20.....

.....
Signature of Data subject

Annexure K: Fees payable to Private Bodies for Records

Item	Description	Amount
1	The request fee payable by every Person	R 140.00
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: <ul style="list-style-type: none"> Flash drive (to be provided by Person) Compact disc <ul style="list-style-type: none"> If provided by Person If provided from Private Body to the Person 	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7	Transcription of an audio record, per A4-size page	R24.00
8	For a copy in an audio record on: <ul style="list-style-type: none"> Flash drive (to be provided by Person) Compact disc <ul style="list-style-type: none"> If provided by Person If provided from Private Body to the Person 	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.