



## **PAIA AND POPIA MANUAL**

THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 AND TO ADDRESS REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

This manual applies to TreasuryONE Proprietary Limited  
Registration Number 2000/020822/07  
(the “Company”)  
(Including all Subsidiaries)

01 April 2020

Registered office address:

Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081

Copy of the manual is available for inspection at the Company and is available on the Company website at [www.treasuryone.co.za](http://www.treasuryone.co.za)

## 1. INTRODUCTION

The Promotion of Access to Information Act, 2000 (the “PAIA Act”) gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the PAIA Act expressly states that the records containing such information may or must not be released. This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the PAIA Act.

The Protection of Personal Information Act, 2013 (the “POPIA Act”) provides for:

- a) promotion the protection of Personal Information<sup>1</sup> processed by public and private bodies;
- b) certain conditions so as to establish minimum requirements for the processing of Personal Information;
- c) to provide for the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of the POPIA Act and the PAIA Act;
- d) to provide for the issuing of codes of conduct;
- e) to provide for the rights of persons regarding unsolicited electronic communications and automated decision making;
- f) to regulate the flow of Personal Information across the borders of the Republic; and
- g) to provide for matters connected therewith.

Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy. The right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

The POPIA Act gives Data Subjects<sup>1</sup> the right to, in the prescribed manner<sup>2</sup>, request a Responsible Party to correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about the Data Subject that the Responsible Party is no longer authorised to retain access and/or request the correction or deletion of any Personal Information held about them that may be inaccurate, misleading or outdated.

The Company endorses the spirit of the PAIA Act and POPIA Act and believes that this Manual will assist requesters in exercising their rights. The Act seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

This PAIA Manual was compiled in terms of Section 51 of the PAIA Act to facilitate access to records held by the Company. It contains information required by a person wishing to exercise any right, contemplated by the PAIA Act. It is available in English.

A copy of this Manual is available to the public in a PDF (“Portable Document Format”) version on the Company website or on request from the Deputy Information Officer referred to in this Manual.

This PAIA Manual is also available for inspection, at the office of the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd St, Johannesburg, 2017, South Africa and on its website at [www.sahrc.org.za](http://www.sahrc.org.za).

## 2. BACKGROUND TO the Company

The Company is the leading treasury solutions company in South Africa. In operation since May 2000, with offices in Pretoria and Cape Town. the Company offers a broad range of best practice treasury solutions to organisations of all sizes. TreasuryONE (Pty) Ltd is an authorised financial services provider (FSP: 22433) and has South Africa Reserve Bank authorisation to act as a foreign exchange intermediary.

The Company is committed to conducting its business in a manner that ensures long-term sustainability for the benefit of communities and all stakeholders. Sustainability is a continuous journey and requires a multi-

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<sup>1</sup> As defined in terms of article 1 (Definitions) of POPIA Act

<sup>2</sup> See sections 18 – 53 of the POPIA Act

disciplinary approach. Good governance, sound risk management, stakeholder engagement, corporate social investment, minimising the Company's impact on the environment all form part of the Company's vision to Unlock Value.

### 3. CONTACT DETAILS

Name of body: TreasuryONE (Pty) Ltd

Registration Number: 2000/020822/07

Physical Address: Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081  
Republic of South Africa

Postal Address: Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081  
Republic of South Africa

Telephone Number: 086 111 4088 or +27 12 003 2059

Website: <https://www.treasuryone.co.za>

### 4. DETAILS OF INFORMATION OFFICER

The Information Officer of the Company is:

Name: Mr. Hennie De Klerk

Physical Address: Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081  
Republic of South Africa

Postal Address: Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081  
Republic of South Africa

Telephone Number: 086 111 4088 or +27 12 003 2059

E-mail: [PAIA@treasuryone.co.za](mailto:PAIA@treasuryone.co.za)

The Information Officer has delegated his powers to the Deputy Information Officer below in terms of the PAIA Act to handle all requests on the Company's behalf and ensure that the requirements of the PAIA Act are administered in a fair, objective and unbiased manner.

The Deputy Information Officer: Marius Schoeman

Physical Address: Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081  
Republic of South Africa

Postal Address: Lynnwood Bridge Office Park  
Bloukrans Building - 1st Floor  
Cnr Daventry and Hilden Streets  
Pretoria, 0081  
Republic of South Africa

Telephone Number: 086 111 4088 or +27 12 003 2059

E-mail: [PAIA@treasuryone.co.za](mailto:PAIA@treasuryone.co.za)

## 5. SCOPE:

This Manual has been prepared in respect of the Company Group of Companies, which includes the following related entities:

- ✓ TreasuryONE Pty Ltd
- ✓ TreasuryONE Automation Pty Ltd
- ✓ TreasuryONE CTS Pty Ltd
- ✓ TreasuryONE Dealing Pty Ltd
- ✓ TreasuryONE Investments Pty Ltd
- ✓ TreasuryONE Technologies Pty Ltd
- ✓ TreasuryONE TMS Pty Ltd

The scope of this Manual excludes the Company's operations outside the Republic of South Africa and will serve to provide a reference regarding the records held by the Company at its Registered Office and various operations within the borders of the Republic of South Africa.

## 6. POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION

The Company will protect the confidentiality of information provided to it by third parties, subject to the Company's obligations to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of information. If access is requested to a record that contains information about a third party, the Company is obliged to attempt to contact such third party to inform him/her/it of the request.

The Company will give the third party an opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Deputy Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

## 7. RECORDS AUTOMATICALLY AVAILABLE - [Section 51(1)(c)]

At this stage no notice(s) has/have been published in terms of section 52 of the PAIA Act on the categories of records that are automatically available without a person having to request access in terms of the PAIA Act.

Records that are is automatically available at the registered office of the Company on payment of the prescribed fee for reproduction:

- Records of the Company lodged in terms of government requirements such as the Registrar of Deeds;
- Documentation and information relating to the Company which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in set out in section 25 of the Companies Act 71 of 2008;
- Product and Services Brochures; and
- News and other Marketing Information.

Certain other information relating to the Company's is also made available on said website from time to time.

## **8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: [Section 51(1)(d)]**

Records are kept in accordance with such other legislation as applicable to the Company, which includes, but is not limited to:

- Arbitration Act 42 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Companies Act 61 of 1973
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Debt Collectors Act 114 of 1998
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Intellectual Property Laws Amendments Act 38 of 1997
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Unemployment Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991
- Banks Act 94 of 1990
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Currency and Exchanges Act 9 of 1933
- Electronic Communications and Transactions Act 25 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Insider Trading Act 135 of 1998
- Labour Relations Act 66 of 1995
- Prevention of Organised Crime Act 14 of 1998
- Protected Disclosures Act 26 of 2000
- Unemployment Insurance Act 63 of 2001

While the Company has used its best endeavors to supply you with a list of applicable legislation it is possible that the above list may be incomplete. Wherever it comes to the Company's attention that existing or new legislation allows a requester access on a basis other than that set out in the PAIA Act, we shall update the list accordingly

## **9. PARTICULARS IN TERMS OF SECTION 51 OF THE ACT**

- 6.1. On 9 March 2001 the PAIA Act came into effect. The Act seeks to advance a culture of transparency and accountability in both public and private bodies. The legislation was enacted as a direct response to Section 32(2) of the Constitution of South Africa – the right of access to information – which requires that the Government implements laws in an effort to make information pertaining to public and private bodies more accessible to all.
- 6.2. The Act 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. Where a request is made in terms of the PAIA Act, the body to whom the request is made is obliged to release the information, except where the PAIA Act expressly provides that the information may or must not be released.
- 6.3. One of the main requirements specified in the PAIA Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the PAIA Act, the Company is regarded as a "private body" and therefore the requirements regarding access must be in compliance with the provisions of the PAIA Act relevant to private bodies and more in particular Section 51 of the PAIA Act.
- 6.4. In compliance with Section 51 of the PAIA Act this PAIA Manual sets out the following details:
  - (a) The Company's contact details including, physical and postal addresses, telephone and fax

numbers, electronic mail address of the person tasked in terms of this Code of Conduct;

- (b) Information on how to obtain and access this Code of Conduct and a guide on how to use it;
- (c) Categories of information held by the Company that is available without a person having to formally request such details in terms of the PAIA Act;
- (d) Categories of information held by the Company that is available in accordance with other legislation and which, subject to the PAIA Act, may be made available by the Company on receipt of and consideration of a formal request, made in terms of the PAIA Act;
- (e) Sufficient information to facilitate a request for access to records and a description of the subjects on which records are available from the Company;

6.5. Adherence to these requirements entails not only compilation of the external manual but also compliance with the general provisions stated in the PAIA Act.

## **10. GUIDE ON HOW TO USE THE ACT – [Section 10]**

6.6. The Human Rights Commission has been tasked with the administration of the PAIA Act.

6.7. In terms of Section 10 of the PAIA Act, the Human Rights Commission has compiled a guide which is intended to assist users in the interpretation of the PAIA Act and how to access the records of private and public bodies and the remedies available in law regarding a breach of any of the provisions of the PAIA Act.

6.8. Should any person have queries or concerns relating to their rights and in particular their right to access information from a private or public body, such queries should be directed to:

The South African Human Rights Commission PAIA Unit  
Private Bag X2700  
Houghton, 2041  
Republic of South Africa

Business phone: +27 11 877 3600  
Fax: +27 11 403 0625  
Email address: [section51.paia@sahrc.org.za](mailto:section51.paia@sahrc.org.za)  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

## **11. SUBJECTS AND CATEGORIES OF RECORDS HELD BY the Company: [SECTION 51(1)(e)]**

The list(s) below depict records of information which the Company has available in terms of laws applicable to the Company and its Subsidiary companies listed under section 5 above (jointly referred to as the Company):

### **11.1 Corporate Secretariat and Governance:**

- Applicable Statutory Documents
- Code of Conduct
- Health & Safety Records
- Legal Compliance Records
- Memoranda of Incorporation
- Policies and Procedures
- Records relating to the appointment of directors and auditor
- Share Certificates
- Share Register and other statutory registers
- Statutory Returns to Relevant Authorities

## 11.2 Finance and Taxation:

- Accounting Records
- Annual Financial Statements
- Audit Reports
- Banking Records Bank Statements
- Business Plan and Budgets
- Debtors and Creditors Statements and Invoices
- Documents issued to employees for income tax purposes
- Electronic banking records
- General Ledger and Sub Ledgers
- General Ledger Reconciliations
- Leases
- PAYE Records
- Payment Terms
- Records of payments made to SARS on behalf of employees
- Tax Records and Returns
- Transaction Records
- Treasury Dealing
- All other statutory compliances
  - Income Tax Returns
  - Skills Development Levies Returns
  - UIF Returns
  - VAT Returns
- Workmen's Compensation Returns
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## 11.3 Personnel Documents and Records:

- CV's, application details
- Disciplinary Code and Records
- Disciplinary Procedures and CCMA matters
- EE Submissions
- Employee Benefit Records
- Employment Contracts
- Employee FSCA Compliance Documents
- Employee Information
- Employee Relations
- Employee Termination documentation
- Forms and Applications
- Grievance Procedure
- Group HR Policies and Procedures
- IRP5's
- Job Profiles
- Leave Records
- Letters of Appointment and Employment Contracts
- Organisational Structures
- PAYE Returns
- Payroll Reports
- Performance Records
- Personal Records
- Psychometric Assessments
- Qualifications
- SDL Returns
- Training and Development
- UIF Returns

## 11.4 Information Technology and Infrastructure:

- Disaster Recovery Policy and Plans
- Facilities
- ICT Policies, Standards, Procedures and Templates
- Root Cause Analyses
- Security Access
- Software Licences

- Information, Communication and Technology Policies
- Supplier Agreements/ Vendor Agreements

#### **11.5 Intellectual Property:**

- Intellectual property pertaining to solutions and products developed
- Know-how

#### **11.6 Corporate Affairs and Investor Relations / Communications:**

- Media Releases
- Newsletters and Publications

#### **11.7 Legal:**

- Agreement and Contracts
- Health and Safety Records

#### **11.8 Sales, Marketing and Communication:**

- Actual Sales
- Branding
- External Publications
- Marketing Brochures
- Media and Advertising
- Press releases / Communique
- Products and Services Brochures
- Proposals and Tenders
- Media and Advertising

#### **11.9 Business Interactions with other entities:**

- Agreements with third parties (Clients, Vendors and Suppliers)
- Licensing and Support Agreements
- Customer Satisfaction Surveys
- Service Level Agreements

#### **11.10 Insurance:**

- Insurance Declarations
- Insurance Claim Files
- Insurance Policies

#### **11.11 Regulatory:**

- Applications
- Registrations
- Licenses
- Submissions

#### **11.12 RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE**

Records of the Company which are not automatically available must be requested in terms of the procedure set out in section 8 of this PAIA Manual and which may be subject to the restrictions and right of refusal to access as provided for in the PAIA Act.



## 12. REQUEST PROCEDURE

- 13.1. Please be aware that the Company is very concerned about protecting the confidential information of its Data Subjects. Please motivate any request for Personal Information very carefully, having regard to the POPIA Act
- 13.2. Any person making a request for access to records of the Company is referred to as a “requester”.
- 13.3. The requester must comply with all the procedural requirements contained in the PAIA Act relating to the request for access to records.
- 13.4. The requester must complete the prescribed form application form attached hereto as **Annexure A** marked **Form C** and submit the form as well as payment of the request fee and a deposit, if applicable, to the Deputy Information Officer of the Company at the postal or physical, fax or electronic mail address as stated above.

The prescribed form must be filled in with sufficient particulars to at least enable the Deputy Information Officer of the Company to identify:

- (a) record or records requested;
  - (b) identity of the requester;
  - (c) which form of access is required, if the request is granted; and
  - (d) postal address, telephone number and fax number of the requester.
- 13.5. The requester must state that he/she requires the information to exercise or protect her/his right and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.
  - 13.6. Such request must be processed within 30 (thirty) days after the request has been received.
  - 13.7. The requester shall be informed whether the access has been granted or denied within 30 (thirty) days of receipt of the request and give notice with reasons to that effect.
  - 13.8. The 30 (thirty) day period within which the Company has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days if the request is for a vast amount of information, or the information cannot reasonably be obtained within the original 30 (thirty) day period. The Deputy Information Officer will notify the requester in writing should an extension be sought.
  - 13.9. If the request for access is granted, the Deputy Information Officer of the Company must advise the requestor:
    - (a) the access fee (if any) to be paid upon access;
    - (b) the form in which access will be given; and
    - (c) that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging the application.
  - 13.10. If the request for access is refused, the Deputy Information Officer of the Company must:
    - (a) state adequate reasons for the refusal, including the provisions of this Act relied on;
    - (b) exclude, from any such reasons, any reference to the content of the record; and
    - (c) state that the requester may lodge an application with a court against the refusal of the

request, and the procedure (including the period) for lodging the application.

- 13.11. In terms of Section 54 of the PAIA Act, if all reasonable steps have been taken to find the record requested and there are reasonable grounds to believe that the record is in possession of the Company but cannot be found, and if it does not exist, then the Deputy Information Officer of the Company must notify by way of affidavit or affirmation, the requester that it is not possible to give access to that record.
- 13.12. If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists.
- 13.13. If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the PAIA Act relied upon and provide the procedure to be followed should the requester wish appeal the decision.
- 13.14. Section 59 provides that the Deputy Information Officer of the Company may serve a record and grant access only to that portion which the law does not prohibit access to.
- 13.15. The requester must pay the prescribed fee, before any further processing can take place.

### **13. FEES**

- 14.1. The Act provides for two types of fees, namely:
  - (a) A request fee, which will be a standard fee; and
  - (b) An access fee, which must be calculated by considering reproduction costs, search and preparation time and costs, as well as postal costs.
- 14.2. When the request is received by the Deputy Information Officer of the Company, such person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.
- 14.3. If a requester requires access to records of his/her Personal Information, there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such Personal Information.
- 14.4. If the search for the record has been made and the preparation of the record for disclosure including arrangements to make it available in the request form, requires more than the hours prescribed in the regulations for this purpose, the Deputy Information Officer of the Company 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.
- 14.5. The Deputy Information Officer of the Company shall withhold the record until the requester has paid the fees as indicated in **Annexure B** hereto.
- 14.6. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the records for disclosure including making arrangements to make it available in the request form.
- 14.7. If a deposit has been paid in respect of a request for access, which is refused, then the Deputy Information Officer of the Company must repay the deposit to the requester with interest at the prescribed rate.

### **14. THIRD PARTIES**

- 14.8. If the request is for the record pertaining to the third party, the Deputy Information Officer of the Company must take all reasonable steps to inform the third party of the request. This must be done within 21 (twenty one) days of receipt of the request. The manner in which this is done must be by

the fastest means reasonably possible, but if orally, the Deputy Information Officer of the Company must thereafter give the third party a written confirmation of the notification.

- 14.9. The third party may within 21 (twenty one) days thereafter either make representation to the Company as to why the request should be refused; alternatively grant written consent to the disclosure of the record.
- 14.10. The third party must be advised of the decision taken by the Deputy Information Officer of the Company whether to grant or to decline the request. A third party who is dissatisfied with the Deputy Information Officer of the Company's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

## **15. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF SECTION 62-69 OF THE ACT**

The Company has the right to refuse access to information on one or more of the following grounds:

- 16.1. **Mandatory protection of the privacy of a third party who is a natural person**, if such disclosure would involve the unreasonable disclosure of Personal Information about a third party, including a deceased individual, subject to the provisions of section 63 (2).
- 16.2. **Mandatory protection of the commercial information of a third party**, if the record contains:
- (a) Trade secrets of that party;
  - (b) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party;
  - (c) Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
  - (d) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 16.3. **Mandatory protection of certain confidential information of third party**, where the head of a private body must refuse a request for access to a record of the body if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- 16.4. **Mandatory protection of the safety of individuals and the protection of property**, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
- (a) a building, structure or any system
  - (b) a means of transport, or
  - (c) any other property.
- 16.5. **Mandatory protection of records, which would be regarded as privileged from production in legal proceedings**.
- 16.6. **Commercial information of private body**, in that a request for access to a record may be refused if the record contains:
- (a) trade secrets, financial, commercial, scientific or technical information of the institution, which disclosure, could likely cause harm to the financial or commercial interest of the institution;
  - (b) Information which, if disclosed could prejudice or put the institution at a disadvantage in negotiations or commercial competition; and

(c) A computer program which is owned by the institution and which is protected by copyright.

16.7. **Mandatory protection of research information of the institution.** A request will be refused if this disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.

16.8. **Mandatory disclosure in public interest.** Despite any of the protections mentioned above, the Director of the Company shall grant a request for access to a record if:

- (a) the disclosure of the record would reveal evidence of-
  - (i) a substantial contravention of, or failure to comply with, the law; or
  - (ii) imminent and serious public safety or environmental risk; and
- (b) the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

## **16. APPEAL - REMEDIES [section 57(1)]**

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

If a requester is aggrieved by the refusal of the Deputy Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Deputy Information Officer's decision, apply to court for appropriate relief.

The court will review the request and decide whether in fact the Deputy Information Officer of the Company should give the requester the information requested or not. A court hearing an application in terms of the PAIA Act may grant any order that is just and equitable including orders:

- (a) confirming, amending or setting aside the decision which is the subject of the application;
- (b) requiring the Deputy Information Officer of the Company or relevant authority of a public body or the head of a private body to take such action or to refrain from taking such action, as the court considers necessary within the period mentioned in the court order;
- (c) granting an interdict, interim or specific relief, a declaratory order or compensation; or
- (d) granting an order as to costs.





2. Reference number, if available:

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3. Any further particulars of record:

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**E. FEES**

- (a) A request for access to a record, other than 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.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

*Note: Refer Annexure A for Fees*

Reason for exemption from payment of fees:

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**F. FORM OF ACCESS TO RECORD**

If you are prevented by a disability from reading, viewing or listening 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 access to the record, if any, will be determined partly by the form in which access is requested.

|  |   |  |  |  |  |    |
|--|---|--|--|--|--|----|
| <b>1. If the record is in written or printed form:</b>   |   |  |  |  |  |    |
|  | Copy of record*                           |  |  |  | Inspection of record                                       |    |
| <b>2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</b>              |   |  |  |  |  |    |
|  | View the images                           |  | Copy of the images*                      |  | Transcription of the images*                               |    |
| <b>3. If record consists of recorded words or information which can be reproduced in sound:</b>  |   |  |  |  |  |    |
|  | Listen to the soundtrack (audio cassette) |  |  |  | Transcription of soundtrack* (written or printed document) |    |
| <b>4. If record is held on computer or in an electronic or machine-readable form:</b>  |   |  |  |  |  |    |
|  | Printed copy of record                    |  | Printed copy of information derived from |  | Copy in computer readable form* (memory stick)             |    |
| * If you requested a copy or transcription of a record (above), do you wish for a copy or transcription to be posted to you? <i>A postal fee is payable.</i> |   |  |  |  | Yes  | No |
|  |   |  |  |  |  |    |



**G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED:**

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

1. Indicate which right is to be exercised or protected:

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2. Explain why the requested record is required for the exercising or protection of the aforementioned right:

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**H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS:**

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

1. How would you prefer to be informed of the decision regarding your request for access to the record?

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

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

**FEES IN RESPECT OF PRIVATE BODIES**

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.10 for every photocopy of an A4-size page or part thereof.
2. The request fee payable by a requester referred to in section 54(1) of the Act is R50.00. People who are requesting access to their Personal Information are exempt from paying a request fee – all other fees are the same.
3. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:

|  |                  |
|--|------------------|
| (a) For every photocopy of an A4-size page or part thereof   | R1.10            |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | R0.75            |
| (c) For a copy in a computer-readable form on memory stick   | R70.00           |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof<br>(ii) For a copy of visual images      | R40.00<br>R60.00 |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof<br>(ii) For a copy of an audio record  | R20.00<br>R30.00 |

- (2) For purposes of section 54(2) of the PAIA Act, the following applies:
  - (a) six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

- (4) The banking details to be used are as follows:

Pay: TreasuryONE (Pty) Ltd  
 Bank:  
 Name: TreasuryONE (Pty) Ltd  
 Current Account:  
 Branch Code:  
 Branch Name:  
 Account Number:  
 Swift Code:  
 Reference: PAIA + surname

*Please note that TreasuryONE (Pty) Ltd banking details is not published in this document for security reasons.*

*Please contact TreasuryONE to obtain banking details if required*

- (5) Person or persons exempted from paying access fees:-
  - (a) A single person whose annual income does not exceed R14,712.00; or
  - (b) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00