

PAIA MANUAL

PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000 ("PAIA") AND THE PROTECTION OF PERSONAL INFORMATION ACT, NO 4 OF 2013 ("POPIA")

Date of Latest Revision: 26 June 2025

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1. INTRODUCTION AND PURPOSE OF THIS MANUAL

- 1.1. The Promotion of Access to Information Act, No 2 of 2000 ("PAIA") was enacted to give effect to the constitutional right of access to any information held by the State, and any information held by another person (private body) that is required for the exercise or protection of any right.
- 1.2. PAIA requires all private bodies to compile a manual that provides information on the types of records they hold and the procedure for requesting access to those records.
- 1.3. This Manual also incorporates the requirements of the Protection of Personal Information Act, No 4 of 2013 ("POPIA"), which regulates the processing of personal information. POPIA requires responsible parties (including this Close Corporation) to describe certain aspects of their personal information processing activities.
- 1.4. The purpose of this Manual is to:
 - 1.4.1. Assist persons wishing to exercise their right to access information from **CLUB REFRIGERATION CC** as a private body established in accordance with the laws of the Republic of South Africa with Registration Number: CK 85/14432/23.
 - 1.4.2. Outline the types of records held by **CLUB REFRIGERATION CC**.
 - 1.4.3. Provide the necessary contact details of the Information Officer.
 - 1.4.4. Inform requesters of the procedure to follow and the fees payable when requesting information.
 - 1.4.5. Provide a description of the categories of personal information processed by **CLUB REFRIGERATION CC** as required by POPIA.

2. COMPANY DETAILS

- **Name of Private Body:** CLUB REFRIGERATION CC
- **Registration Number:** CK/85/14432/23
- **Trading Name:** N/A
- **Type of Body:** CLOSE CORPORATION
- **Date of Incorporation:** 1985
- **Postal Address:** P.O. BOX 17397, PRETORIA NORTH, 0116
- **Physical Address:** 214 FRANS DU TOIT STREET, ROSSLYN, 0200
- **Telephone Number:** 012-541-0977/8
- **Email Address:** info@clubref.co.za
- **Website:** www.clubref.co.za
- **Information Officer:**
 - **Full Names:** FULVIO FABIO TAFANI
 - **Capacity:** MANAGING MEMBER
 - **Postal Address:** P.O. BOX 17397, PRETORIA NORTH, 0116
 - **Physical Address:** 214 FRANS DU TOIT STREET, ROSSLYN, 0200

- **Tel Number:** 012-541-0977/8
- **Email Address:** fulvio@clubref.co.za
- **Deputy Information Officer:**
 - **Full Names:** ANTON LOUIS DU PREEZ
 - **Capacity:** ADMINISTRATION MANAGER
 - **Contact Details:** anton@clubref.co.za

3. GUIDE ON HOW TO USE PAIA

3.1. The Information Regulator has, in terms of Section 10(1) of PAIA, updated and made available a revised Guide on how to use PAIA. This Guide is available in all official languages and is designed to assist persons wishing to exercise their rights under PAIA and POPIA.

3.2. The Guide contains information such as:

- The objects of PAIA and POPIA.
- The contact details of the Information Officer of every public body and Deputy Information Officer of every public and private body.
- The manner and form of a request for access to a record of a public or private body.
- Assistance available from the Information Regulator.
- All remedies available in law regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA.

3.3. You can access the Guide on the Information Regulator's website:

- **Website:**
<https://www.inforegulator.org.za>
- **Direct Link to Guide (English, as of current date):**
https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

4. RECORDS AUTOMATICALLY AVAILABLE WITHOUT REQUEST (Section 52(2) of PAIA)

CLUB REFRIGERATION CC does not currently make any records automatically available without a person having to request access in terms of PAIA. Should any such records become available, this section of the Manual will be updated.

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION (Section 51(1)(d))

5.1 Records are kept in accordance with legislation applicable to **CLUB REFRIGERATION CC**, which includes, but is not limited to, the following (and any subsequent amendments thereto):

- Basic Conditions of Employment Act, No 75 of 1997
- Close Corporations Act, No 69 of 1984
- Companies Act, No 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
- Consumer Protection Act, No 68 of 2008
- Employment Equity Act, No 55 of 1998
- Income Tax Act, No 58 of 1962
- Labour Relations Act, No 66 of 1995
- Occupational Health and Safety Act, No 85 of 1993
- Protection of Personal Information Act, No 4 of 2013
- Promotion of Access to Information Act, No 2 of 2000
- Skills Development Act, No 9 of 1997
- Skills Development Levies Act, No 9 of 1999
- Transfer Duty Act No 40 of 1949;
- Unemployment Insurance Act, No 63 of 2001
- Value Added Tax Act, No 89 of 1991

6. DESCRIPTION OF THE SUBJECTS AND CATEGORIES OF RECORDS HELD (Section 51(1)(e))

This section serves as a reference to the records held by **CLUB REFRIGERATION CC** in order to facilitate a request in terms of PAIA. The accessibility of the documents listed below may be subject to the grounds for refusal set out in Section 8.4 of this Manual (protection of privacy, commercial confidential information, legal privilege).

6.1. Human Resources Records:

- Personal records of employees (employment contracts, personnel files, performance reviews, training records, disciplinary records, leave records, payroll information, medical certificates, termination records)
- Statutory employee records (UIF, PAYE, SDL, COIDA, Employment Equity reports, Skills Development plans)
- Employee health and safety records specific to cleanroom installation environments.

6.2. Close Corporation Records:

- Founding Statement (CK1/CK2) and Amended Founding Statements
- Resolutions of Members and Members' registers
- Internal policies and procedures manuals (HR policies, operational procedures, Quality Management System (QMS) manuals, cleanroom installation protocols, safety manuals, environmental policies)
- Compliance records: B-BBEE Affidavit, Compensation Fund Good Standing, Tax Clearance Certificate, Company Registration Certificate, etc.

6.3. Financial Records:

- Accounting records (ledgers, journals, trial balances)
- Annual Financial Statements

- Bank statements and reconciliation records
- Invoices (issued and received), payment records, remittance slips
- Asset / Expenses register
- Tax records and returns (VAT, Income Tax, Provisional Tax, PAYE, etc.)
- Audit reports
- Credit agreements and loan documents
- Insurance policies
- Debtor and Creditor records
- Banking facility records

6.4. Operational and Project-Specific Records:

- **Sales & Business Development:**
 - Client enquiries, proposals, and quotations
 - Sales presentations and marketing materials specific to cleanroom solutions
 - Client lists and contact databases
- **Tender & Bid Documents:**
 - Tender invitations and specifications (specifying ISO classes, GMP requirements, material properties)
 - Submitted tender proposals and cost estimates
 - Bid bonds and guarantees
 - Pre-qualification documents and assessments
 - Correspondence relating to tenders.
- **Contract Documents:**
 - Signed cleanroom panelling installation contracts
 - Subcontractor agreements
 - Supplier contracts and agreements
 - Performance guarantees, retention guarantees, advance payment guarantees
 - Non-Disclosure Agreements (NDAs) due to sensitive client projects
- **Design & Engineering Records:**
 - Client requirements specifications (User Requirement Specifications - URS)
 - Cleanroom layouts and architectural drawings
 - Mechanical, Electrical, Plumbing (MEP) drawings if related to panel integration
 - Engineering calculations
 - Material specifications and datasheets for panels, doors, windows, pass-throughs.
- **Procurement Records:**

- Purchase orders for cleanroom panels, accessories, and associated materials
- Supplier quotations and contracts
- Material delivery notes and inspection /service reports
- Certificates of Conformity (CoC) or Certificates of Analysis (CoA) for materials
- Import/export documentation
- **Project Management & Site Records:**
 - Project plans / construction programs and schedules
 - Progress reports and site meeting minutes
 - Variation orders, change orders, site instructions
 - Site diaries and logs (including personnel on site and hours worked)
 - Site inspection /supervision reports
 - Commissioning and Validation support documentation
 - Snag lists
 - Communication logs (emails, phone call summaries, formal correspondence).
- **Quality Assurance/Quality Control (QA/QC) Records:**
 - Quality Management System (QMS) documentation (ISO 9001, etc.)
 - Material receiving inspection reports
 - Final inspection reports
 - Test reports
 - Calibration records for tools and testing equipment.
- **Health, Safety, and Environmental (HSE) Records:**
 - OHS Act compliance documents, site-specific safety files
 - Risk assessments
 - Method statements and Safe Work Procedures (SWP) for cleanroom panel installation
 - Accident and incident reports, investigations, and corrective actions
 - Safety induction and training records
 - Environmental management plans

6.5. **Marketing and Communication Records:**

- Marketing plans and strategies for cleanroom solutions
- Advertising materials, cleanroom expertise, case studies, etc.
- Public relations materials
- Client lists
- Website content
- Social media records

6.6. **Legal and Compliance Records:**

- Legal opinions and advice
- Litigation records (court documents, settlement agreements)
- General agreements (service level agreements, partnership agreements)
- Regulatory compliance reports and filings (specific industry body reports)

6.7. **Information Technology Records:**

- Software licenses and agreements (CAD/BIM software, project management software)
- Hardware inventories (servers, workstations, specialised site equipment like laser levels)
- Network configurations
- Data backup and recovery plans
- IT security policies and incident logs
- User access logs
- Cloud service agreements.

7. **PROCESSING OF PERSONAL INFORMATION (Section 51(1)(c) & 51(3))**

7.1. Purpose of Processing Personal Information **CLUB REFRIGERATION CC** processes personal information for various purposes legitimately connected to our business operations as a cleanroom panelling company, including, but not limited to:

- **Client Management:**
 - To provide our cleanroom panelling and related services;
 - To manage client accounts;
 - To invoice for services rendered;
 - To maintain client relationships; for communication and marketing purposes (with consent where required).
- **Supplier Management:**
 - To procure goods and services necessary for our operations;
 - To manage supplier accounts; to process payments;
 - To maintain supplier relationships.
- **Employee Management:**
 - For employment purposes (recruitment, payroll, benefits, performance management, training, disciplinary actions);
 - For statutory compliance (PAYE, UIF, COIDA, etc.);
 - For health and safety management.
- **Financial Management:**
 - For accounting, auditing, budgeting, and financial reporting;
 - For tax compliance.

- **Legal and Compliance:**
 - To comply with all applicable laws and regulations (labour law, tax law, industry-specific regulations);
 - To manage legal disputes;
 - For risk management.
- **Security Purposes:**
 - To protect our premises, assets, information systems, and employees;
 - For access control; for monitoring of our premises (CCTV).
- **Marketing and Business Development:**
 - To identify and pursue new business opportunities;
 - To send marketing communications about our services (with consent where required);
 - To conduct market research.
- **Quality Assurance:**
 - For internal quality control processes related to our products and services.

7.2. Categories of Data Subjects and Personal Information Processed - **CLUB REFRIGERATION CC** processes personal information relating to the following categories of Data Subjects:

- **Clients/Prospective Clients (and their representatives/employees):**
 - **Personal Information:**
 - Names;
 - Contact details (phone, email, address);
 - ID numbers (for sole proprietors/natural persons);
 - Company registration details;
 - Financial information (payment history, bank details);
 - Project details;
 - Communications.
 - **Special Personal Information:**
 - Health information (if relevant to site access or specific project requirements, such as: medical certificates for access to a pharma cleanroom);
 - Criminal records (if background checks are conducted for specific projects/access).
- **Employees/Prospective Employees (including members of the CC):**

- **Personal Information:**
 - Names;
 - Contact details;
 - ID numbers;
 - Passport numbers;
 - Bank details;
 - Tax numbers;
 - Qualifications;
 - Employment history;
 - Disciplinary records;
 - Performance data;
 - Leave records;
 - Next-of-kin details.
- **Special Personal Information:**
 - Health information (medical aid details, sick leave, medical certificates, occupational health assessments);
 - Criminal records (if required for background checks/security clearance);
 - Trade union membership (if declared);
 - Biometric data (fingerprint for access control).
- **Suppliers/Service Providers (and their representatives/employees):**
 - **Personal Information:**
 - Names;
 - Contact details;
 - ID numbers (for sole proprietors/natural persons);
 - Company registration details;
 - Financial information (payment details, invoices);
 - Contract details.
- **Other Third Parties:**
 - Visitors to premises (visitor logs, CCTV footage);
 - General enquirers.

7.3. Recipients of Personal Information Personal information may be shared with the following categories of recipients where necessary and legally permissible:

- **Employees/Members of CLUB REFRIGERATION CC:**
 - On a need-to-know basis.
- **Contracted Service Providers (Operators):**
 - IT service providers;
 - Payroll administrators;

- HR consultants;
- Legal advisors;
- Auditors;
- Security companies;
- Cleaning services;
- Marketing agencies.
- **Regulators and Government Bodies:**
 - SARS;
 - UIF;
 - COIDA;
 - CIPC;
 - Information Regulator;
 - CIDB;
 - Local municipalities, etc., as required by law.
- **Third Parties for Business Operations:**
 - Banks;
 - Payment processors;
 - Insurance companies;
 - Legal representatives.
- **Clients:**
 - Where necessary for project delivery or compliance with client requirements (providing employee details for site access).
- **Prospective Buyers/Investors:**
 - In the event of a merger, acquisition, or sale of the business (subject to appropriate confidentiality agreements).

7.4. Planned Trans border Flows of Personal Information - **CLUB REFRIGERATION CC** generally processes personal information within the borders of South Africa. If we utilise cloud services or software applications where servers are located outside South Africa (specific project management software, CRM, or email providers), personal information may be transferred to other countries. Such transfers will only occur to countries that have adequate data protection laws or where **CLUB REFRIGERATION CC** has entered into appropriate agreements (standard contractual clauses) with the recipient to ensure a comparable level of protection, as required by POPIA Section 72.

7.5. General Description of Information Security Measures - **CLUB REFRIGERATION CC** is committed to protecting the personal information it processes and implements reasonable technical and organisational measures to ensure its security and integrity. These measures include, but are not limited to:

- Physical security measures (restricted access to premises, locked filing cabinets).
- Access controls to digital systems (user authentication, strong passwords, multi-factor authentication).
- Network and system security (firewalls, antivirus software, intrusion detection).
- Data encryption where appropriate (for sensitive data in transit or at rest).
- Regular backups and disaster recovery planning.
- Employee training on data privacy and security.
- Data processing agreements with third-party operators.

8. REQUEST PROCEDURE FOR OBTAINING INFORMATION (Section 51(1)(e))

8.1. Form of Request:

- The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- A requester must use **Form 2**, as prescribed by the Information Regulator, to make a request for access to a record. This form is available on the Information Regulator's website (<https://www.inforegulator.org.za/forms/>). A copy of Form 2 is also attached as **Annexure A** to this Manual.
- The request must be made to the Information Officer of **CLUB REFRIGERATION CC** at the address or email address provided in Section 2 of this Manual.
- The requester must provide sufficient detail to enable the Information Officer to identify the record(s) requested and the requester. This includes:
 - The full name and postal address, and if a company, the company details.
 - Contact details (telephone number and email address).
 - Identification of the record(s) requested.
 - The right the requester is seeking to exercise or protect, and an explanation of why the record is required for the exercise or protection of that right.
 - The form of access required (paper copy, electronic copy).
 - If the request is made on behalf of another person, proof of the capacity in which the requester is making the request (a power of attorney).
- The requester must indicate if they wish to be informed of the decision on the request in any other manner, in addition to a written reply.

8.2. Fees (Section 54):

- A request for access to a record will attract a request fee and, in certain instances, an access fee.
- **Request Fee:** A request fee is payable by every requester, other than a personal requester (a personal requester is a requester seeking access to a record containing their own personal information). The requester must be notified by the Information Officer of the prescribed fee payable.
- **Access Fee:** If the request is granted, an access fee is payable for the reproduction, preparation, and time taken to search for and prepare the record for disclosure. These fees are determined by the Information Regulator and are subject to change. A copy of the current fee schedule is available on the Information Regulator's website.
- The Information Officer shall withhold a record until the requester has paid the fees as indicated below
- **No Fee for Personal Information:** No fees are payable for requests for records containing your own personal information.
- **Deposit:** If the Information Officer is of the opinion that the search for a record and its preparation for disclosure will require more than six hours, a deposit may be required. This deposit will be one third of the access fee. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

Fees payable in terms of the Act / Government Gazette No. 45057 dated 27 August 2021

Item	Description of Access to Information	Amount / Fee to be Charged
1	Request fee, payable by every requester	R140.00
2	Photocopy of A4-size page	R2.00 per page or part thereof.
3	Printed copy of A4-size page	R2.00 per page or part thereof.
4	For a copy in a computer-readable form on: a) Flash drive (to be provided by Requester) b) Compact disc (provided / not provided)	R40,00 R40.00 / R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images	
7	Transcription of an audio record, per A4-size page	R24.00

8	Copy of an audio record:	
	a) Flash drive (to be provided by Requester)	R40,00
	b) Compact disc (provided / not provided)	R40.00 / R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably.	R145.00
	To not exceed a total cost of:	R435.00
9	Deposit : if search exceeds 6 hours	One third of amount estimated in terms of section 23(3)(a) of the Act calculated in terms of (b) and (h).
10	Postage, e-mail or any other electronic transfer	Actual expense, if any.

- This Manual is updated on an ongoing basis, however, please consult the Information Regulator's / Government Gazette's website for the most current fee schedule.

8.3. Decision on Request (Section 56):

- The Information Officer will, within **30 days** of receipt of a valid request, decide whether to grant or refuse the request.
- The Information Officer will notify the requester of the decision in writing, using **Form 3**. This form is available on the Information Regulator's website (<https://www.inforegulator.org.za/forms/>) and attached hereto as **Annexure B**.
- If the request is refused, the Information Officer must provide reasons for the refusal, citing the relevant provisions of PAIA.

8.4. Grounds for Refusal of Access to Records (Sections 62-69):

- The Information Officer may refuse a request for access to a record on various grounds, including:
 - **Protection of Privacy:** Disclosure would involve the unreasonable disclosure of personal information about a third party.
 - **Protection of Commercial Information:** Disclosure would reveal trade secrets, financial, commercial, scientific or technical information that if disclosed would be likely to cause harm to the commercial or financial interests of the third party or the private body.

- **Protection of Confidential Information:** Disclosure would breach a duty of confidence.
- **Protection of Safety of Individuals and Property:** Disclosure would endanger the life or physical safety of any individual.
- **Protection of Research Information:** Disclosure would seriously prejudice the research of a third party or the private body.
- **Protection of Records of the Private Body:** Disclosure would prejudice the financial, commercial or contractual activities of the private body.
- **Legal Privilege:** Records protected by legal professional privilege.
- **Mandatory Disclosure:** If the record is protected from disclosure by any other law.

8.5. Remedies Available to a Requester (Section 74):

- If a requester is dissatisfied with the decision of the Information Officer, or with the fees charged, they may:
 - **Lodge a complaint with the Information Regulator:** Within **180 days** after the decision or action to which the complaint relates. This is the **primary recourse** since the amendment to PAIA.
 - **Apply to a court:** For relief within **180 days** after the decision or action (if the Information Regulator's resolution is unsatisfactory, or if there are exceptional circumstances).

9. AVAILABILITY OF THE MANUAL

- 9.1. This Manual is available at the physical address of **CLUB REFRIGERATION CC** at 214 FRANS DU TOIT STREET, ROSSLYN, 0200 for public inspection during normal business hours.
- 9.2. A copy of this Manual may be obtained from the Information Officer at the cost of R2.00 per page (excluding VAT) (or such other fee as may be prescribed by the Information Regulator).
- 9.3. This Manual is also available on **CLUB REFRIGERATION CC's** website : www.clubref.co.za

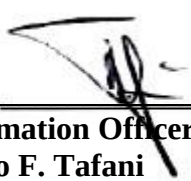
10. UPDATING OF THE MANUAL

This Manual will be reviewed and updated regularly by **CLUB REFRIGERATION CC** to reflect any changes in our information practices, legal requirements, or contact details. The latest version will always be available at our physical address and on our website.

11. ANNEXURES

- **Annexure A:** Form 2 – Request for Access to Record
 - **Link to Form 2:**
https://www.inforegulator.org.za/wp-content/uploads/2020/07/FORM-2_PAIA-Reg-Form.pdf
- **Annexure B:** Form 3 – Outcome of Request and of Fees Payable
 - **Link to Form 3:**
<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>

This Manual is approved and signed by the Managing Member of **CLUB REFRIGERATION CC**.



Information Officer / Managing Member
Fulvio F. Tafani
26/06/2025

-END-

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:

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Fax number:

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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: <table border="1"><tr><td></td></tr></table>	
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 <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <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 <i>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.</i>	
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:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (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) 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 (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

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

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
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