



**iTEAM (PTY) LIMITED**  
**Registration Number of Company: 2005/009979/07**

**PAIA AND POPIA MANUAL**

Prepared in terms of

**Section 51 of**

**The Promotion of Access to Information Act 2/2000**

**("PAIA")**

**AND TO ADDRESS REQUIREMENTS OF THE  
PROTECTION OF PERSONAL INFORMATION ACT 4**

**OF 2013**

**("POPIA")**

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## 1. DEFINITIONS

- 1.1. **“Data subject”** means the person to whom personal information relates;
- 1.2. **“Electronic communication”** means any text, voice, sound or image message sent over an electronic communications network which is stored in the network or in the recipient’s terminal equipment until it is collected by the recipient;
- 1.3. **“PAIA”** means the Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.4. **“Person”** means a natural or a juristic person;
- 1.5. **“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 –
  - 1.5.1. 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;
  - 1.5.2. Information relating to the education or the medical, financial, criminal or employment history of the person;
  - 1.5.3. Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - 1.5.4. the biometric information of the person;
  - 1.5.5. the personal opinions, views or preferences of the person;
  - 1.5.6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal information about the person.
- 1.6. **“POPIA”** means the Protection of Personal Information Act No. 4 of 2013;
- 1.7. **“Private body”** shall assume the meaning ascribed by PAIA;
- 1.8. **“Public body”** shall assume the meaning ascribed by PAIA;
- 1.9. **“Record/s”** of, or in relation to iTEAM, means any recorded information –
  - 1.9.1. regardless of the form or medium;
  - 1.9.2. in the possession or under the control of iTEAM ; and
  - 1.9.3. whether or not it was created by iTEAM.
- 1.10. **“Regulator”** is the Information Regulator of South Africa;
- 1.11. **“Requester”** is any person, including, but not limited to a natural person, a public body or an official thereof, making a request for access to a record held by or under the control of iTEAM, or a person acting on behalf of the person, public body or official thereof.

## 2. INTRODUCTION

### 2.1. About this Manual

PAIA came into operation on 9 March 2001. The Act seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights.

PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.

This manual has been compiled in accordance with section 51 of PAIA, as amended by POPIA, which gives effect to everyone’s Constitutional right to privacy and which came into full operation on 1 July 2021.

POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information.

POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

## 2.2. About the Company

i-TEAM Consulting CC commenced business in 2002 as a close corporation and converted to a private company known as i-TEAM (Pty) Ltd, registration number 2005/009979/07, trading as iTEAM in April 2005 and conducts business as an information and communications technology company.

Pursuing its vision of being a diversified ICT provider, the company has shown significant growth since then, firmly establishing itself as a voice, connectivity, cloud and hosting provider to its Resellers and end-users.

For purposes of this Manual, we refer to ourselves as “iTEAM”, “we”, “us”, “our”, “the Company”, or “the Private body”.

## 3. KEY COMPANY CONTACT DETAILS FOR ACCESS TO INFORMATION [SECTION 51 (1) (a)]

Postal Address: 22 Chislehurst Road, Westville, Durban, 3629  
Street Address: 372 Che Guevara Road, Glenwood, Durban, 4001  
Telephone Number: 087 500 0000  
Email: [legal@iteam.co.za](mailto:legal@iteam.co.za)  
Website: [www.iteam.co.za](http://www.iteam.co.za)

### Information Officer: Craig Allsopp

Contact details: same as above

Information Regulator Reference Number: 56068/2021-2022/IRRTT

### Deputy Information Officer: Amanda Allsopp

Contact details: same as above

Information Regulator Reference Number: 56068/2021-2022/IRRTT

Access to information general contacts: [info@iteam.co.za](mailto:info@iteam.co.za)

## 4. INFORMATION ON THE ACCESS TO INFORMATION GUIDE [SECTION 51(1)(B)]

- 4.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 4.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 4.3 The South African Human Rights Commission has compiled the guide contemplated in Section 10 of PAIA, which guide must be updated and made available by the Information Regulator. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA. Any enquiries regarding this guide should be directed to the Information Regulator.

The contact details of the Information Regulator are:

Physical address: JD House,  
27 Stiemens Street  
Braamfontein Johannesburg  
2017

Postal address: P.O.Box 31533, Braamfontein, Johannesburg, 2017Website:

<https://www.inforegulator.org.za>

Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

Tel: 010 023 5200

The manuals can be downloaded here: <https://inforegulator.org.za/paia-guidelines/>

Alternatively, you can contact the Company’s Information Officer or Deputy Information Officer, as set out in part 2 above, to provide you with a copy of the Guide in either English, Afrikaans or isiZulu for inspection during normal office hours.

**5. NOTICE IN TERMS OF SECTION 52(2) [section 51(1)(b)(ii)]**

The company has not published a notice in terms of section 52(2) of PAIA.

**6. DESCRIPTION OF RECORDS THAT ARE AVAILABLE**

**6.1. Information that is available without a PAIA request**

The information available on our website may be automatically accessed without having to go through the formal PAIA request process.

**6.2. Records that are available in accordance with other legislation**

The company keeps records of information to the extent required in terms of, inter alia, the following legislation:

Reference	Act
Act 75 of 1997	Basic Conditions of Employment Act
Act 46 of 2013	Broad Based Black Economic Empowerment Act
Act 71 of 2008	Companies Act
Act 98 of 1978	Copyright Act
Act 130 of 1993	Compensation for Occupational Injuries and Diseases Act
Act 89 of 1998	Competition Act
Act 68 of 2008	Consumer Protection Act
Act 36 of 2005	Electronic Communications and Transactions Act
Act 55 of 1998	Employment Equity Act
Act 38 of 2002	Financial Intelligence Centre Act 38 of 2002
Act 58 of 1962	Income Tax Act
Act 24 of 1936	Insolvency Act
No 66 of 1995	Labour Relations Act
No 9 of 2018	National Minimum Wage Act
No 85 of 1993	Occupational Health and Safety Act
No 2 of 2000	Promotion of Access of Information Act
No 4 of 2013	Protection of Personal Information Act
No 70 of 2002	Regulation of Interception of Communications and Provision of Communication-related Information Act
No 9 of 1999	Skills Development Levies Act
No 97 of 1998	Skills Development Act
No 63 of 2001	Unemployment Insurance Act
No 4 of 2002	Unemployment Insurance Contribution Act
No 89 of 1991	Value Added Tax Act

**6.3 Schedule of Records**

**THE LISTING OF SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE PRIVATE BODY: SECTION 51(1)(d)**

The company maintains records on the following categories and subject matters. This is not an exhaustive list. Please note that recording a category or subject matter in this manual does not imply that a request for access to such records will be granted. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA, and there may be applicable grounds for refusal of such request as set out in PAIA.

Many of the records held by the company are confidential and others are the property of third parties, such as clients and employees. The company takes the protection of third-party confidential information very seriously and any requests for access to these records will be considered very carefully.

Please ensure that requests for such records are carefully motivated.

<b><u>Records</u></b>	<b><u>Subject</u></b>	<b><u>Availability</u></b>
Company Secretarial Records	<ul style="list-style-type: none"> <li>• Documents of incorporation</li> <li>• Memorandum and Articles of Association</li> <li>• Minutes of Board of Directors meetings</li> <li>• Share Register and other statutory documents</li> <li>• Statutory returns</li> <li>• Records relating to the appointment of director / auditor / secretary / public office and other officers</li> </ul>	Request in terms of PAIA.
Financial	<ul style="list-style-type: none"> <li>• Annual Financial Statements</li> <li>• Tax Returns and records</li> <li>• Accounting Records</li> <li>• Banking Records</li> <li>• Asset Register</li> <li>• Rental Agreements</li> <li>• Audit Reports</li> <li>• Management Reports</li> <li>• Purchasing Records</li> <li>• Sale, Supply and Returns Records</li> </ul>	Request in terms of PAIA.
Personnel Documents and Records	<ul style="list-style-type: none"> <li>• Employment contracts</li> <li>• Conditions of employment</li> <li>• Disciplinary records</li> <li>• Remuneration records and payslips</li> <li>• Disciplinary code</li> <li>• Policies and Procedures</li> <li>• Leave records</li> <li>• Employee Tax records</li> <li>• Employee Information including medical records</li> <li>• Legal records</li> <li>• Recruitment records, including job application resumes and assessments</li> </ul>	Request in terms of PAIA and POPIA.
Income Tax Records	<ul style="list-style-type: none"> <li>• PAYE &amp; UIF Records</li> <li>• Documents issued to employees for income tax purposes</li> <li>• Records of payments made to SARS on behalf of employees</li> <li>• VAT Records</li> <li>• Income Tax Records</li> </ul>	Request in terms of PAIA and POPIA
Information Technology	<ul style="list-style-type: none"> <li>• Agreements</li> <li>• Disaster Recovery</li> <li>• Hardware and software packages</li> <li>• Policies and procedures</li> <li>• Internal systems support and programming</li> <li>• Licenses</li> <li>• Operating systems</li> </ul>	Request in terms of PAIA
Legal	<ul style="list-style-type: none"> <li>• Documentation pertaining to actual, past or pending litigation, arbitration or investigation</li> <li>• Licenses</li> <li>• Agreements with third parties, customers and service providers</li> <li>• Insurance policies</li> </ul>	Request in terms of PAIA and POPIA

Sales, Marketing and Communication

- Brochures and advertising material
- Policies and procedures
- Product and service offering and pricelists
- Service Provider information

Request in terms of PAIA

Client Records

- Customer database
- Client communications and correspondence
- Client records
- Payment transactions by or to clients, including customer bank details
- Transactional records

Request in terms of PAIA and POPIA

## 7. PROCESSING OF PERSONAL INFORMATION

### 7.1 Purpose of Processing Personal Information

The type of personal information that the company processes will depend on the purpose for which it is collected and/or to comply with legal and regulatory obligations and/or as authorised by law and/or with your consent.

The table below contains the purpose of processing of Personal Information by the company, including categories of data subjects and information relating thereto (the lists are not exhaustive):

Categories of data subjects	Purpose of processing of Personal Information	Personal Information relating to data subjects that is processed	Law requiring/authorising processing of Personal Information
Directors	Business operations as an information and communications Provider	Names, ID numbers, physical address, postal address, gender, race, email address	Independent Communications Authority of South Africa Act and Electronic Communications
Current and previous employees, next of kin, emergency contacts, job applicants and their referees	Recruitment, Employment and matters related thereto	Names, ID numbers, date of birth, postal and physical address, email address, age, race, gender, marital status, disability, language, education, pregnancy, employment history, job applications, qualifications, references, training records, employment contracts, remuneration records, leave records, performance evaluation records, disciplinary records, health information, next of kin details, emergency contacts, medical aid details, banking details, tax reference numbers, criminal and credit history records	Labour Relations Act; Basic Conditions of Employment Act, Employment Equity Act, Skills Development Act, Compensation for Occupational Injuries and Diseases Act, Health & Safety Act, Unemployment Insurance and Tax legislation

Customers and service providers	Provision of products and services and carrying out business activities	Names, ID numbers and identity documentation of contact persons and authorized signatories, registration numbers, founding documents, financial information, tax related information, vat numbers, physical and postal address, banking details, email address, billing information, director details, credit records where applicable, electronic correspondence	RICA, tax legislation, and related legislation and regulations
Website end-users / Application end-users	Website, credit services or reseller portal users	Names, ID's (if provided) electronic identification data; email address; and/or GPS data, cookies.	RICA, Consumer Protection Act, POPIA, Electronic Communications and Transactions Act

## 7.2 Categories of recipients to whom personal information may be supplied

Personal Information may be supplied to the following categories of recipients, dependent on the nature of the data and the rights and authorities of the recipients:

- Statutory oversight bodies, regulators, law enforcement, or judicial commissions of enquiry making a request for data;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- A contracted third party who requires this information to provide a service to a policy holder or any beneficiaries nominated by the policy holder;
- Auditing and accounting bodies;
- Consultants and legal advisors;
- Anyone making a successful application for access in terms of PAIA;
- Credit bureaus and companies for risk mitigation and/or compliance;

The company may disclose personal information collected to its shareholder/s, directors, any of its overseas subsidiaries (if any), associate entities or third-party service providers, with whom it engages in business or whose services or products the company elects to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

## 7.3 Transborder flows of personal information

Personal Information may at times be transferred to a foreign country or international companies where this is necessary for reasons including the provision and administration of services (including cloud services), and communication with data subjects (including where a data subject sends information to the company from an email service provider that hosts servers in foreign countries or with international companies), in which case the level of protection afforded to the Personal Information by that third country or international organisation will be maintained at the same level of security that iTEAM is obliged to afford the data subject, in accordance with the provisions of POPIA.

## 7.4 Information Security Measures

iTEAM takes appropriate, reasonable technical and organisational measure to secure the integrity and confidentiality of Personal Information in its possession or under its control, to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or processing thereof. The company has established and maintains appropriate safeguards against identified risks relating to Personal

Information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Data backups and monitoring systems;
- Monitoring systems.

The Company also takes reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

## **8 RIGHT OF ACCESS TO RECORDS**

- 8.1** A Requester has a right to access records containing personal information about the Requester himself/herself, or about the Person on whose behalf the request is being made.
- 8.2** A public body is considered a juristic person and may make a request for access to records held by private bodies, only if the public body is (1) acting in the interests of the public, and (2) if the records are required to fulfil or protect any rights other than those of the public body.
- 8.3** A Requester must be given access to any records (including records containing Personal Information) of a private body if-
- 8.3.1** the record is needed for the exercise or protection of any rights;
- 8.3.2** the Requester complies with the procedural requirements contained in PAIA relating to a request for access to a record, including the payment of a fee, where applicable; and
- 8.3.3** access to the record is not refused in terms of any ground for refusal contemplated in PAIA.

## **9 OBJECTION AND CORRECTION**

### **9.1 Objection**

POPIA provides that a data subject may object, at any time, to the processing of personal information by the Company, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure 2 - FORM 1 - Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2] and submit it to the Information Officer at the postal or physical address or electronic mail address set out in clause 3.

### **9.2 Correction or Deletion**

A data subject may also request the Company to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the Company is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, or electronic mail address set out above on the form attached hereto as Annexure 3 - 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 POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]

## **10 GROUNDS FOR REFUSING ACCESS TO INFORMATION**

Grounds for refusal to provide access to information include:

- 10.1** Protection of the privacy of a third party, particularly relating to the Personal Information of a natural person;
- 10.2** Protection of commercial information of a third party and iTEAM, where releasing such information – including trade secrets, financial information, and information which has been supplied in confidence by the third party - may cause harm to the commercial or financial interest of the third party or iTEAM;
- 10.3** Protection of confidential information where release of the record will amount to a breach of confidentiality owed to a third party in terms of an agreement or contract;

- 10.4 Protection of the safety of individuals and property;
- 10.5 Protection of information in legal proceedings, and
- 10.6 Protection of research information.

## **11 FORM AND PROCESS TO REQUEST ACCESS TO INFORMATION**

- 11.1 To facilitate the processing of your request, kindly use the prescribed form provided in Annexure 1.
- 11.2 Address your request to the Information Officer at the details provided in clause 3.
- 11.3 The following requirements must be met for your request to be attended to:
  - 11.3.1 The prescribed access request form must be fully completed. Where a question or comment is not applicable an explanation must be provided or “n/a” must be inserted;
  - 11.3.2 Proof of identity (certified copy of identity document, passport or driver’s license) must be submitted with the request in order to authenticate the identity of the Requester.
  - 11.3.3 The access request form must be completed with enough detail for the Chief Information Officer to be able to identify:
  - 11.3.4 The record(s) requested. Enough information about the record to make it reasonably easy to identify must be provided. Where additional documents are used to detail the request each additional page must be signed and attached to the request form;
  - 11.3.5 The Requester (and if an agent is lodging the request, proof of capacity);
  - 11.3.6 The form of access required;
  - 11.3.7 The postal address, fax number or email of the Requester in the Republic;
  - 11.3.8 If the Requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - 11.3.9 The right which the Requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
  - 11.3.10 When a request is made on behalf of someone else, proof of the capacity in which the person making the request must be provided (known as the authorised person).

## **12 PRESCRIBED FEES**

### **Request fees**

- 12.1 A Requester is required to pay the prescribed fee of R50.00 before a request will be processed.
- 12.2 Requesters who are requesting access to their own Personal Information are exempt from paying the request fee, however an access fee is payable.

### **Access fees**

- 12.3 Requesters are also required to pay fees for accessing records of iTEAM. This fee covers the cost of searching for the record and copying it.
- 12.4 Postage fees must be paid by the Requester for the delivery of records.
- 12.5 If the preparation of the record requested requires more than the prescribed six (6) hours, a deposit shall be payable upon written request by the Information Officer of one third of the access fee, payable upfront;
- 12.6 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 12.7 Records may be withheld until the fees have been paid.
- 12.8 The fee structure and exemptions passed are available on the website of the South African Information Regulator at <https://info regulator.org.za/paia-forms/>

## **13 REMEDIES AVAILABLE WHEN THE COMPANY REFUSED A REQUEST FOR INFORMATION**

### **13.1 Internal remedies**

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

### **13.2 External remedies**

A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 180 days of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 180 days of notification of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

## **14 VERSION DATE**

This PAIA manual was first compiled in July 2015. It was then updated in July 2021 to include the POPIA Act, and then amended again in July 2022 to update details of the Regulator.

**ANNEXURE 1**

**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  
iTEAM (Pty) Ltd.  
372 Che Guevara Road  
Glenwood

Email legal@iteam.co.za

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

**PERSONAL INFORMATION**

Full names						
Identity number						
Capacity in which request is made <i>(when made on behalf of another person)</i>						
Postal Address						
Street Address						
E-mail address						
Contact numbers	Tel (W)		Facsimile		Cell	
Full names of person on whose behalf request is made <i>(if applicable)</i>						
Identity number						
Postal Address						
Street Address						
E-mail address						
Contact numbers	Tel (W)		Facsimile		Cell	
<b>PARTICULARS OF RECORD REQUESTED</b>						
<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>						
Description of record or relevant part of the record						

Reference number, if available:	
Any further particulars of record:	

**TYPE OF RECORD**  
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

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

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

Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Preferred language: (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)	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

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

Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

**FEES**

<p>a) A request for access to a record, other than a record containing personal information about yourself, will</p> <p>a) be processed only after a request fee has been paid.</p> <p>b) You will be notified of the amount required to be paid as the request fee.</p> <p>c) The fee payable for access to a record depends on the form in which access is required and the</p> <p>a) reasonable time required to search for and prepare a record.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
Reason	

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

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

Signed at ..... this ..... day of ..... 20 .....

.....  
*Signature of requester / person on whose behalf request is made*

FOR OFFICIAL USE

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

.....  
*Signature of Information Officer*

**ANNEXURE 2**

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION  
IN TERMS OF SECTION 11(3) OF POPIA**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

*Note:*

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

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number / E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	

<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

.....

*Signature of data subject/designated person*

**ANNEXURE 3**

**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, 2018**

*Note:*

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

Mark the appropriate box with an "x".

**Request for:**

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

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

<b>A</b>	<b>DETAILS OF THE DATA SUBJECT</b>
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (     )

Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<p><b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or</b></p> <p><b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at ..... this ..... day of .....20.....

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