



**PAIA MANUAL**

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# 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

**ENTECOM TRADING (PTY) LIMITED**

(REG. NO. 2017/255354/07)

(“Entecom”)

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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 Entecom'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 “Entecom”, “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.

### **3. WHO WE ARE**

We are a privately held company operating as a franchisor. Our primary focus is on food safety, and we offer a variety of services relating to food safety including consulting and training through our franchise network.

You can visit [www.entecom.co.za](http://www.entecom.co.za) to learn more about us.

### **4. OUR CONTACT DETAILS**

Our general contact details are as follows:

55 Ground Floor, Kings Market, Kings Court, Buffelsfontein Road, Gqeberha (Port Elizabeth), 6070

Telephone +27 41 366 1970

Facsimile +27 86 232 7627

### **5. INFORMATION OFFICER CONTACT DETAILS**

The details of our Information Officer is as follows:

#### **Information Officer:**

Name – Janice Giddy

Address – 55 Ground Floor , Kings Court,Walmer Heights,Port Elizabeth

Telephone number – 041 - 3661980

Email [janice@entecom.co.za](mailto:janice@entecom.co.za)

Information Regulator reference number

**Correspondence:**

For the attention of the Information Officer to Entecom, 55 Ground Floor, Kings Market, Kings Court, Port Elizabeth, 6070

Phone number for PAIA / POPIA requests: +27 41 366 1970

Fax number for PAIA / POPIA requests: +27 86 232 7627

Email address for PAIA / POPIA requests: [info@entecom.co.za](mailto:info@entecom.co.za)

**6. 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)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

**7. 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.

**8. 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:

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- 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)
- Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972 (Food safety)
- Hazardous Substances Act 15 of 1973 (Health)
- 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 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)
- Skills Development Act 97 of 1998 (Labour)
- Standards Act 8 of 2008 (Science)
- Trade Metrology Act 77 of 1973 (Science)
- 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.**

## **9. RECORDS HELD BY US**

Described below are the records which we hold, divided into categories for ease of reference:

### **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.

### **Financial Records**

- Annual Financial Statements;



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

#### **Franchise Records**

- Franchise Applications;
- Disclosure Documents;
- Franchisee Agreements;
- Franchisee Financial Returns; and
- Franchise Marketing Documents

#### **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.

### **Training Documents**

- ID's of Candidates;
- Copies of Certificates Issued;
- Register of Training Undertaken and Attendees;
- Training Manuals; and

- SETA & SAQA Returns and Correspondence

## **10. 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 in paragraph 11 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**

Entecom 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.

## 11. 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 C - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10]*.

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:** R50
- **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.

## **12. 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.

## **13. 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]*

## **14. 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.

## **15. 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.

## **16. 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.



## **17. 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.

## **18. AVAILABILITY OF PAIA MANUAL**

Copies of this Manual are available for inspection, free of charge, at our offices at 55 Ground Floor, Kings Market, Kings Court, Buffelsfontein Road, Port Elizabeth.



Appendix A – Form C



J752

REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head:

[Redacted area for Part A]

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

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

Full names and surname: [Redacted]

Identity number: [Redacted]

Postal address: [Redacted]

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

E-mail address: [Redacted]

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

[Redacted area for capacity information]

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

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

Full names and surname: [Redacted]

Identity number: [Redacted]

**D. PARTICULARS OF RECORD**

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.  
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

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

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

2. Reference number, if available:

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

3. Any further particulars of record:

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

**E. FEES**

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

Reason for exemption from payment of fees:

.....  
.....

**F. FORM OF ACCESS TO RECORD**

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

Disability: ..... Form in which record is required: .....

Mark the appropriate box with an **X**.

NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.  
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

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

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

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

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

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

.....  
 .....

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

.....  
 .....

**H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

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

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

.....

Signed at ..... this day..... of .....year .....

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

## **Appendix B – Fees in respect of private bodies**

### **FEES IN RESPECT OF PRIVATE BODIES**

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
  - (a) for every photocopy of an A4-size page or part thereof - R1 - R10
  - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form - R0 - R75
  - (c) for a copy in a computer-readable form on:
    - (i) stiffy disc - R7 - R50
    - (ii) compact disc - R70
  - (d) (i) for a transcription of visual images, for an A4-size page or part thereof - R40;  
(ii) for a copy of visual images - R60
  - (e) (i) for transcription of an audio record, for an A4-size page or part thereof - R20;  
(ii) for a copy of an audio record - R30
  - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester  
Exemptions from paying “access fees”

Person or persons exempted from paying access fees:

- (i) A single person whose annual income does not exceed R14,712.00; or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

**Appendix C – Form 1 (Objection)**

**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]

*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(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	

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 of .....20.....

.....

*Signature of data subject/designated person*

**Appendix D – Form 2 (Request for correction/deletion)**

**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**

[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:	



<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<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>  <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>  <i>(Please provide detailed reasons for the request)</i>

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

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

## Further Information

### FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 is for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
  - (a) For every photocopy of an A4-size page or part thereof R 1, 10.
  - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0, 75.
  - (c) For a copy in a computer-readable form on -
    - (i) stiffy disc R7, 50;
    - (ii) compact disc R70,00.
  - (d) (i) For a transcription of visual images, for an A4-s1ze page or part thereof R40,00;  
(ii) For a copy of visual images R60,00.
  - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;  
(ii) For a copy of an audio record R30,00.
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
  - (1) (a) For every photocopy of an A4-size page or part thereof R1, 10.  
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.  
(c) For a copy in a computer-readable form on -
    - (i) stiffy disc R7,50;
    - (ii) compact disc R70,00.
  - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00;  
(ii) For a copy of visual images R60,00.
  - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;  
(ii) For a copy of an audio record R30,00.
  - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and reparation.
- (2) For purposes of section 54(2) of PAIA, the following applies:
  - (a) six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.