

Logicalis SA (PTY)Ltd

PAIA Manual

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Introduction

Pursuant to the provisions of Section 32 of the Constitution of the Republic of South Africa PAIA, 1996 (Act No.108 of 1996), the Promotion of Access to Information PAIA, of 2000 ("PAIA") was promulgated in order to foster a culture of transparency and accountability in public and private bodies, by giving effect to the right of access to information, and actively promote a society in which the people of South Africa have effective access to enable them to fully exercise and protect all of their rights as enshrined in the Constitution.

PAIA establishes voluntary and mandatory mechanisms or procedures to give effect to the constitutional right to access to information in a manner which enables persons to obtain records of public bodies as swiftly, inexpensively and effortlessly, as reasonably possible and generally to promote transparency, accountability and effective governance of all public and private bodies by, including, but not limited to, empowering and educating everyone:

- To understand their rights in terms of PAIA, in order to exercise their rights in relation to public and private bodies.
- To understand the functions and operation of public bodies; and
- To effectively scrutinise and participate in decision-making by public bodies that affect their rights.

Section 9 of PAIA, however, recognizes that such right to access to information is subject to certain justifiable limitations including, but not limited to:

- The reasonable protection of privacy.
- Commercial confidentiality; and
- Effective, efficient, and good governance.

On the other hand, POPI promotes the protection of personal information processed by public and private bodies, inducing certain conditions to establish minimum requirements for the processing of personal information. POPI amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPI and in terms of PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

Section 14 of PAIA obliges public bodies to compile a Manual that provides information on both the types and categories of records held by the public body. PAIA also stipulates the minimum requirements with which such Manual must comply.

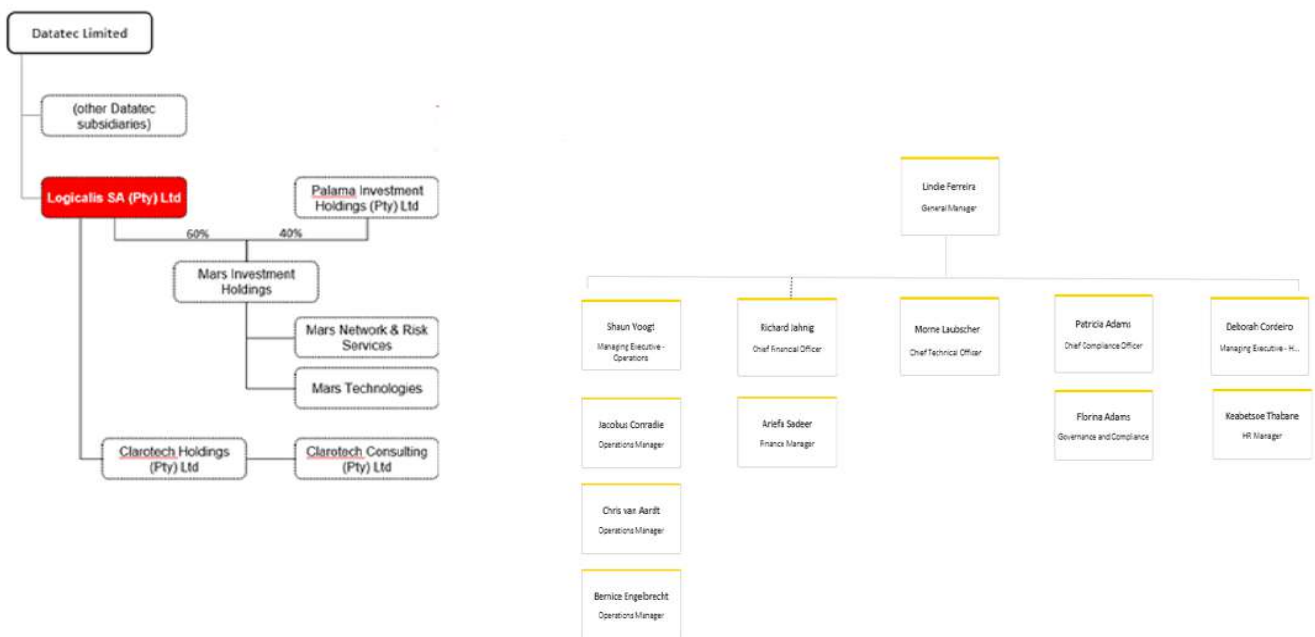
This document serves as LSA Access to Information Manual in terms of section 14 of PAIA and provides a reference to the records held and the process that needs to be followed to request access to such records as required by section 14 of PAIA.

Should you have any difficulty in using this guide, please do not hesitate to contact the relevant Deputy Information Officer, described in paragraph 8 hereunder.

Company Overview

Logicalis is an international solutions provider of digital services currently accelerating the digital transformation of its 10,000 customers around the world.

Logicalis South Africa (LSA) is headquartered in Cape Town, South Africa. Together with our subsidiary, Mars Technologies, we employ 200 staff and service 220 local clients. Logicalis also operates as a Centre of Excellence for Managed Services for the Logicalis Group by delivering offshore services to European and global clients. In 2018, Logicalis acquired Clarotech Holdings, supplementing its Managed Services portfolio with VoIP skills and strengthening its SME client base. Mars Technologies was acquired in 2019, further enhancing our skills base and South African footprint. Our range of end-to-end technology-based solutions embracing infrastructure, service management and applications services represents our 'core' business. We tailor these solutions to customer demands to include end user management, infrastructure, and networks (data and voice) support, database managed services, applications management and service desk services. Our solutions and services are delivered through either on-site support teams or remotely, using a well-defined and proven set of ITIL service management practices and methodologies. A summarised corporate structure and local organogram is presented below. Logicalis South Africa is a 100% subsidiary of Datatec Limited and is the majority shareholder of Mars Investment Holdings. Logicalis Group structures in other countries are sister companies to Logicalis South Africa, also within the Datatec stable. We would be happy to share further details if required.

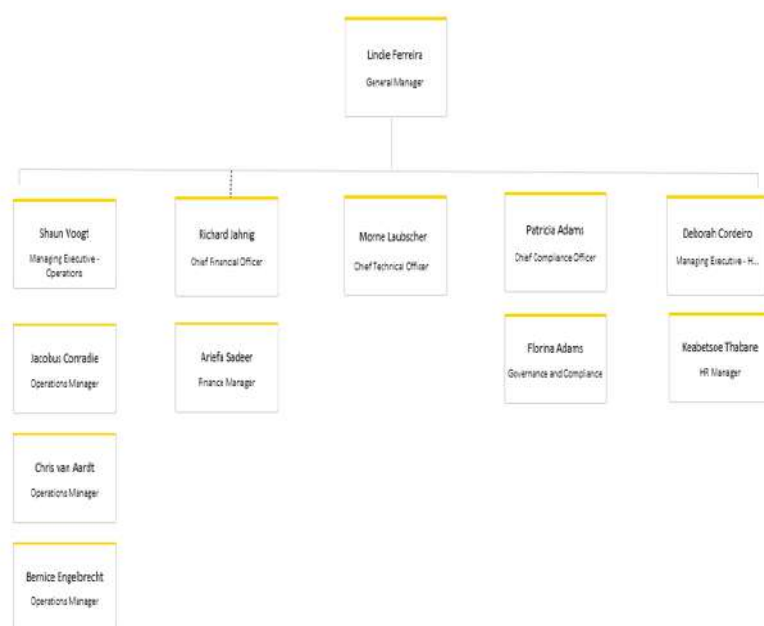
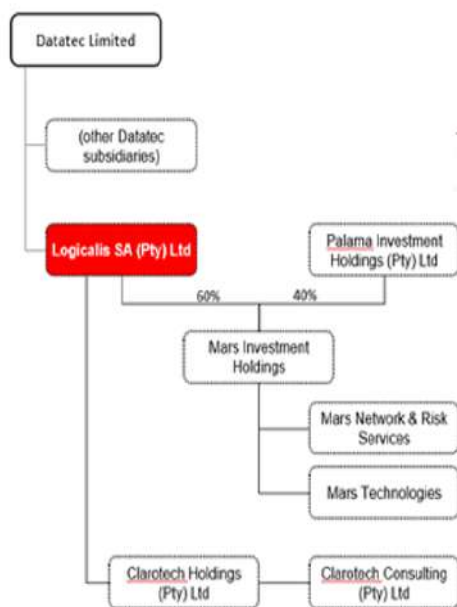


Definitions

"Applicable Legislation" means, inter alia, the following (which list is not exhaustive):

- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- Broad-Based Black Economic Empowerment, 2003 (Act No. 53 of 2003) (BBBEE Act);
- Companies Act, 2008 (Act No. 71 of 2008);
- Constitution of the Republic of South Africa, 1996 (Act No 108 of 1996);
- Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002) (FAIS Act);
- Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001) (FICA);
- Financial Markets Act, 2012 (Act No. 19 of 2012);
- Labour Relations Act, 1995 (Act No. 66 of 1995);
- Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004);

- Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);
- Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) (PAJA);
- Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPI);
- Public Finance Management Act, 1999 (Act No. 1 of 1999); and
- Public Investment Corporation Act, 2004 (Act No. 23 of 2004) (LSA Act);
- Competition Act, 89 of 1998 as amended; and
- Government Employees Pension Law 21 of 1996 (GEPF Law);



Term	Definition
"BBBEE"	means the Broad-Based Economic Empowerment.
"Data Message"	includes a data message as defined in section 1 of the Electronic Communications and Transactions Act, 2002 (Act No.25 of 2002)
"Forms(s)"	as referred to in these Regulations, means a form referred to in the annexures to these Regulations, means a form referred to in the annexures to these Regulations or any form which is substantially similar to that form
"Signature"	includes an electronic signature as defined in section 1 of the Electronic Communications and Transactions Act 2002 (Act No. 25 of 2002)
"Clients"	means the clients on whose behalf LSA makes investments in accordance with a written mandate, <i>inter alia</i> , public sector funds;
"FSP"	means Financial Services Provider as defined in the FAIS Act;
"JSE"	means Johannesburg Securities Exchange;
"NDP"	means the National Development Plan of Government of Republic of South Africa; and

“LSA”	means Logicalis South Africa PTY (Ltd), with company registration number 2013/176644/07 duly established in terms of section 14 of the Companies Act, 2008.
“Employee”	means any person who works for or provides services to or on behalf of Logicalis South Africa and receives or is entitled to receive remuneration
“Requestor”	means any person or entity requesting access to a record that is under the control of Logicalis South Africa
“The Act”	means Promotion of Access to Information Act, Act No. 2 of 2000 (as amended)

Administration of the Act

The General Manager of LSA is, in terms of PAIA, the Information Officer and has delegated her responsibility in writing to the Deputy Information Officer referred to below, to ensure:

- Administration of PAIA within LSA in a fair, objective, and unbiased manner
- That LSA is as accessible as reasonably possible to the requesters of its records.

Deputy Information Officer

Contact Person: Patricia Adams
 Postal Address: Tygerberg Office Park
 Bergzicht Building
 163 Uys Krige Drive
 Platteklouf
 7500

Physical Address: Tygerberg Office Park
 Bergzicht Building
 163 Uys Krige Drive
 Platteklouf
 7500

Telephone Number(s): +27 (21) 935 6822 (Office)

Records

PAIA defines a record as any recorded information that a business holds in any form or medium. For purposes of PAIA, records also include records that third parties created (and are now under the control of the business). It is very important to note and understand that records include email and other recorded electronic communications.

Access To Records

A person may request a business to allow him access to records that the business holds – under the circumstances that PAIA allows for. A requester must meet the following requirements to get access:

- To get access to records of private bodies a requester must establish that “that record is required for the exercise or protection of any rights” (section 50). “rights” in this context is not defined by PAIA and is subject to interpretation. You may ask whether “rights” include all legal rights – constitutional, statutory, and common law rights, or whether it only refers to constitutional (or fundamental) rights. In my view, the wider interpretation of “rights” is more probable. It is relatively easy to comply with this requirement. A requester for access to records of public bodies has a general or automatic right in terms of section 11.
- A requester must comply with the procedure that PAIA stipulates – the request must be in the form specified in the regulations, and the requester must pay the prescribed fees to the organisation. Again, relatively easy to comply with.
- There must not be any grounds for refusal (as determined in PAIA). An example of a ground of refusal is an “unreasonable disclosure of personal information about a third party “. The refusal grounds attempt to create a balance between the rights of the requester to access information on the one hand, and the rights of the body that holds the information and third parties, on the other hand. This third requirement may in certain cases be a bit more difficult to overcome.

Request for Information

Request for information should be done in the following manner:

- Print the formal request form, attached hereto as "Annexure 1" (Form A)
- Fill in all fields in the request form or rewrite the details in an e-mail.
- Pay the prescribed fee as stated in the form, attached hereto as “Annexure 2” (Form B); and
- Deliver the request form and applicable payment through to the address of the Deputy Information Officer referred to above.
- The Deputy Information Office will acknowledge receipt of a request, in writing, within fourteen (14) days of receipt thereof, and advise within 30 (thirty) days as to whether the information requested is accessible and how and where the requester may collect it. Should a requester not receive an acknowledgement of receipt in writing within fourteen (14) days, the requester should kindly contact the Deputy Information Officer to ensure that the request has been received.
- In certain circumstances, the requester may be required to pay a deposit to LSA, before the record that requested is made available to the requester. Only after having paid the deposit will LSA begin searching for the required information.
- On receipt of the prescribed fee, LSA may reveal the record to the requester in the format that the requester has requested on submission of the request form, or in the format that the record exists in, if the requested format is not available.

Notes on the Request Procedures

Kindly note that it will assist us, in fulfilling the requestor's request, if the requestor complies with the procedures set out herein. The requestor is therefore encouraged to use the request form attached hereto as "Annexure 1".

- Please do not hesitate to contact us through the Deputy Information Officer at the abovementioned address, telephone number, and/or email address. Please also ensure that you indicate your capacity or designation within your organisation (where applicable), to assist us in processing your request.

If you are requesting new information on behalf of another individual, please indicate the capacity in which you are related to the individual or organisation and provide us with the individual's consent to avail you the requested information. This is to ensure that we do not deny you access on the basis that the information is confidential.

- Please ensure that you mention the format of the record that you have requested when making your request, so that we can be of maximum assistance to you. If you have a disability or if you are unable to read or write, please contact our Deputy Information Officer who will assist you in completing your request, as well as sending on to you a written copy of the request.

Each section of the form contains instructions that should be followed to improve the likelihood of the request being granted. The requester must take the following important notes into consideration when completing the request form:

- Where a request is made for records relating to an organisation, it is recommended that the organisation's public officer and/or duly authorised person make or authorise the request. If the request is made on behalf of another person, a copy of the mandate.
- authorising the requester to act on behalf of that person must be submitted with the duly completed form;
- The request should provide in as much detail as possible, a description of the records requested, to enable the Deputy Information Officer to identify them.

Factors to consider when requesting information

The following factors must be taken into consideration before submitting a request:

In terms of section 7(1) of PAIA, a record-

- Requested for purposes of criminal or civil proceedings.
- So requested after the commencement of such criminal or civil proceedings, as the case may be; and
- The production of or access to that record for the purpose, does not fall within the ambit of PAIA.

If a request for access is made to LSA in respect of which the record is not in the possession or under the control of LSA, but is in the possession of another public body;

- The record's subject matter is more closely connected with the functions of another public body than those of LSA's; or
- The record contains commercial information contemplated in section 42 of PAIA, in which any other public body has a commercial interest, LSA shall, within fourteen (14) days of receiving the said request, transfer the request to the Information Officer of the other public body/s having a commercial interest or the other public body/s with the greatest commercial interest.

If the request for access to LSA

- In respect of the record that is not in the possession or under the control of LSA, and LSA has no knowledge of which public body has possession or control of the record.
- the record's subject matter is not closely connected to the functions of LSA and LSA has no knowledge of which public body's functions the record is more closely with, LSA shall within 14 days advise the requester that it is not the custodian of such records.
- The record was created by or for another public body or was not created by or for any public body but was received first by another public body.
- LSA shall, within fourteen (14) days of receipt of such request, transfer the request to the Information Officer of the public body by or for which the record was created, or which received it first.

- LSA is required to take a decision on a request within thirty (30) days of receipt thereof, which period may at the discretion of LSA, be extended by notice to the requester, to sixty (60) days of receipt thereof, failing which the request is deemed to have been refused.

Access to a record requested will be given if

- The request is properly made on the prescribed form;
- Proof of authority to act on behalf of another is provided, in cases where the request is made as such;
- The record requested is sufficiently described to enable LSA to identify it;
- The required fees have been paid; and
- Access to the record is not refused on one or more of the grounds of refusal stipulated in PAIA.

The grounds for refusal as set out in PAIA are categorised as follows:

- Mandatory protection of privacy of a third party who is a natural person:
 - Mandatory protection of certain records of SARS.
 - Mandatory protection of commercial information of a third party.
 - Mandatory protection of certain confidential information, and protection of certain other confidential information, of a third party.
 - Mandatory protection of safety of individuals and protection of property.
 - Mandatory protection of police dockets in bail proceedings, and protection of law enforcement and legal proceedings.
 - Mandatory protection of records privilege from production in legal proceedings.
 - Defence, security and international relations of the Republic.
 - Economic interests and financial welfare of the Republic and commercial activities of the public bodies.
 - Mandatory protection of research information of a third party and protection of research information of the public bodies.
 - Operations of public bodies; and
 - Manifestly frivolous or vexatious request or substantial and unreasonable diversion of resources
- The following factors must be taken into consideration before submitting a

Prescribed Fees

PAIA sets out two (2) types of fees, namely, a request fee and an access fee, that are required to be paid prior to LSA accessing the request for information.

A personal requester, meaning someone who requests access to a record containing their own personal information, is exempt from paying the request fee. All other requesters are required to pay the fee, as outlined in "Annexure 2" attached here.

The following persons are exempted from paying access fees:

- A single person whose annual income, after permissible deductions does not exceed R14,712.00 (fourteen thousand seven hundred and twelve rand) per annum; and
- Married persons or a person and his or her life partner whose annual income after permissible deductions does not exceed R27, 192.00 (twenty-seven thousand one hundred and ninety-two rand) per annum.

Where the cost of collecting any fee in respect of the search and preparation of a record for disclosure, exceeds the amount charged, such fee does not apply.

The access fee in respect of the search, preparation and disclosure of records does not apply to the personal record of a requester.

The request and access fees do not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or enquiry in terms of the provisions of the Maintenance Act (Maintenance Act 99 of 1988) or the regulation made under Section 44 of that Act.

Under POPI, a data subject has the right to ask LSA, free of charge, to confirm whether it holds any personal information about them.

Appealing a Decision

Should a requester not be satisfied with the decision of the Deputy Information Officer or the deemed refusal of a request, the requester is entitled to lodge an internal appeal in respect of that decision or deemed refusal.

- The internal appeal must be noted in writing using the form annexed marked "Annexure 3" hereto (Form B), which may also be accessed on the LSA's website.
- The requester must set out the grounds for the appeal in respect of each record sought. The internal appeal must generally be lodged within sixty (60) days of the receipt of the Deputy Information Officer's decision, or the date of the deemed refusal.
- The appeal must be lodged in person or by e-mail, facsimile or post with the Deputy Information Officer, whose particulars are detailed at paragraph 8 above. The Deputy Information Officer will then forward the requestor's appeal, together with the reasons for his decision, to the LSA's relevant authority for a decision.
- If the requester has not received an acknowledgement of receipt of the appeal within fourteen (14) days, the requester should contact the Deputy Information Officer to ensure that the appeal has been received by the LSA.
- Should the requester not be satisfied with the decision of the relevant authority, the requester may apply to court for relief.
- On hearing such an application, the court may grant a just and equitable order including:
 - Confirming, amending or setting aside the decision that is the subject matter of the application.
 - Requiring the Information Officer to act or to refrain from taking such action as the court considers necessary within the period mentioned in the order.
 - Granting an interdict, interim or specific relief, a declaratory order or compensation; or costs.

Guide for Requesters on how to use the Act

Guide for Requesters on how to use the Act.

An official guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPI. This guide is made available by the Information Regulator (established in terms of POPI).

Copies of the updated guide are available from Information Regulator in the manner prescribed. The Information Regulator's contact details are set out below.

The Information Regulator
Contact Details:

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

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

Categories of Records

Records that are automatically available

- Annual Reports;
- Press releases; and
- All information on the LSA website

Records which may be made available on request.

- Human Resources records:
 - Employment contracts
 - Medical Aid records
 - Pension /Provident Fund records
 - Disciplinary proceedings records
 - Salary records
 - SETA records
 - Disciplinary code
 - 7 Leave records
 - Training and skills development records
 - Training manuals
 - Recruitment and selection records
 - General Correspondence
 - General HR Policies and Procedures
 - UIF records
 - Workman's compensation records
- Financial Records
 - Annual Financial Statements;
 - Accounting Record;
 - Banking Records;
 - Bank Statements;
 - Paid Cheques;
 - Electronic banking records;
 - Rental Agreements;
 - Invoices;
 - Regional Services Levies;
 - Skills Development Levies;
 - UIF records.

Company Records

The classification key below provides guidance on the records that may or may not be disclosed as well as the type of access.

Company Records Classification Key

Classification Number	Access	Classification
1	May be disclosed	Public access document
2	May not be disclosed	Request for, or after commencement of, criminal or civil proceedings [s7]
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal information that belongs to the requester of that information [s61]
5	May not be disclosed	Unreasonable disclosure of personal information of natural person [s63(1)]
6	May not be disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be disclosed	Likely to harm a third party in contract or other negotiations [s64(c)]
8	May not be disclosed	Would breach a duty of confidence owed to a third party in terms of an agreement [s65]
9	May not be disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be disclosed	Legally privileged document [s67]
11	May not be refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(3)]
12	May not be disclosed	Commercial information of private body [s68]
13	May not be disclosed	Likely to prejudice research and development information of the Adapt IT or a third party [s69]
14	May not be refused	Disclosure in public interest [s70]

Summary Records Availability

Departmental Records	Subject	Classification Number
Marketing	Current Product Information	3
	Public Corporate Records	1
	Media Releases	1
Human Resources Division	Employee Records	4, 5, 8, 9

	Employment Contracts	4, 5, 8
	Personnel Guidelines, Policies and Procedures	13
	Employee Medical Records	4, 5, 8, 9
Financial Division	Financial Statements	1
	Financial and Tax Records (Company and Employees)	1, 8
	Asset Register	1
Legal / Company Secretarial Division	General Contract Documentation	6, 10, 13
	Company Guidelines, Policies and Procedures	10, 13
	Trademarks	3
	Statutory Records	1
Marketing and Sales Division	Market Information	13
	Product Brochures	1
	Marketing and Product Strategies	13
	Product Sales Records	13
	Customer Information and Customer Database	5, 6, 9
Quality	Quality Records	13

Purpose of Processing Personal Information

Logicalis SA will process personal information to

- provide our goods or supply our services.
- better understand our data subjects' needs when doing so.
- keep our data subject records up to date.
- manage employees in general.
- manage supplier contracts in general.
- manage dealer relationships in general.
- manage customers in general.
- manage customer credit in general.
- market to customers in various countries.
- enforce debts.
- market goods and services to prospects.
- to engage with investors and the media.
- process customer requests or complaints; and
- process personal information of employees for forensic purposes.

Data Subjects' Categories and their Personal Information

We process many different categories of personal information, including:

- Contact details, such as phone numbers, physical and postal addresses, and email addresses.
- personal details, such as names and ages.
- demographic details, such as races and age groups.
- health information.
- biometric information.
- account numbers.
- background information.
- contract information.
- credit information.
- market intelligence information; and
- debt and debtor information.

Planned Recipients of Personal Information

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- Statutory authorities.
- Law enforcement.
- Tax authorities.
- Financial institutions.
- Medical schemes.
- Employee pension and provident funds.
- Industry bodies.
- contractors, vendors, or suppliers.
- agents, distributors, or other resellers.
- operators, other responsible parties, or co-responsible parties; and
- third party vendors (such as software developers) to help us maintain our services.

Planned trans-border flow of personal information

We may send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa's or recipients who can guarantee the protection of personal information to the same standard we must protect it.

Security

We secure our data by maintaining reasonable measures to protect personal information from loss, misuse and unauthorised access, disclosure, alteration, and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

- LSA is committed to implementing data security safeguards.
- LSA has set in place the ISO 27001 Framework to assist us to constantly review and improve the measures to protect data subject's personal information from unauthorised access, accidental loss, disclosure, or destruction.
- If LSA has a contract with another organisation to provide LSA with services or a service on behalf of LSA to

process the data subject's personal information, LSA will ensure they have appropriate security measures and only process the information in the way that LSA has authorised them to.

- These organisations are not entitled to use a data subject's personal information for their own purposes. If necessary, LSA's security teams will check to make sure that they meet the security requirements that LSA has set.

Annexure 1

FORM A

REQUEST FOR ACCESS TO RECORD OF LSA

(Section 18(l) of the Promotion of Access to Information PAIA, 2000 (PAIA No. 2 of 2000))

[Regulation 6]

A. Particulars of public body

Attention _____

The Information Officer/Deputy Information Officer:

B. Particulars of the person requesting access to the record

- (a)** *The particulars of the person who requests access to the record must be given below.*
- (b)** *Furnish an address and/or fax number in the Republic to which the information is to be sent, or 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: _____

Fax number: _____

Telephone number:

E-mail:

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) LSA must deny a request for a record if it contains information that LSA holds or has obtained for the purpose of enforcing revenue legislation, unless that information is about you or the person you represent*
- (b) 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.*

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



4. Reference number, if available: _____

5. Any further particulars of the 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 access fee payable for the 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 the exemption of the payment of any fee, please state the reason for exemption.

Reason for the exemption from payment of fees: _____

F. Form of access to record

If you are prevented by disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, 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)** Your indication as to the required form of access depends 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 the 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
--	-----------------	--	----------------------

2. If the 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*
--	-----------------	--	---------------------	--	------------------------------

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)
--	---	--	--

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)
--	-------------------------	--	--	--	--

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

A postal fee is payable.

YES

NO

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.

In which language do you prefer the record?



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 thereof 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

FOR LSA USE

Reference number: _____

Request received by _____

(state rank, name and surname of information officer/deputy information officer) on
_____ (date) at _____ (place).

Request fee (if any): R.....

Deposit fee (if any): R.....

Access fee: R.....

SIGNATURE OF INFORMATION
OFFICER/DEPUTY INFORMATION
OFFICER



Annexure 2

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

- 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.

- 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 – (i) Compact disc	40,00	
(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

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

- 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 – (i) compact disk	40,00	
(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		

- Copies shall be printed in black and white.

Annexure 3

FORM B

NOTICE OF INTERNAL APPEAL (Section 75 of the Promotion of Access to Information PAIA, 2000 (PAIA No.2 of 2000) [Regulation 8])

STATE YOUR REFERENCE NUMBER: _____
--

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- | |
|--|
| <p>a) <i>The particulars of the person who lodge the internal appeal must be given below.</i></p> <p>b) <i>Proof of the capacity in which the appeal is lodged, if applicable, must be attached.</i></p> <p>c) <i>If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.</i></p> |
|--|

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

Email address: _____

Capacity in which an internal appeal on behalf of another person is lodged: _____

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based: _____

State any other information that may be relevant in considering the appeal: _____

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF APPELLANT

**FOR DEPARTMENTAL USE:
OFFICIAL RECORD OF INTERNAL APPEAL:**

Appeal received on _____ (date) by _____
_____ (state rank,
name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on _____ (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
CONFIRMED/NEW DECISION SUBSTITUTED

NEW _____ DECISION:

—

—

DATE

RELEVANT AUTHORITY

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
FROM THE RELEVANT AUTHORITY ON
(DATE): _____