

**PROMOTION OF ACCESS TO INFORMATION MANUAL OF**

**COCA-COLA BEVERAGES AFRICA (PTY) LTD**

**(Registration Number 2016/050997/07)**

**AND ALL ITS SOUTH AFRICAN SUBSIDIARIES**

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

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## **1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT**

- 1.1** The Promotion of Access to Information Act No. 2 of 2000 (as amended) (“the Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms of Section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa Act No. 108 of 1996 (“the Constitution”) of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2** In terms of Section 51 of the Act, all private bodies are required to compile an Information Manual (“PAIA Manual”) containing the information referred to in Section 51(1) of the Act.
- 1.3** Where a request is made in terms of the Act, such request must be made in the format as prescribed and described under the private body’s PAIA Manual. The body to whom the request is made is obliged to release the relevant 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 the Act are applicable.

## **2. COCA-COLA BEVERAGES AFRICA**

- 2.1** Coca-Cola Beverages Africa (Pty) Ltd (“CCBA”) is the eighth largest Coca-Cola bottling partner worldwide and the biggest on the African continent. CCBA serves 14 countries in sub-Saharan Africa including the Republic of South Africa, the Kingdom of Eswatini, the Republic of Ghana, the Republic of Kenya, the Federal Democratic Republic of Ethiopia, the Republic of Mozambique, the United Republic of Tanzania, the Republic of Uganda, the Republic of Namibia, Mayotte, the Union of the Comoros, the Republic of Botswana, the Kingdom of Lesotho and the Republic of Zambia.
- 2.2** In this PAIA Manual, any references to “CCBA” includes any of the following entities listed below:
- 2.2.1** Coca-Cola Beverages South Africa (Pty) Ltd (Registration Number 2015/027638/07);
- 2.2.2** Appletiser South Africa (Pty) Ltd (Registration Number 1956/002074/07); and
- 2.2.3** Coca-Cola Sabco (Pty) Ltd (Registration Number 1995/010764/07).
- 2.3** This PAIA Manual is available to view at the following address: 15 Axle Drive, Clayville, Olifantsfontein, Johannesburg, 1666, Republic of South Africa as well as on its website: [www.ccbagroup.com](http://www.ccbagroup.com) and [www.cchsaco.com](http://www.cchsaco.com).

### **3. PURPOSE OF THE PAIA MANUAL**

**3.1** This PAIA Manual is intended to ensure that CCBA complies with the Act and to foster a culture of transparency and accountability within CCBA by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of the Republic of South Africa have effective access to information to enable them to exercise and protect their rights.

**3.2** Section 9 of the Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

**3.2.1** Limitations aimed at the reasonable protection of privacy;

**3.2.2** Commercial confidentiality;

**3.2.3** Effective, efficient and good governance; and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

**3.3** This PAIA Manual complies with the requirements of Section 10 of the Act and recognizes that the Information Regulator, appointed in terms of the Protection of Personal Information Act No. 4 of 2013 (as amended) ("POPIA"), will be responsible for regulating compliance with the Act and its regulations by public and private bodies.

### **4. CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER (SECTION 51(1)(a))**

Chief Executive Officer: Jacques Vermeulen  
Registered Address: Waterfront Business Park, Building 7, Pommern Street,  
Humeral, Port Elizabeth, 6001  
Postal Address: PO Box 3509, North End, Port Elizabeth, 6056  
Telephone Number: +27 41 395 4111  
Facsimile Number: +27 41 374 4263  
Website: [www.ccbagroup.com](http://www.ccbagroup.com)

### **5. INFORMATION OFFICER (SECTION 51(1)(B))**

**5.1** The Information Officer appointed in terms of the Act also refers to the Information Officer referred to in POPIA. The Information Officer oversees the functions and responsibilities as required in terms of both the Act as well as the duties and responsibilities in terms of Section 55 of POPIA after registering with the Information Regulator.

**5.2** The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed for in terms of Section 17 of the Act as well as Section 56 of POPIA.

Deputy Information Officer: Luiza Moreira

Physical Address: Coca-Cola Beverages Africa, 57 Sloan Street, The Campus, Gabba Building, 1st Floor, Johannesburg, Gauteng, 2195

Telephone: +27 11 575 1114

## **6. PAIA GUIDE**

The South African Humans Rights Commission has compiled a guide to assist those who are not familiar with PAIA or POPIA, to understand how to exercise their rights under PAIA. This guide is available in all the South African official languages. Any enquiries regarding this guide, or to obtain a copy thereof, should be directed to:

The Information Regulator: P.O. Box 31533, Braamfontein, 2017

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

Website: <https://www.justice.gov.za/infoereg>

E-mail Address: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

## **7. CATEGORIES OF RECORDS THAT ARE AUTOMATICALLY AVAILABLE**

At this stage, no notice has been published on the categories of records that are automatically available without a person having to request access in terms of the Act. This PAIA Manual will be updated once the aforesaid notice is published.

## **8. DESCRIPTION OF RECORDS THAT ARE AVAILABLE (SECTION51(1)(D))**

This clause serves as a reference to the categories of information that CCBA holds. This information is classified and grouped according to records relating to the following subjects and categories:

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.

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 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.

Customer Related Records:

- Records provided by a customer to a third party acting for or on behalf of CCBA;
- Records provided by a third party; and
- Records generated by or within CCBA relating to its customers, including transactional records.

Suppliers:

- Supplier lists and details of suppliers; and
- Agreements with suppliers.

## **9. INFORMATION RELATED TO POPIA**

### **9.1 Introduction**

POPIA requires CCBA to provide certain information relating to how personal information that CCBA processes is, amongst others, used, disclosed and destroyed.

The required information is set out below.

### **9.2 How to request personal information under POPIA**

- 9.2.1** Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined in clause 11 below.
- 9.2.2** If CCBA provides a requester with his/her personal information, such requester has the right to request the correction, deletion or destruction of the personal information, in the prescribed form. Requesters may also object to the processing of their personal information in the prescribed form.
- 9.2.3** The prescribed forms are attached to this PAIA Manual as Annexure “C” and Annexure “D” respectively.
- 9.2.4** Requesters will be provided a written estimate of the fee for providing personal information, before providing the services. Requesters may also be required to provide CCBA with a deposit for all or part of the fee prior to the requested personal information being provided.
- 9.3 Purpose of processing**
- 9.3.1** POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe on a data subject’s privacy.
- 9.3.2** The type of personal information that CCBA processes will depend on the purpose for which it is collected. CCBA will disclose the reason why personal information is being collected and will process the personal information for that purpose only.
- 9.4 Personal information that is processed; category of data subject; and category of personal information**
- 9.4.1** The information provided under this section refers to broad categories of information.
- 9.4.2** This list is not exhaustive:
- 9.4.2.1** Clients - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence;
- 9.4.2.2** 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;
- 9.4.2.3** 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;



- 9.4.2.4 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;
- 9.4.2.5 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;
- 9.4.2.6 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; and Website end-users / Application end-users: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

## 9.5 Categories of recipients for purposes of processing personal information

- 9.5.1 CCBA may supply personal information to these potential recipients:
  - 9.5.1.1 Management;
  - 9.5.1.2 Employees;
  - 9.5.1.3 Temporary Staff;
  - 9.5.1.4 Sub-contracted operators; and
  - 9.5.1.5 Other recipients in international organisations.
- 9.5.2 CCBA may disclose personal information collected to any of its overseas subsidiaries, associate entities or third-party service providers, with whom CCBA engages in business or whose services or products CCBA elects to use, including cloud services hosted in international jurisdictions.
- 9.5.3 CCBA shall endeavour to enter into written agreements to ensure that other parties comply with all confidentiality and privacy requirements. Personal information may also be disclosed where CCBA has a legal duty or a legal right to do so.

## 9.6 Actual or planned trans-border flows of personal information

- 9.6.1 CCBA may disclose personal information it collects to its shareholders, any of its overseas subsidiaries, associate entities or third-party service providers, with whom CCBA engages in

business or whose services or products CCBA elects to use, including cloud services hosted in international jurisdictions.

**9.6.2** CCBA shall endeavour to enter into written agreements to ensure that other parties comply with all confidentiality and privacy requirements. Personal information may also be disclosed where CCBA has a legal duty or a legal right to do so.

## **9.7 General description of information security measures**

**9.7.1** CCBA 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, but are not limited to:

**9.7.1.1** Firewalls;

**9.7.1.2** Virus protection software and update protocols;

**9.7.1.3** Logical and physical access control;

**9.7.1.4** Secure setup of hardware and software making up its information technology infrastructure; and

**9.7.1.5** Outsourced service providers who are contracted to implement security controls.

## **10. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

**10.1** Where applicable to its operations, CCBA also retains records and documentation in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act, the below mentioned legislation (as amended) as well as applicable internal policies and procedures. A request to access must be done in accordance with the Act. The relevant legislation is as follows:

- Basic Conditions of Employment Act No. 75 of 1997;
- Broad-Based Black Economic Empowerment Act No. 53 of 2003;
- Companies Act No. 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993;
- Competition Act No. 89 of 1998;
- Customs and Excise Act No.91 of 1964;
- Debt Collectors Act No. 114 of 1998;
- Electronic Communications and Transactions Act No.25 of 2002;

- Employment Equity Act No. 55 of 1998;
- Foodstuffs, Cosmetics and Disinfectant Act No. 54 of 1972;
- Income Tax Act No. 58 of 1962;
- Labour Relations Act No 66 of 1995;
- Medical Schemes Act No. 131 of 1998;
- National Credit Act No. 34 of 2005;
- National Road Traffic Act No. 93 of 1996;
- Occupational Health and Safety Act No. 85 of 1993;
- Pension Funds Act No. 24 of 1956;
- Promotion of Access to Information Act No. 2 of 2000;
- Protection of Personal Information Act No. 4 of 2013;
- Road Transportation Act No. 74 of 1977;
- Skills Development Act No. 97 of 1998;
- Skills Development Levies Act No. 9 of 1999;
- Trademarks Act No. 194 of 1993;
- Unemployment Insurance No. 63 of 2001;
- Unemployment Insurance Contributions Act No. 4 of 2002; and
- Value Added Tax Act No. 89 of 1991.

## **11. REQUEST PROCEDURE**

### **11.1 Completion of the prescribed form**

**11.1.1** Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form attached hereto marked Annexure “A” - FORM C - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10].

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

### **11.2 Payment of the prescribed fees**

**11.2.1** A fee may be payable, depending on the type of information requested, as described under Annexure “B” - Fees in respect of private bodies, attached hereto.

**11.2.2** There are two categories of fees that are payable:

**11.2.2.1** The request fee: R50.00 (fifty rand); and

- 11.2.2.2** The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.
- 11.2.2.3** Section 54 of PAIA entitles CCBA to levy a charge or to request a fee to enable it 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.
- 11.2.2.4** 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.
- 11.2.2.5** POPIA provides that a data subject may, upon proof of identity, request CCBA to confirm, free of charge, all the information it holds 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.
- 11.2.2.6** POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, CCBA 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. OBJECTION**

POPIA provides that a data subject may object, at any time, to the processing of personal information by CCBA, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure "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. CORRECTION**

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

**13.2** 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 Annexure “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 the identity and the request of a requester. A requester will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of his/her identity document or other legal forms of identity.

**15. TIMELINESS FOR CONSIDERATION OF A REQUEST FOR ACCESS**

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

**15.2** Should an extension be required, the requester will be notified and provided with reasons explaining why the extension is necessary.

**16. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS**

**16.1** A private body such as CCBA is entitled to refuse a request for information.

**16.2** The main grounds for CCBA to refuse a request for information relates to the:

**16.2.1** mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;

**16.2.2** mandatory protection of the commercial information of a third party, if the record contains:

**16.2.2.1** trade secrets of that third party;

**16.2.2.2** financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

**16.2.2.3** information disclosed in confidence by a third party to CCBA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

- 16.2.3 mandatory protection of confidential information of third parties if it is protected in terms of any contract;
- 16.2.4 mandatory protection of the safety of individuals and the protection of property;
- 16.2.5 mandatory protection of records which would be regarded as privileged in legal proceedings;
- 16.2.6 the commercial activities of CCBA, which may include:
  - 16.2.6.1 trade secrets of CCBA;
  - 16.2.6.2 financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of CCBA;
  - 16.2.6.3 information which, if disclosed could put CCBA at a disadvantage in negotiations or commercial competition;
  - 16.2.6.4 a computer program which is owned by CCBA, and which is protected by copyright;
  - 16.2.6.5 the research information of CCBA or a third party, if its disclosure would disclose the identity of CCBA, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
  - 16.2.6.6 requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## **17. REMEDIES AVAILABLE WHEN CCBA REFUSES A REQUEST FOR INFORMATION**

### **17.1 INTERNAL REMEDIES**

CCBA does not have internal appeal procedures. As such, the decision made by the Information Officer shall be final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the response supplied by the Information Officer.

### **17.2 EXTERNAL REMEDIES**

A requester that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court with competent jurisdiction for relief.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court with competent jurisdiction for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

**18. AVAILABILITY OF THE MANUAL**

**18.1** This PAIA Manual is made available in terms of Regulation Number R. 187 of 15 February 2002.

**18.2** CCBA's PAIA Manual is available to view at 15 Axle Drive, Clayville, Olifantsfontein, Johannesburg, 1666, Republic of South Africa as well as on its website.



## 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:


**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:	
Identity number:	
Postal address:	
Attention:	
Fax number:	
Telephone number:	
E-mail address:	

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


**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:	
Identity number:	

**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.**

Description of record or relevant part of the record:


Reference number, if available:	
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.

**1. If the record is in written or printed form:**

	copy of record*		inspection of record
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**2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):**

	view the images		copy of the images*		transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
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**4. If record is held on computer or in an electronic or machine-readable form:**

	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)
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\*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

YES

NO

**Postage is payable.**

**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.***

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:


**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 \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE

## ANNEXURE B

### FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF GOVERNMENT NOTICE NO. R. 187 IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4 size page or part thereof.

2. The fees for reproduction referred to in regulation 7(1) are as follows:

Description	R/C
(a) For every photocopy of an A4 size paper or part thereof	0,60
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on –	40,00
(i) Compact disc	
(d) (i) For a transcription of visual images, for an A4 size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4 size page or part thereof	12,00
(ii) For a copy of audio records	17,00

3. The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is R35,00.

4. The access fees payable by a requester referred to in Regulation 7(3) are as follows:

Description	R/C
(a) For every photocopy of an A4 size paper or part thereof	0,60
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on –	40,00
(i) compact disk	
(d) (i) For a transcription of visual images, for an A4 size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of audio records, for an A4 size page or part thereof	12,00
(ii) For a copy of an audio record	17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(g) For purposes of section 22(2) of the Act, the following applies:	
(i) Six hours as the hours to be exceeded before a deposit is payable; and	
(ii) One third of the access fee is payable as a deposit by the requester	
(h) The actual postage is payable when a copy of a record must be posted to a requester	

5. Copies shall be printed in black and white.

**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.*

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

Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	

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

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

.....

*Signature of data subject/designated person*

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

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

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