



# QUICKSURE

**PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000) CLIENT**

**DETAILS**

**SECTION 51 MANUAL (PAIA)**

**FOR**

**QUICKSURE COMMERCIAL (PTY) LTD**

FSP NO: 16903

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## INTRODUCTION

This entity – **Quicksure Commercial (Pty) Ltd** – is an authorized financial services provider that operates as an Underwriting Management Agency (UMA) performing all administrative functions regarding a Policyholder's Short Term Insurance Policy, on behalf of our Insurers in strict compliance with the Binder Agreements in place, under a license issued in terms of the Financial Advisory and Intermediary Services Act, Act 37 of 2002.

### 1. DEFINITIONS

- 1.1 **"Quicksure Commercial (Pty) Ltd"** means Quicksure with registration number **1999/016107/07**.
- 1.2 **"Data Subject"** means the person to whom the personal information relates;
- 1.3 **"Manual"** means this manual together with all its annexures;
- 1.4 **"POPI"** means the Protection of Personal Information Act, 4 of 2013;
- 1.5 **"PAIA"** means Promotion of Access to Information Act, 2 of 2002;
- 1.6 **"Processing"** means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:
  - 1.6.1 The collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, or use;
  - 1.6.2 Dissemination using transmission, distribution, or making available in any other form; or
  - 1.6.3 Merging, linking, as well as restriction, degradation, erasure, or destruction of information.
- 1.7 **"Record"** means any recorded information:
  - 1.7.1 Regardless of form or medium, including writing on any material, information produced, recorded, or stored using any tape-recorded, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information produced, recorded, or stored. Any label, marking, or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means, book, map, graph, or drawing. Any photograph, film, negative, tape, or other device in which one or more visual images are embodied to be capable, with or without the aid of some other equipment, of being reproduced;
  - 1.7.2 In the possession or control of a responsible party;
  - 1.7.3 Whether or not it was created by the responsible party; and
  - 1.7.4 Regardless of how it came into existence.
- 1.8 **"Requester"** has the meaning ascribed to it in Section 1 of PAIA.

## 2. PURPOSE

The Promotion of Access to Information Act 2 of 2000 ("PAIA") gives effect to the constitutional right 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.

PAIA sets out the requisite procedures associated with any such requests for information. In terms of PAIA, where a request for information is made to a body, there is an obligation to provide the information, except where PAIA expressly provides that the information may not be released.

PAIA balances the interests of the Requester of information, as well as those of private entities needing to protect trade secrets and confidential information.

The purpose of this Manual is to:

- a) Detail the procedure that a Requester for information is required to follow and how a Request for Access shall be facilitated by **Quicksure Commercial (Pty) Ltd**; and
- b) To detail the purpose for which personal information may be processed, a description of categories of Data Subjects for whom **Quicksure Commercial (Pty) Ltd** processes personal information, as well as the categories of personal information relating to such Data Subjects, and the recipients to whom personal information may be supplied.

## 3. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

| <b>Contact Details</b>           |                                       |
|----------------------------------|---------------------------------------|
| <b>Name of Business</b>          | <b>Quicksure Commercial (Pty) Ltd</b> |
| <b>Designated contact person</b> | Andrea Hatton-Jones                   |
| <b>Information Officer</b>       | Bianca Roos                           |
| <b>Physical Address</b>          | Cnr Kingsway and Prince George Avenue |
|                                  | Brakpan                               |
|                                  | 1541                                  |
| <b>Postal Address</b>            | PO Box 4060                           |
|                                  | Dalpark                               |
|                                  | 1543                                  |
| <b>Telephone Number</b>          | 011 748 4700                          |
| <b>Fax Number</b>                | 011 744 4987                          |
| <b>E-mail address</b>            | Andreeh@Quicksure.co.za               |

#### **4. THE SECTION 10 GUIDE ON HOW TO USE THE ACT**

- 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 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 PAIA and section 56 of POPIA;
  - 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 11; and
    - 4.3.3.2 Access to a record of a private body contemplated in section 50;
  - 4.3.4** The assistance available from the Information Officer 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:
    - 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, a decision by the Regulator, or a decision of the head of a private body.
  - 4.3.7** The provisions of sections 14 and 51 require a public body and private body, respectively, to compile a manual and to specify how to obtain access to a manual;

- 4.3.8 The provisions of sections 15 and 52 provide for the voluntary disclosure of categories of records by a public body and a private body, respectively.
- 4.3.9 The notices issued in terms of sections 22 and 54 regarding fees to be paid for requests for access; and
- 4.3.10 The regulations are made in terms of section 92.
- 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/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:
  - 4.6.1 Afrikaans;
  - 4.6.2 English.

## **5. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

- 5.1 Records available in terms of any other legislation:
  - 5.1.1 Basic Conditions of Employment Act No. 75 of 1997;
  - 5.1.2 Collective Investments Schemes Control Act No. 45 of 2002;
  - 5.1.3 Companies Act No. 71 of 2008;
  - 5.1.4 Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993;
  - 5.1.5 Consumer Protection Act No. 68 of 2008;
  - 5.1.6 Employment Equity Act No.55 of 1998;
  - 5.1.7 Financial Advisory and Intermediary Services Act No. 37 of 2002;
  - 5.1.8 Financial Intelligence Centre Act No. 38 of 2001;
  - 5.1.9 Financial Institutions (Protection of Funds) Act No. 28 of 2001;
  - 5.1.10 Financial Services Board Act No.97 of 1990;
  - 5.1.11 Financial Services Ombud Schemes Act No. 37 of 2004;
  - 5.1.12 Friendly Societies Act No. 25 of 1956;

- 5.1.13 Income Tax Act No. 58 of 1962;
- 5.1.14 Insurance Laws Amendment Act No. 27 of 2008;
- 5.1.15 Labour Relations Act No. 66 of 1995;
- 5.1.16 Long-term Insurance Act No. 52 of 1998;
- 5.1.17 Medical Schemes Act No. 131 of 1998;
- 5.1.18 Occupational Health and Safety Act No. 85 of 1993;
- 5.1.19 Pension Funds Act No. 24 of 1956;
- 5.1.20 Prevention of Organised Crime Act No. 121 of 1998;
- 5.1.21 Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004;
- 5.1.22 Security Services Act No. 36 of 2004;
- 5.1.23 Short Term Insurance Act No. 53 of 1998;
- 5.1.24 Skills Development Act No.97 of 1998;
- 5.1.25 Skills Development Act No.97 of 1998;
- 5.1.26 Unemployment Contributions Act No. 4 of 2002;
- 5.1.27 Unemployment Insurance Act No. 63 of 2001;
- 5.1.28 Value Added Tax Act No. 89 of 1991;

## **6. ACCESS TO THE RECORDS HELD BY THE PRIVATE BODY**

The latest notice regarding the categories of record of the body, which are available without a person having to request access in terms of section 52 (2) of this Act, and at no cost:

- Brochures;
- Pamphlets;
- Documents related to business activities.

### **6.1 RECORDS THAT MAY BE REQUESTED IN TERMS OF THE ACT:**

#### **6.1.1 Administration:**

- 6.1.1.1 Licence of product categories
- 6.1.1.2 Minutes of Management Meetings
- 6.1.1.3 Minutes of staff meetings
- 6.1.1.4 Correspondence

**6.1.2 Human Resources:**

- 6.1.2.1 Employment contracts
- 6.1.2.2 Mandates
- 6.1.2.3 Policies and Procedures
- 6.1.2.4 Training
- 6.1.2.5 Remuneration and Benefits Policies, and Records thereof

**6.1.3 Operations:**

- 6.1.3.1 Production records
- 6.1.3.2 Compliance Manual – FAIS
- 6.1.3.3 Compliance reports
- 6.1.3.4 Complaint procedures
- 6.1.3.5 Contractual agreements with suppliers
- 6.1.3.6 Procedure's manual - FICA
- 6.1.3.7 Records of Advice
- 6.1.3.8 Register of Key Individuals
- 6.1.3.9 Register of Representatives
- 6.1.3.10 Register of non-compliance
- 6.1.3.11 Record of continued compliance by representatives
- 6.1.3.12 Register of premature cancellation of products
- 6.1.3.13 Clients register

**6.1.4 Finances:**

- 6.1.4.1 Accounting and Audit Records
- 6.1.4.2 Financial statements
- 6.1.4.3 Assets inventory

**6.1.5 Legal Records:**

- 6.1.5.1 Documentation about litigation and arbitration
- 6.1.5.2 General agreements

6.1.5.3 Licenses, permits, and authorizations

6.1.5.4 Insurance Records, including records concerning insurance coverage, limits, and insurers

6.1.5.5 Claims Records

**6.1.6 Tax Records:**

6.1.6.1 Income tax returns and other documentation

6.1.6.2 PAYE Records

6.1.6.3 Skills Development Levies Records

6.1.6.4 Value Added Tax Record.

**6.1.7 Employee Records:**

6.1.7.1 Attendance register

6.1.7.2 Company tax submissions in respect of employee

6.1.7.3 Employment Agreements

6.1.7.4 Confidentiality agreements

6.1.7.5 Restraint of Trade Agreements

6.1.7.6 Disciplinary Records

6.1.7.7 Employee personal details

6.1.7.8 Employment conditions and policies

6.1.7.9 Employment Equity Plan

6.1.7.10 Medical Aid Records

6.1.7.11 Remuneration and Benefits Records

6.1.7.12 Retirement fund records

6.1.7.13 Training manuals and material

6.1.7.14 Dividend payment list

**6.1.8 Information Technology:**

6.1.8.1 Business and Data Information

6.1.8.2 Domain Name Registrations

6.1.8.3 IT technology capabilities

6.1.8.4 Asset Registers

**6.1.9 Customer Records:**

6.1.9.1 Agreements and Forms

6.1.9.2 Payment details

6.1.9.3 Sales Records

6.1.9.4 Policy documents and wordings

6.1.9.5 Transaction records

6.1.9.6 Disclosures

**7. THE REQUEST PROCEDURES: FORM**

**OF REQUEST (FORM 02)**

1. The requester must use the prescribed form to request access to a record. This must be made to the Information Officer of the private body. This request must be made to the address, fax number, or electronic mail address of the body concerned.
2. The requester must provide sufficient detail on the request form to enable the Information Officer of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
3. The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
4. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is requesting the satisfaction of the head of the private body.
5. **The Information Officers will, within 30 days of receipt of the Request, decide whether to grant or decline the Request, and notice with reasons (if required) will be provided.** If a large volume of information is requested, or the Information Offices is required to search through a large volume of Records, the 30-day period in terms of which the Information Officer must decide whether to grant or refuse the Request may be extended for a further period, not exceeding 30 days. The Requester will be notified by the Information Officer of any extension sought.
6. **Should the Information Officer be unable to locate a Record or the Record does not exist, the Information Officer will, using an affidavit or attestation, notify the Requester, which will include information in respect of the steps taken to locate the Record.**

- 7.** If the **Request for Access to a Record is unsuccessful**, the Requester will be notified by the Information Officer, which notification will include:
- 7.1 Adequate reasons for the refusal.
  - 7.2 The Requester's right to lodge an application to a court for relief within 180 days of notification of the decision for appropriate relief by sections 56(3) (c) and 78 of PAIA.
- 8. The Information Officer may refuse access to a Record in the following instances:**
- 8.1 Protecting personal information about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
  - 8.2 Protecting commercial information that is held about a third party or a particular company or entity (for example, trade secrets: financial, commercial, scientific, or technical information that may harm the commercial or financial interests of the organization or the third party);
  - 8.3 If disclosure of the Record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
  - 8.4 If disclosure of the Record would endanger the life or physical safety of an individual;
  - 8.5 If disclosure of the Records would prejudice or impair the protection of a person by a witness protection scheme;
  - 8.6 If disclosure of the Record would prejudice or impair the protection of the safety of the public;
  - 8.7 The Record is privileged from production in legal proceedings unless the legal privilege has been waived;
  - 8.8 Disclosure of the Record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of **Quicksure Commercial (Pty) Ltd**;
  - 8.9 The Record is a computer program, and
  - 8.10 The Record contains information about research being carried out or about to be carried out on behalf of a third party or **Quicksure Commercial (Pty) Ltd**.

## 9. Remedies Available when an FSP Refuses a

### Request: Internal Remedies

The FSP does not have an internal appeal procedure. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the Requestor is not satisfied with the answer supplied by the Information Officer.

### External Remedies

A Requestor 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 for relief. A third party dissatisfied with the Information Officer's decision not to grant a request for information may within 30 (thirty) days of notification of the decision, apply to a Court 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, and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

### Fees payable for request – Annexure A:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The Information Officer of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- **The fee that the requester must pay to a private body is R140.00 (excl. VAT). The requester may lodge an application to the court against the tender or payment of the request fee.**
- After the Information Officer of the private body has decided on the request, the requester must be notified in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction, preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## 8. OTHER INFORMATION AS MAY BE PRESCRIBED

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## 9. AVAILABILITY OF THE PAIA MANUAL

9.1 Copy of the Manual is available:

9.1.1 On [www.quicksure.co.za](http://www.quicksure.co.za);

9.1.2 Head office of **Quicksure Commercial (Pty) Ltd** for public inspection during normal business hours;

9.1.3 To any person upon request and upon the payment of a reasonably 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 for each A4-size photocopy made.

## 10. PROTECTION OF PERSONAL INFORMATION ACT

10.1 POPI regulates and controls the processing, collection, use, and transfer of personal information relating to identifiable, living, natural persons and juristic persons.

10.2 In terms of POPI, the definition of personal information includes, but is not limited to:

10.2.1 Name

10.2.2 Address

10.2.3 Contact Details

10.2.4 Date of birth

10.2.5 Place of birth

10.2.6 Identity Number

10.2.7 Passport Number

10.2.8 Bank details

10.2.9 Tax Number

10.2.10 Financial Information

10.2.11 Marital Status

- 10.3** In terms of POPI, **Quicksure Commercial (Pty) Ltd** has a legal duty to collect, use, transfer, and destroy another's (Data Subject) personal information in a lawful, legitimate, and responsible manner.
- 10.4** **Quicksure Commercial (Pty) Ltd** processes personal information in respect of, but not limited to, the following Data Subjects:
- 10.4.1** Employees, Contractors, Consultants, Job applicants, Directors, Leadership Candidates, Representatives (as defined in the Financial Advisory and Intermediary Services Act, 2002.
  - 10.4.2** Clients
  - 10.4.3** Suppliers and Service Providers
  - 10.4.4** Regulators of Public Bodies Persons who physically interact with the Company at the Company's offices or through e-mail, fax, WhatsApp, websites, and other means of electronic communication
  - 10.4.5** Third parties involved in insurance claims
  - 10.4.6** Potential business partners
- 10.5** **Quicksure Commercial (Pty) Ltd** processes personal information (without limitation):
- 10.5.1** By its business objectives and strategies;
  - 10.5.2** To comply with its legal and contractual obligations;
  - 10.5.3** To make contact with, or attend to, a Data subjects queries or instructions;
  - 10.5.4** To Identify Data Subjects
  - 10.5.5** To pursue the legitimate interest of **Quicksure Commercial (Pty) Ltd** or the Data Subject;
  - 10.5.6** To provide the data subject with information, which includes information about marketing. In respect of **Quicksure Commercial (Pty) Ltd**;
  - 10.5.7** To provide, maintain, and improve its services;
  - 10.5.8** To perform operational, human resource, and legal requirements; and
  - 10.5.9** To prevent fraud and abuse of **Quicksure Commercial (Pty) Ltd's** processes, systems, and operations.
- 10.6** **Quicksure Commercial (Pty) Ltd** will ensure that all Personal information is treated with caution and will implement reasonable security measures to protect your Personal Information.

- 10.7 Once the Data Subject's Personal Information is no longer required because the purpose for which the Personal Information was held has come to an end or expired, such Personal Information will be safely and securely archived for the required periods, as prescribed by law. **Quicksure Commercial (Pty) Ltd** will thereafter ensure that such Personal Information is permanently destroyed.
- 10.8 If a Data Subject requires details of the Personal Information **Quicksure Commercial (Pty) Ltd** holds, the Data Subject must submit a request by 7 of this Manual.
- 10.9 Actual or Planned Transborder Flows of Personal Information: Personal Information may be transmitted transborder to the FSP's suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. **Quicksure Commercial (Pty) Ltd** will endeavor to ensure that its dealers and suppliers will make all reasonable efforts to secure the said data and Personal Information. (Please specify the country in which personal information will be stored and categories of personal information.)

## 11. COMPLAINTS

Should your PAIA request be denied or there is no response from a public or private body for access to records, you may complain at the following email address:

[PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

### Updating of this Manual

The Head of the FSP will regularly update this Manual.

### Issued By

**Andrea Hatton-Jones**

*(Insert the Name of the Information Officer)*

*Date of Approval*

| Items | Description  | Amounts excl. VAT  |
|-------|--|--|
| 1.    | Photocopy or printed black and white (A4 page)   | R2.00 per page or part of the page   |
| 2.    | Printed copy A4-size page  | R2.00 per page or part of the page   |
| 3.    | For a copy in an electronic format on: <ul style="list-style-type: none"> <li>• A USB (provided by the requester)</li> <li>• A compact disc (CD), if requested, provides the CD</li> <li>• A CD that is provided to the requester</li> </ul>   | R40.00 R40.00<br>R40.00  |
| 4.    | A transcription of visual images, for an A4-size page or part of the page  | The service will be outsourced. This fee will depend on the quotation from the service provider. |
| 5.    | A copy of the visual images  | The service will be outsourced. This fee will depend on the quotation from the service provider. |
| 6.    | A transcription of an audio record, per A4 size page   | R40.00   |
| 7.    | <ul style="list-style-type: none"> <li>• For a copy of an audio record on a USB (provided by the requester)</li> <li>• For a copy of an audio record on a CD if the requester provides the CD</li> <li>• For a copy of an audio record on CD if the CD is provided to the requester</li> </ul> | R40.00 R40.00<br>R60.00  |
| 8.    | For each hour or part of an hour (excl. the first hour) reasonably required to search for, and prepare the record for disclosure.<br><br>The search and preparation fee cannot exceed  | R145.00<br><br>R435.00   |
| 9.    | Deposit: if the search exceeds 6 hours   | One-third of the amount per request. It is calculated in terms of items 1 to 7 above.            |
| 10.   | Postage, email, or any other electronic transfer   | Actual expense, if any.  |

**FORM 2**

**REQUEST FOR ACCESS TO RECORD**

**NOTE:**

- ✓ Proof of identity must be attached by the requester.
- ✓ If requests are made on behalf of another person, proof of such authorization must be attached to this form.

To: The Information Officer  
 \_\_\_\_\_  
 \_\_\_\_\_  
 (Address)

Email Address: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Mark with an "X"

The request is made in my name. The request is made on behalf of another person.

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

|                       |                  |  |                   |  |
|-----------------------|------------------|--|-------------------|--|
| <b>Contact Number</b> | <b>Tel. (B):</b> |  | <b>Facsimile:</b> |  |
|                       | <b>Cellular:</b> |  |                   |  |

**PARTICULARS OF RECORDS 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**  
(Mark the applicable box with an "X")

|   |  |
|---|--|
| The record is in written or printed form.   |  |
| The record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) |  |
| The record consists of recorded words or information that can be reproduced in sound.   |  |
| The record is held on a computer or in an electronic or machine-readable form.  |  |

**FORM OF ACCESS**  
(Mark the applicable box with an "X")

|  |  |
|--|--|
| Printed copy of record (including copies of any virtual images, transcriptions, and information held on a 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 record on a flash drive (including virtual images and soundtracks)      |  |
| Copy of record on compact disc drive (including virtual images and soundtracks) |  |
| Copy of record saved on cloud storage server                                    |  |

| <b>MANNER OF ACCESS</b><br>(Mark the applicable box with an "X")   |  |
|--|--|
| Personal inspection of the record at the registered address of a public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on a computer or in an electronic or machine-readable form) |  |
| Postal services to the postal address  |  |
| Postal services to a 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<br>(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.)   |  |

| <b>PARTICULARS OF THE RIGHT TO BE EXERCISED OR PROTECTED</b>  |  |
|---|--|
| 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**

**INSTRUCTIONS:**

- ✓ A request fee must be paid before the request will be considered.
- ✓ You will be notified of the amount required to be paid as the request fee.
- ✓ 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.
- ✓ If you qualify for exemption from the payment of any fee, please state the reason for the exemption.

|        |  |
|--------|--|
| Reason |  |
|        |  |
|        |  |

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

| Postal Address | Facsimile | Electronic Communication<br>(Please specify) |
|----------------|-----------|--|
|                |           |  |

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
*Signature of Requester / Person on whose behalf the request is made*

-----  
**FOR OFFICIAL USE**

|  |  |
|--|--|
| Reference Number:  |  |
| Request received by:<br>(State Rank, Name, and Surname of Information Officer) |  |
| Date received:   |  |
| Access Fees:   |  |
| Deposit (if any):  |  |

\_\_\_\_\_  
*Signature of Information Office*

**FORM 3**

**OUTCOME OF REQUEST AND FEES PAYABLE  
[Regulation 8]**

**NOTE:**

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

To: \_\_\_\_\_ Reference Number: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_ refers.

**1. You requested:**

|   |  |
|---|--|
| Personal inspection of information at the registered address of a public/private body (including listening to recorded words, information that can be reproduced in sound, or information held on a 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. |  |
|---|--|

**OR**

**2. You requested:**

|   |  |
|---|--|
| Printed copies of the information (including copies of any virtual images, transcriptions, and information held on a 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 a 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. You are to submit:**

|                                       |  |
|---------------------------------------|--|
| Postal services to the postal address |  |
|---------------------------------------|--|

|  |  |
|--|--|
| Postal services to a 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:<br>(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:**

**4. You are to submit:**

| 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:              |   |                       |       |
| 5. Flash Drive – to be provided by requestor            | R40.00  |                       |       |
| 6. Compact Disc – to be provided by the requester       | R40.00  |                       |       |
| 7. Compact Disc – if provided to the requester          | R60.00  |                       |       |
| For a transcription of visual images on an A4-size page | Service to be outsourced. This 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                                 |   |                       |       |
| • Flash drive – to be provided by the requester         | R40.00  |                       |       |
| • Compact Disc – to be provided by the requester        | R40.00  |                       |       |
| • Compact Disc – to be provided to the requester        | R60.00  |                       |       |
| Postage, e-mail, or any other electronic transfer:      | Actual costs  |                       |       |
| <b>TOTAL:</b>   |   |                       |       |

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

Yes

No

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

The amount must be paid into the following Bank Account:

Name of Bank: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_

Type of Account: \_\_\_\_\_

Account Number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Number: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ 20.

\_\_\_\_\_

**Information Officer**