



**CT INTERNATIONAL
FINANCIERS (PTY) LTD**

PAIA MANUAL

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15/01/2026

PAIA MANUAL

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION
ACT 2 OF 2000 (“PAIA”)**

**AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013
 (“POPIA”)**

OF

CT INTERNATIONAL FINANCIERS (PTY) LIMITED

(REG. NO. 2002/026151/07)

(“CTI”)

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1. AN INTRODUCTION TO PAIA

The Promotion of Access to Information Act, 2000 ("**PAIA**") originally came into operation on 9 March 2001.

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

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

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual has to comply with.

Where a person is desirous of obtaining information from a private body, in terms of PAIA such request must be made in the format as prescribed and described under the private body's PAIA Manual, and following receipt of the request, such private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable.

For a long period, most private bodies were exempt from having to publish this manual. We are however now obliged to do so.

2. OUR PAIA MANUAL

This Manual constitutes CTI's PAIA manual.

This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and

automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA. For purposes of this Manual, we refer to ourselves as “CTI”, “we”, “us” or “our”.

We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA request must comply.

In particular, this Manual sets out:

- how you go about requesting any information (including personal information) which we may hold and which you believe you have a right to;
- what forms you need to complete when requesting any information;
- details of any fees payable;
- how you may object or complain to our processing of any personal information.

3. WHO WE ARE

We are a privately held company that owns and operates a diverse range of businesses. Our primary focus is on consumer and trade financing.

You can visit www.ct-international.co.za to learn more about us.

You can also visit www.alluvia.co.za and www.mangweni.co.za to learn more about our hospitality offerings.

4. OUR GROUP

The following are associated entities of CTI:

- Purple Box Trading 8 (Pty) Ltd t/a Mangweni Private Game Reserve
- Alluvia Boutique Winery (a division of CTI)
- Article Investments 130 (Pty) Ltd
- CT International Finance Development (Pty) Ltd
- CT International Property Investments CC
- Sprigg Investments 117 CC t/a Global Investments

If you have a PAIA request you would like to submit to one of them, you should follow the procedures set out in this Manual, as it will also apply to them.

5. OUR BOARD

Our directors are:

Mr MG Russon (Managing director and chief executive officer).

Visit www.streetwise-pma.co.za

6. OUR CONTACT DETAILS

Our general contact details are as follows:

15 CTI Business Park, 69 Vasco Boulevard, Goodwood, Cape Town, 7460

P.O. Box 13515, N1 City, 7463

Telephone +27 21 590 8500

Facsimile +27 21 590 8600

info@ct-international.co.za

7. INFORMATION OFFICER CONTACT DETAILS

The details of our Information and Deputy Information Officer/s are as follows:

Information Officer:

Name:	Mr AH Tucker
Address:	15 CTI Business Park, 69 Vasco Boulevard, Goodwood, 7460
Fax:	+27 21 591 1610
Telephone number:	+27 21 590 8500
Email:	andrewt@ct-international.co.za

Information Regulator reference number: 2024-042606

Correspondence:

For the attention of the Information Officer to P.O. Box 13515, N1 City, 7463

Phone number for PAIA / POPIA requests: +27 21 590 8500

Fax number for PAIA / POPIA requests: +27 21 590 8600

Email address for PAIA / POPIA requests: legaldept@ct-international.co.za

8. THE PAIA GUIDE

In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA ("the Guide") is available in all the South African official languages.

If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead,, Johannesburg, 2191

Complaints email: PAIAComplaints@inforegulator.org.za

General enquiries email: enquiries@inforegulator.org.za

9. AUTOMATICALLY AVAILABLE INFORMATION

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

10. RECORDS KEPT UNDER OTHER LAWS

We are subject to many laws and regulations, some of which require us to keep certain records.

These laws are detailed below:

- Basic Conditions of Employment Act 75 of 1997 (Labour
- Broad Based Black Economic Empowerment Act 53 of 2003 (Constitutional law)
- Business Names Act 27 of 1960 (Commercial Law)

- Close Corporations Act 69 of 1984 (Corporate law)
- Companies Act 71 of 2008 (Corporate law)
- Compensation for Occupational Injuries & Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa Act 108 of 1996 (Constitutional law)
- Consumer Protection Act 68 of 2008 (Commercial law)
- Copyright Act 98 of 1978 (Commercial law)
- Electronic Communications Act 36 of 2005 (Communications)
- Electronic Communications & Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Financial Intelligence Centre Act 38 of 2001 (Criminal law)
- Identification Act 68 of 1997 (Citizenship)
- Immigration Act 13 of 2002 (Citizenship)
- Income Tax Act 58 of 1962 (Tax)
- Labour Relations Act 66 of 1995 (Labour)
- National Credit Act 34 of 2005 (Contract)
- National Environmental Management Act 107 of 1998 (Environment)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Promotion of Access to Information Act 2 of 2002 (Constitutional law)
- Rental Housing Act 50 of 1999
- Sectional Titles Act 95 of 1986 (Housing)
- Skills Development Act 97 of 1998 (Labour)

- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value Added Tax Act 89 of 1991 (Tax)

Please note that this list is not exhaustive.

11. RECORDS AVAILABLE WITHOUT REQUEST

The PAIA provided for certain records to be available without request in terms of section 52(2). The Minister of Justice and Constitutional Development has not yet published any regulations under this section of the PAIA.

12. RECORDS HELD BY US WHICH ARE NOT AUTOMATICALLY AVAILABLE

Described below are the records which we hold, divided into categories for ease of reference. This information is not automatically available and you would need to complete a request for information in the prescribed manner

Companies Act Records

- Documents of Incorporation;
- Memorandum of Incorporation;
- Minutes of Board of Directors meetings and General Meetings;
- Written Resolutions;
- Records relating to the appointment of directors / auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.

Credit Related Records

- Loan/finance application forms
- Loan/finance/credit agreements

- Customer identifications, salary slips and bank statements
- Credit bureau reports
- Affordability assessments
- Quotations/pre-agreement statements
- Credit life insurance documents
- Acknowledgments of debt

Financial Records

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Paid Cheques;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

Income Tax Records

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;

- VAT;
- Regional Services Levies;
- Skills Development Levies;
- UIF and Workmen's Compensation.

Personnel Documents and Records

- Employment contracts;
- Employment policies and procedures;
- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.
- FICA records

13. POPIA RELATED INFORMATION

Introduction

POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed.

We have set out the required information below.

Information on how you can request your personal information under POPIA

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined below.

If we provide you with your personal information, you have the right to request the correction, deletion or destruction of your personal information, in the prescribed form. You may also object to the processing of your personal information in the prescribed form.

We have attached the prescribed forms to this Manual for your convenience.

We will give you a written estimate of the fee for providing you with your personal information, before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee prior to giving you the requested personal information.

Purpose of processing

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy.

The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

Personal information that is processed; category of data subject; and category of personal information.

The information provided under this section refers to broad categories of information.

This list is not exhaustive.

Clients - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.

Clients – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.

Clients – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners

Contracted Service Providers: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners

Intermediary / Advisor: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners

Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff: gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.

Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

Categories of recipients for purposes of processing personal information

We may supply personal Information to these potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Credit bureaus;
- Regulators;
- Sub-contracted Operators and other recipients

We may disclose personal information we collected to any of our overseas subsidiaries, associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions.

We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

Actual or planned trans-border flows of personal information

We may disclose personal information we collected to our shareholders, any of our overseas subsidiaries, associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions.

We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

General description of information security measures

CTI employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

14. HOW TO REQUEST A RECORD

Completion of the prescribed form

Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form attached hereto marked *Appendix A - FORM 2 - Request for access to record of private body*

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

Payment of the prescribed fees

A Fee may be payable, depending on the type of information requested, as described under *Appendix B - Fees in respect of private bodies*.

There are two categories of fees which are payable:

- **The request fee:** R140.00
- **The access fee:** This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.

Section 54 of PAIA entitles us to levy a charge or to request a fee to enable us to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

POPIA provides that a data subject may, upon proof of identity, request us to confirm, free of charge, all the information we hold about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, we must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

15. ACCESS TO RECORDS HELD IN TERMS OF SECTION 61

Any request for health information must stipulate what health information is required. Our Information Officer may only grant a request for access to information provided by a medical practitioner to the person concerned or an authorised person requesting on their behalf.

Our information officer may refuse access to information or records if they believe such disclosure may cause harm to the person concerned.

16. OBJECTIONS

POPIA provides that a data subject may object, at any time, to the processing of personal information by us, 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 *Appendix C - 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, facsimile number or electronic mail address set out above.

17. CORRECTIONS

A data subject may also request us to correct or delete personal information about the data subject in our possession or under our 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 we are no longer authorised to retain records of 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, facsimile number or electronic mail address set out above on the form attached hereto as *Appendix 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 POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]*

18. PROOF OF IDENTITY

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

19. TIMELINES

Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

20. GROUNDS FOR REFUSING ACCESS

There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;

- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put us at a disadvantage in negotiations or prejudice us in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by us.

Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

21. REMEDIES IN A CASE OF REFUSAL TO ACCESS

If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

There is an appeal procedure that may be followed after a request to access information has been refused, which will be described in the correspondence addressed to you by the Information Officer.

In the event that you are not satisfied with the outcome of the appeal, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a

court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

22. AVAILABILITY OF PAIA MANUAL

Copies of this Manual are available for inspection, free of charge, at our offices at 15 CTI Business Park, 69 Vasco Boulevard, Goodwood, Cape Town.

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ANNEXURE A
FORM 2- REQUEST FOR ACCESS TO RECORD

[Regulation 7.]

Note:	
1.Proof of identity must be attached by the requester.	
2.If requests made on behalf of another person, proof of such authorisation, must be attached to this form.	
TO: The information officer 	
(Address)	
E-mail address:	
Fax number:	
Mark with an "X"	
☐ Request is made in my own name	☐ Request is made on behalf of another person

PERSONAL INFORMATION			
Full names:			
Identity number:			
Capacity in which request is made (<i>when made on behalf of another person</i>):			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (<i>if applicable</i>):			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		

PARTICULARS OF RECORD REQUESTED <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.</i> <i>(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>	
--	--

PARTICULARS OF RECORD REQUESTED <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.</i> <i>(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>	
--	--

PARTICULARS OF RECORD REQUESTED <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.</i> <i>(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	
<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

(Mark the applicable box with an "X")

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:	

FEES	
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

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

FORM 3- OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8.]

Note:

1.If your request is granted the—

(a)amount of the deposit, (if any), is payable before your request is processed; and

(b)requested record/portion of the record will only be released once proof of full payment is received.

2.Please use the reference number hereunder in all future correspondence.

Reference number:

TO:

.....
.....
.....
.....

Your request dated, refers.

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

OR

2.You requested:	
Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	

Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

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

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

4. Fees payable with regards to your request:

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

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

☐ Yes ☐ No

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

The amount must be paid into the following Bank account: Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment to:

Signed at this day of 20

.....

Information officer

FORM 4- LODGING OF AN INTERNAL APPEAL

[Regulation 9.]

Reference number:

PARTICULARS OF PUBLIC BODY				
Name of public body:				
Name and surname of information officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full names:				
Identity number:				
Postal address:				
Contact numbers:	Tel. (B):		Facsimile:	
	Cellular:			
E-mail Address:				
Is the internal appeal lodged on behalf of another person?			Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (<i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i>)				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (<i>If lodged by a third party</i>)				
Full names:				
Identity number:				
Postal address:				
Contact numbers:	Tel. (B):		Facsimile:	
	Cellular:			
E-mail Address:				
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (<i>mark the appropriate box with an "X"</i>)				
Refusal of request for access:				
Decision regarding fees prescribed in terms of section 22 of the Act:				
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act:				
Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester:				
Decision to grant request for access:				

GROUND S FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form, all the additional pages must be signed.)

State the grounds on which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at this day of 20

.....

Signature of appellant/Third party

.....

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information officer)</i>		
Date received:		
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:	Yes	
	No	

OUTCOME OF APPEAL

Refusal of request for access. Confirmed?	Yes	New decision <i>(if not confirmed)</i>	
	No		
Fees (Sec 22). Confirmed?	Yes	New decision <i>(if not confirmed)</i>	
	No		
Extension (Sec 26 (1)). Confirmed?	Yes	New decision <i>(if not confirmed)</i>	
	No		
Access (Sec 29 (3)). Confirmed?	Yes	New decision <i>(if not confirmed)</i>	
	No		
Request for access granted. Confirmed?	Yes	New decision <i>(if not confirmed)</i>	
	No		

Signed at this day of 20

.....

Relevant authority

FORM 5 - LODGING OF COMPLAINT

[Regulation 10.]

Note:

1.This form is designed to assist the Requester (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 Information Regulator or complete the online complaint form available at <https://info regulator.org.za/>

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 E 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:

- 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 relates 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.

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			
Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes		No
Reference Number:			
<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 complaint:				
Postal Address:				
Street Address:				
E-mail Address:				

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>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>			

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: <i>(Please explain)</i> :		

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 B**FEES****Fees in Respect of Public Bodies**

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: (i)Flash drive (to be provided by requestor) (ii)Compact disc •If provided by requestor •If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i)Flash drive (to be provided by requestor) (ii)Compact disc •If provided by requestor •If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100.00 R300.00
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.

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii)Flash drive (to be provided by requestor) (iv)Compact disc •If provided by requestor •If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v)Flash drive (to be provided by requestor) (vi)Compact disc •If provided by requestor •If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.”.

ANNEXURE C

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(1)]

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.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	

B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party(if the responsible party is a natural):	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
Name of public or private body(if the responsible party is not a natural person):	
Business address:	
Contact number(s):	
Fax number:	

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

Signed at this day of20.....

.....

Signature of data subject/designated person

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

- 1. Affidavits or other documentary evidence as applicable in support of the request may be attached.*
- 2. If the space provided 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.

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

B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or REASONS 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. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

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