

PAIA MANUAL OF SA FRUIT PROMOTERS

Prepared and compiled on 14-07-2026 (date) in accordance with section 51 of the
Promotion of Access to Information Act, No 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

TERM	DEFINITION
“DATA SUBJECT”	means a person or organisation to whom the personal information relates in terms of section 1 of POPIA;
“DEPUTY INFORMATION OFFICER”	means a person appointed to assist the Information Officer with PAIA and POPI compliance in terms of section 56 of POPIA;
“INFORMATION OFFICER”	means in the case of a juristic person, (i) chief executive officer or equivalent officer of the juristic person duly authorised by that officer, or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
“INFORMATION REGULATOR”	means the independent authority established in terms of section 39 of POPIA that oversees and enforces PAIA and POPIA in South Africa;
“PAIA MANUAL”	means the manual compiled by (SA Fruit Promoters) in terms of PAIA and POPIA;
“PAIA”	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
“PERSONAL INFORMATION”	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in POPIA;
“POPIA”	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
“PROCESSING”	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;

“PRIVATE BODY”	means any former or existing juristic person as contemplated in the POPIA;
“RECORD”	means a record as contemplated in PAIA and includes Personal Information;
“RESPONSIBLE PARTY”	means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in POPIA;
“REGULATOR”	Information Regulator

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE OF THE PRIVATE BODY

3.1. Information Officer

Name: Craig Jensen
Tel: 041 581 0886
Email: info@safpro.net

3.2. Deputy Information Officer

Name: Jason Jonas
Tel: 041 581 0886
Email: jjonas@safpro.net

3.3 Access to information general contacts

Email: jjonas@safpro.net

3.4 Head Office

Postal Address: 202 Main Road, Walmer, Gqeberha

Physical Address: 202 Main Road, Walmer, Gqeberha

Telephone: 041 581 0886

Email: jjonas@safpro.net

Website: <https://www.safpro.net/>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
 - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*
a) *that record is required for the exercise or protection of any rights;*
b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding- (a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

5. CATEGORIES OF RECORDS OF THE PRIVATE BODY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories of records are available without a person having to request access in terms of the Promotion of Access to Information Act, 2000 (PAIA), subject to availability and where applicable:

- Company profile and corporate information.
- PAIA Manual.
- Privacy Notice.
- Terms and Conditions.
- Website content and publicly available publications.
- Marketing and promotional material.
- Product and service information.
- Newsletters, brochures and pamphlets.
- Media releases and public announcements.
- Employment opportunities and vacancy advertisements.
- Codes of conduct and corporate policies intended for public access.
- Annual reports (where publicly available).
- Certificates and licences displayed or made publicly available.
- Contact details of the Private Body.
- Any other records that are made publicly available by the Private Body from time to time.

6. DESCRIPTION OF THE RECORDS OF THE PRIVATE BODY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

The body maintains records in accordance with various South African laws, where applicable to its operations. Access to these records may be granted in terms of the relevant legislation, subject to the provisions of the applicable Act, confidentiality obligations, and any restrictions on disclosure.

The legislation may include, but is not limited to, the following:

- **Companies Act, 2008 (Act No. 71 of 2008)** – Company registration documents, Memorandum of Incorporation (MOI), share register, directors' register, annual returns, board and shareholder resolutions.
- **Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)** – PAIA Manual, requests for access to information and related records.
- **Protection of Personal Information Act, 2013 (Act No. 4 of 2013)** – Privacy notices, records of processing activities, data subject requests, consent records and personal information processing records.
- **Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)** – Employment contracts, payroll records, leave records, attendance registers and remuneration records.
- **Labour Relations Act, 1995 (Act No. 66 of 1995)** – Disciplinary records, grievance records, labour dispute records and collective agreements.
- **Employment Equity Act, 1998 (Act No. 55 of 1998)** – Employment Equity Plans, Employment Equity Reports and workforce demographic records.
- **Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)** – Health and safety policies, incident reports, risk assessments and safety training records.
- **Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)** – Injury-on-duty records, compensation claims and medical reports relating to workplace injuries.
- **Income Tax Act, 1962 (Act No. 58 of 1962)** and **Tax Administration Act, 2011 (Act No. 28 of 2011)** – Tax returns, tax certificates, accounting records, financial statements and supporting financial documentation.
- **Value-Added Tax Act, 1991 (Act No. 89 of 1991)** – VAT registration records, VAT returns and tax invoices.
- **Unemployment Insurance Act, 2001 (Act No. 63 of 2001)** – UIF contribution records, employee declarations and employer submissions.
- **Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)** – Electronic communications, electronic transaction records and electronic business records.
- **Consumer Protection Act, 2008 (Act No. 68 of 2008)** (*where applicable*) – Customer agreements, complaints records, warranties and product/service information.
- **Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001)** (*where applicable*) – Customer due diligence (KYC) records, compliance records, transaction records and risk assessment documentation.

- **Customs and Excise Act, 1964 (Act No. 91 of 1964)** – Customs registration records, export declarations, import and export permits, customs clearance documentation, commercial invoices, bills of lading, shipping documentation and related export records.
- **Perishable Products Export Control Act, 1983 (Act No. 9 of 1983)** and the Regulations Relating to the Export of Perishable Products – Export inspection certificates, cold chain monitoring records, quality inspection reports, phytosanitary documentation, export certification records and other records required for the export of perishable products.
- **Agricultural Product Standards Act, 1990 (Act No. 119 of 1990)** – Agricultural product inspection records, quality assurance records, grading and classification records, compliance certificates and related product quality documentation.
- **Any other legislation applicable to the Private Body** – Records required to be created and maintained in terms of applicable South African legislation governing the operations of the Private Body.

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE SA FRUIT PROMOTERS

Subject	Categories of Records
Statutory Records	Company registration documents, statutory registers, licences, permits, regulatory filings and compliance records.
Financial Records	Annual financial statements, accounting records, budgets, invoices, receipts, tax records, banking records, audit reports, payment records.
Human Resources	Employment contracts, personnel files, payroll records, leave records, performance reviews, disciplinary records, training records, employment equity records, occupational health and safety records.

Customer and Client Records	Customer agreements, account records, correspondence, quotations, service records, invoices, payment records, complaints and enquiries.
Supplier and Procurement Records	Supplier contracts, procurement documentation, quotations, purchase orders, invoices, payment records, due diligence documentation.
Contracts and Legal Records	Commercial agreements, service level agreements, confidentiality agreements, litigation records, legal opinions, insurance records, intellectual property documentation.
Operational Records	Operational policies and procedures, project documentation, reports, quality assurance records, business continuity plans, risk management records.
Information Technology	System access records, software licences, IT policies, cybersecurity records, backup records, disaster recovery documentation, system logs.
Marketing and Communications	Marketing materials, promotional content, website content, customer communications, media releases, newsletters, consent records.
Health, Safety and Security	Incident reports, visitor registers, CCTV recordings, access control records, occupational health and safety records, emergency procedures.
Compliance and Risk Management	Internal audit reports, compliance registers, risk assessments, regulatory correspondence, investigations, whistleblowing records.
General Administration	Correspondence, administrative records, policies, procedures, registers, forms and templates.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The private body processes personal information for purposes including, but not limited to:

- To recruit, screen, appoint and manage employees, temporary workers, contractors and service providers.
- To establish, administer and maintain employment relationships, including payroll, employee benefits, training, leave management, performance management and disciplinary processes.

- To procure, pack, store, market, sell and export fresh fruit and related agricultural products in accordance with contractual, regulatory and customer requirements.
- To manage relationships with growers, suppliers, customers, logistics providers, freight forwarders, shipping agents, customs brokers and other business partners.
- To conclude, administer and enforce contracts with customers, suppliers, service providers, contractors and other stakeholders.
- To verify the identity of employees, applicants, suppliers, customers, visitors and contractors, and to conduct due diligence, background checks and verification where required by law or business operations.
- To manage orders, sales, inventory, production planning, packing operations, quality assurance, cold storage, transportation, shipping and export documentation.
- To comply with import, export, phytosanitary, food safety, customs, traceability and other legal, regulatory and industry requirements applicable to the agricultural and export sectors.
- To process invoices, payments, credit applications, payroll and other financial transactions, and to maintain accounting, tax and financial records.
- To manage procurement, supplier relationships and service provider agreements.
- To communicate with employees, growers, customers, suppliers, logistics partners, regulators and other stakeholders regarding business operations, shipments, product quality, compliance, emergencies and commercial activities.
- To maintain records relating to product traceability, food safety, quality control, inspections, certifications, exports, customer complaints and operational activities.
- To manage access to company premises, packhouses, cold storage facilities and offices, including the use of visitor registers, access control systems, CCTV and other security measures where lawfully permitted.
- To protect the company's facilities, produce, equipment, information systems, intellectual property, employees, contractors and visitors through appropriate security and operational measures.
- To investigate, prevent and respond to operational incidents, product quality issues, food safety incidents, security incidents, fraud and other business risks.
- To conduct internal audits, risk assessments, governance, compliance monitoring, quality assurance and continuous improvement activities.
- To fulfil any other lawful purpose directly related to the company's business operations, legal obligations or the provision of products and services.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Category of Data Subject	Categories of Personal Information
Employees (permanent, temporary, interns and contractors)	Identification information (name, ID/passport number, date of birth), contact details, employment records, qualifications, payroll and banking information, tax information, performance records, disciplinary records, leave records, health and medical information (where applicable), next of kin details, biometric information (where applicable).
Job Applicants	Identification details, contact information, curriculum vitae (CV), qualifications, employment history, references, criminal checks (where legally permissible), interview notes, assessment results.
Customers / Clients	Identification information, contact details, account information, billing information, payment details, transaction history, correspondence, service records, preferences, complaints and enquiries.
Suppliers and Service Providers	Company registration details, contact information of representatives, banking details, tax information, contracts, invoices, payment records, due diligence documentation.
Directors, Shareholders and Officers	Identification information, contact details, appointment records, statutory information, declarations of interest, shareholding information, regulatory compliance records.
Visitors to Premises	Name and surname, identification number (where required), contact details, vehicle registration details, access records, CCTV footage, visitor logs.
Business Partners	Contact details, contractual information, correspondence, financial information,

	due diligence records, compliance documentation.
Complainants and Enquirers	Contact information, details of complaints or enquiries, correspondence, supporting documentation, investigation records.
Beneficiaries (where applicable)	Identification information, contact details, relationship information, banking details, benefit entitlement information.

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

Personal information may be shared with the following recipients, where applicable and in line with POPIA:

- Statutory bodies and regulators (e.g. SARS, Department of Labour).
- External Auditors, accountants and legal advisors
- Financial institutions (payment processing)
- Insurance companies and brokers
- Industry Regulators and Compliance authorities
- IT service providers and data storage providers (subject to confidentiality)
- Customer and suppliers where contractual obligations require disclosure.
- Law enforcement or other authorities where legally obliged.

8.4 Planned transborder flows of personal information

Planned Transborder Flows of Personal Information

The Company may transfer personal information outside the Republic of South Africa where such transfer is necessary for the conduct of its business operations, including:

- Providing shipping, export and customs documentation to overseas customers, importers, agents, freight forwarders, shipping lines, customs brokers and other service providers involved in the export of fresh produce.
- Facilitating international trade, logistics, customs clearance and regulatory compliance relating to the export of fruit.

- Enabling authorised employees, directors and contractors who travel internationally or work remotely from outside South Africa to access the Company's information systems and business records.
- Utilising cloud-based systems, software applications and service providers that may store or process personal information on servers located outside South Africa.

Where personal information is transferred across borders, the Company will take reasonable steps to ensure that such transfers comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), including ensuring that an adequate level of protection is afforded to the personal information or that appropriate contractual or other lawful safeguards are in place.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The private body has implemented appropriate, reasonable technical and organizational measures to safeguard personal information including:

- Restricted access to personal information on a “need-to-know” basis.
- Password Protection and user authentication for IT systems.
- Firewalls, anti-virus software and intrusion detection systems.
- Encrypted communication and data storage where applicable.
- Secure physical storage for paper-based records.
- CCTV monitoring and controlled access to premises.
- Regular employee training on POPIA compliance and information handling.
- Contracts with third-party service providers ensuring POPIA compliance.
- Backup and disaster recovery systems to ensure data availability.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on (www.safpro.net), if any;

9.1.2 head office of the (SA Fruit Promoters) for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

10.1 The head of SA Fruit Promoters will on a regular basis update this manual.

Issued by: Craig Jensen (Information Officer)

ANNEXURE A

PRESCRIBED FEES APPLICABLE TO REQUESTS FOR ACCESS TO RECORDS HELD BY SA FRUIT PROMOTERS

Item	Description	Prescribed Fee (ZAR)
1.	Request fee (payable by every requester other than a personal requester)	R140.00
2.	Photocopy of an A4-size page or part thereof	R2.00 per page
3.	Printed copy of an A4-size page or part thereof held on a computer or electronic device	R2.00 per page
4.	Copy in electronic format on a flash drive (provided by the requester)	R40.00
5.	Copy in electronic format on a flash drive (provided by the private body)	R60.00
6.	Copy on a compact disc (CD) (provided by the requester)	R40.00
7.	Copy on a compact disc (CD) (provided by the private body)	R60.00
8.	Transcription of visual images, per A4-size page	R60.00 per page
9.	Copy of visual images	Actual cost
10.	Transcription of an audio record, per A4-size page	R24.00 per page
11.	Copy of an audio record on a flash drive (provided by the requester)	R40.00
12.	Copy of an audio record on a flash drive (provided by the private body)	R60.00
13.	Search for and preparation of a record for disclosure, for each hour or part thereof (excluding the first hour)	R145.00 per hour
14.	Maximum search and preparation fee	R435.00
15.	Deposit payable where the search exceeds six (6) hours	One-third (1/3) of the estimated total access fee
16.	Postage, courier or any other method of delivery	Actual cost incurred

ANNEXURE B:

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"☐

Request is made in my own name

☐

Request is made on behalf of another

person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			

Identity Number	
Postal Address	

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

PARTICULARS OF RECORD REQUESTED

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

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

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

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

FEES

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

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	

<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE B:

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

Kindly note that your request has been:

☐ Approved

☐

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
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)	
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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