



KIMLEIGH
CHEMICALS SA (PTY) LTD

Registration Number of Company: 1974/000531/07

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

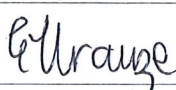
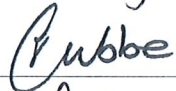
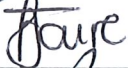
(the "ACT")

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

DOCUMENT NUMBER: **WI 2134-02**

ORIGINAL

1. APPROVAL RECORD

	NAME & SURNAME	SIGNATURE	DATE
Prepared by:	Wynand Scheepers		05/09/2025
	Elsabé Krauze		05/09/2025
Checked and accepted by:	Annalie Lubbe		08/09/2025
Checked and accepted by:	Jacölien Fourie		05/09/2025
Checked and accepted by:	Willie Mynhardt		05/09/2025
Checked and accepted by:	Kenny Petersen		05/09/25
Approved by:	Leon Lubbe		5 Sept 2025

RECORD OF REVISIONS

THIS FORM HAS BEEN REVISED IN ACCORDANCE WITH THE FOLLOWING SCHEDULE:

Revision No: 00
Date Approved: June 2021
Nature of Revision: New Work Instruction
Prepared By: Willie Mynhardt

Revision No: 1.0
Date Approved: 30 July 2024
Nature of Revision: Review and updated (Minor changes)
Prepared By: Elsabé Krauze & Willie Mynhardt

Revision No: 2.0
Date Approved: 3 September 2025
Nature of Revision: Review and updated (Inserted Form 2 request for access to records)
Prepared By: Wynand Scheepers

DISTRIBUTION LIST

No	Name & Surname	Signature	Date
1.	K. Petersen		5/9/25
2.	Electronic copy – ISO Work Instructions MRI		

ORIGINAL

2. TABLE OF CONTENTS

1.	APPROVAL RECORD	2
2.	TABLE OF CONTENTS	3
3.	INTRODUCTION.....	4
4.	CONTACT DETAILS (Section 51 (1) (a))	4
5.	THE ACT SECTION 10 GUIDE (Section 51(1) (b))	4
6.	APPLICABLE LEGISLATION (Section 51 (1) (c)).....	5
7.	SCHEDULE OF RECORDS (Section 51 (1) (d))	6
7.1	 INFORMATION AVAILABLE IN TERMS OF POPIA	6
8.	FORM OF REQUEST (Section 51 (1) (e)).....	9
8.1.	Completion of the prescribed form.....	9
8.2.	Proof of identity	10
8.3.	Timelines for consideration of a request for access.....	11
8.4.	Grounds for refusal of access and protection of information.....	11
9.	PRESCRIBED FEES (Section 51 (1) (f))	12
10.	INFORMATION OR RECORDS NOT FOUND	12
11.	INFORMATION REQUESTED ABOUT A THIRD PARTY	13
12.	REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS	13
13.	UPDATING OF MANUAL.....	13
14.	ANNEXURE 1: REQUEST FORM FOR PUBLIC BODIES	14
15.	ANNEXURE 2: NOTICE OF INTERNAL APPEAL.....	18
A.	 Particulars of public body	18
B.	 Particulars of requester/third party who lodges the internal appeal	18
C.	 Particulars of request	18
D.	 The decision against which the internal appeal is lodged	19
E.	 Grounds for appeal	19
F.	 Notice of decision on appeal	19
16.	ANNEXURE 3: OFFICIAL RECORD OF INTERNAL APPEAL	20
17.	ANNEXURE 4: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS.....	21
18.	ANNEXURE 5: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)	23

ORIGINAL

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 4 of 24
---	----------------------	------------	------------------

INTRODUCTION

KIMLEIGH CHEMICALS SA (PTY) LTD was established in 1990 and is one of the largest manufacturers of copper-based chemicals in South Africa. KIMLEIGH CHEMICALS SA (PTY) LTD's scope of work is the production and distribution of copper sulphate and chemicals for various industries. The company is situated in Potchefstroom in the North West Province.

3. CONTACT DETAILS (Section 51 (1) (a))

Postal address: PO Box 1097
Potchefstroom
2520

Physical address: 11 Jasper van der Westhuizen Street
Potchindustria
Potchefstroom
2531

Website: www.kimleigh.com

Fax: 018 294 4079

Director: Leon Lubbe
Email: llubbe@kimleigh.co.za
Telephone Number: 018 293 1028 / 018 285 1014

Information Officer: Leon Lubbe
Email: llubbe@kimleigh.co.za
Telephone Number: 018 293 1028 / 018 285 1014

Deputy Information Officer: Not appointed
Email: None
Telephone Number: None

4. THE ACT SECTION 10 GUIDE (Section 51(1) (b))

- 5.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 5.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 5.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

ORIGINAL

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 5 of 24
---	----------------------	------------	------------------

The contact details of the Commission are:

The Deputy Information Officer, Department of Justice & Constitutional Development

Postal Address: Private Bag X81; Pretoria: 0001.

Telephone Number: 012 - 315 4654

Fax Number: 012 - 315 4837

E-mail: paia@justice.gov.za

5. APPLICABLE LEGISLATION (Section 51 (1) (c))

At this stage, no notice(s) has/have been published by the Minister on the categories of information available without a person having to request access in terms of PAIA. However, as indicated above, certain records are / information is freely available on our website.

6.1 To date no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the ACT.

6.2 Records of a public nature, such as those disclosed on the company's website may be accessed without the need to submit a formal application. Information that is obtainable via the Kimleigh website about Kimleigh is automatically available and need not be formally requested in terms of this Manual. The following categories of records are automatically available for inspection, purchase or photocopying:

- ⇒ Brochures, product data sheets, material safety data sheets
- ⇒ press releases
- ⇒ publications
- ⇒ various other marketing and promotional material
- ⇒ ISO accreditation certificates
- ⇒ SHEQ Policy
- ⇒ Data protection & information sharing Policy; and
- ⇒ PAIA Manual

6.3 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will have to be made with the Information Officer.

6.4 The company retains records and documents in terms of the legislation applicable to its operations. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these Acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the ACT.

ORIGINAL

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 6 of 24
---	----------------------	------------	------------------

These Acts include but are not limited to:

- ⇒ Basic Conditions of Employment Act, 75 of 1997
- ⇒ By Laws – JB Marks Local Municipality (Potchefstroom Municipality)
- ⇒ Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- ⇒ Constitution of the Republic of South Africa Act, 108 of 1996
- ⇒ CTA. Carbon Tax Act 15 of 2019
- ⇒ Disaster Management Act, 57 of 2002 - [DMA]
- ⇒ ECA. Environmental Conservation Act, 73 of 1989
- ⇒ Employment Equity Act, 55 of 1998
- ⇒ Environmental Impact Assessment Regulations
- ⇒ FARSRA. Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act 36 of 1947
- ⇒ Income Tax Act, 58 of 1962
- ⇒ National Building Regulations and Building Standards Act, 103 of 1997
- ⇒ National Credit Act, 34 of 2005
- ⇒ NEMA. Air Quality Act, 39 of 2004
- ⇒ NEMA. National Environmental Management Act, 107 of 1998
- ⇒ NEMWA. National Environmental Management Waste Act, 59 of 2008
- ⇒ NWA. National Water Act, 36 of 1998
- ⇒ Occupational Health and Safety Act, 85 of 1993 and Regulations
- ⇒ Promotion of Access to Information Act, 2 of 2000
- ⇒ Protection of Personal Information Act, 4 of 2013
- ⇒ Road Traffic Act, 29 of 1989 - [RTA]
- ⇒ Road Transportation Act, 74 of 1977 - [RTA]
- ⇒ The Hazardous Substances Act, 15 of 1973
- ⇒ The Health Act, 63 of 1977
- ⇒ The Labour Relations Act, 66 of 1995
- ⇒ Tobacco Products Control Act, 83 of 1993
- ⇒ Trademarks Act, 194 of 1993
- ⇒ Unemployment Insurance Contributions Act, 4 of 2002
- ⇒ Value Added Tax Act, 89 of 1991
- ⇒ WSA. Water Services Act, 108 of 1997

6. SCHEDULE OF RECORDS (Section 51 (1) (d))

6.1 INFORMATION AVAILABLE IN TERMS OF POPIA

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Kimleigh Chemicals SA (Pty) Ltd will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

7.1.1. Categories of data subjects and personal information collected by Kimleigh Chemicals SA (Pty) Ltd:

Employees

- ⇒ Name and contact details
- ⇒ Identity number and identity documents including passports

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 7 of 24
---	----------------------	------------	------------------

- ⇒ Employment history and references
- ⇒ Employee number
- ⇒ Banking and financial details
- ⇒ Details of payments to third parties (deductions from salary)
- ⇒ Employment contracts
- ⇒ Employment equity plans
- ⇒ Pension fund records
- ⇒ Remuneration/salary records
- ⇒ Performance appraisals
- ⇒ Disciplinary records
- ⇒ Leave records
- ⇒ Training records
- ⇒ Qualifications
- ⇒ Parental status
- ⇒ Biometrics
- ⇒ Medical records
- ⇒ Marital status
- ⇒ Disability status
- ⇒ Criminal records

Consumers and prospective consumers (which may include employees)

- ⇒ Postal and/or street address (of business and/or residence)
- ⇒ Title and name
- ⇒ Contact numbers and/or e-mail address
- ⇒ Ethnic group
- ⇒ Employment history
- ⇒ Age
- ⇒ Gender
- ⇒ Marital status
- ⇒ Nationality
- ⇒ Language
- ⇒ Financial information
- ⇒ Identity or passport number
- ⇒ Browsing habits and click patterns on Kimleight Chemicals SA (Pty) Ltd's website

Vendors /suppliers /other businesses:

- ⇒ Name and contact details
- ⇒ Identity and/or company information and directors' information
- ⇒ Banking and financial information
- ⇒ Information about products or services
- ⇒ Other information not specified, reasonably required to be processed for business operations

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 8 of 24
---	----------------------	------------	------------------

7.1.2 The purpose of processing personal information

For consumers:

- ⇒ Performing duties in terms of any agreement with consumers
- ⇒ Make, or assist in making, credit decisions about consumers
- ⇒ Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with Kimleigh Chemicals SA (Pty) Ltd
- ⇒ Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about Kimleigh Chemicals SA (Pty) Ltd's products and services, unless consumers indicate otherwise
- ⇒ To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers
- ⇒ Carrying out market research, business and statistical analysis
- ⇒ Performing other administrative and operational purposes including the testing of systems
- ⇒ Recovering any debt consumers may owe Kimleigh Chemicals SA (Pty) Ltd
- ⇒ Complying with Kimleigh Chemicals SA (Pty) Ltd's regulatory and other obligations
- ⇒ Any other reasonably required purpose relating to Kimleigh Chemicals SA (Pty) Ltd's business

For prospective consumers:

- ⇒ Verifying and updating information
- ⇒ Pre-scoring
- ⇒ Direct marketing
- ⇒ Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to Kimleigh Chemicals SA (Pty) Ltd's business

For employees:

- ⇒ The same purposes as for consumers (above)
- ⇒ Verification of applicant employees' information during recruitment process
- ⇒ General matters relating to employees:
- ⇒ Pension
- ⇒ Payroll
- ⇒ Disciplinary action
- ⇒ Training
- ⇒ Any other reasonably required purpose relating to the employment or possible employment relationship

For vendors /suppliers /other businesses:

- ⇒ Verifying information and performing checks;
- ⇒ Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;
- ⇒ Payment of invoices;

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 9 of 24
---	----------------------	------------	------------------

- ⇒ Complying with Kimleigh Chemicals SA (Pty) Ltd's regulatory and other obligations; and
- ⇒ Any other reasonably required purpose relating to Kimleigh Chemicals SA (Pty) Ltd's business.

7.1.3. The recipients or categories of recipients to whom the personal information may be supplied.

- ⇒ Any firm, organisation or person that Kimleigh Chemicals SA (Pty) Ltd uses to collect payments and recover debts or to provide a service on its behalf;
- ⇒ Any firm, organisation that or person who provides Kimleigh Chemicals SA (Pty) Ltd with products or services;
- ⇒ Any person who Kimleigh Chemicals SA (Pty) Ltd has reason to believe to be a data subject's/consumer's parent, career or helper where he/she is unable to handle his/her own affairs because of mental incapacity or other similar issues;
- ⇒ Any payment system Kimleigh Chemicals SA (Pty) Ltd uses;
- ⇒ Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Kimleigh Chemicals SA (Pty) Ltd has a duty to share information;
- ⇒ Credit bureau;
- ⇒ Third parties to whom payments are made on behalf of employees;
- ⇒ Financial institutions from whom payments are received on behalf of data subjects;
- ⇒ Any other operator not specified;
- ⇒ Employees, contractors and temporary staff; and
- ⇒ Agents.

7.1.4 Planned transborder flows of personal information

- ⇒ Storing information electronically; and
- ⇒ Making use of third-party service providers to fulfill a business function on behalf of Kimleigh Chemicals SA (Pty) Ltd.

7.1.5 General description of information security measures to be implemented by Kimleigh Chemicals SA (Pty) Ltd

- ⇒ Kimleigh Chemicals SA (Pty) Ltd takes extensive information security measures to ensure the security, confidentiality, integrity and availability of personal information in our possession.
- ⇒ This is supported by appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

7. FORM OF REQUEST (Section 51 (1) (e))

8.1. Completion of the prescribed form.

- 8.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 10 of 24
---	----------------------	------------	-------------------

dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to Annexure 1.

- 8.1.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 8.1.3. POPIA provides that a data subject may, upon proof of identity, request Kimleigh to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 8.1.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Kimleigh must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 8.1.5. Grounds for refusal of the data subject's request are set out in PAIA are discussed below.
- 8.1.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by Kimleigh, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure 3 and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- 8.1.7. A data subject may also request Kimleigh 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 Kimleigh is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 8.1.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure 4.

8.2. Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 11 of 24
---	----------------------	------------	-------------------

8.3. Timelines for consideration of a request for access

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

8.3.2. The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

8.3.3. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

8.4. Grounds for refusal of access and protection of information

8.4.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:

- ⇒ the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- ⇒ the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- ⇒ if disclosure would result in the breach of a duty of confidence owed to a third party;
- ⇒ if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- ⇒ if the record was produced during legal proceedings, unless that legal privilege has been waived;
- ⇒ if the record contains trade secrets, financial or sensitive information or any information that would put Kimleigh (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
- ⇒ if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Kimleigh.

8.4.2. Section 70 of PAIA contains an overriding provision.

Disclosure of a record is compulsory if it would reveal:

- (i) a substantial contravention of, or failure to comply with the law; or
- (ii) there is an imminent and serious public safety or environmental risk; and
- (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

8.4.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 12 of 24
---	----------------------	------------	-------------------

8. PRESCRIBED FEES (Section 51 (1) (f))

The following applies to requests (other than personal requests):

9.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;

9.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

9.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

9.4 Records may be withheld until the fees have been paid.

9.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

9.6 The fees for reproduction of a record as referred to in section 52(3) are as follows:-

9.6.1 for every photocopy of an A4 size page or part thereof R1,10

9.6.2 for every printed copy of an A4-size page or part thereof R0,75

9.6.3 for a copy of a compact disc R70,00

9.6.4 for a transcript of visual images for an A4 size page or part thereof R40,00

9.6.5 for a copy of visual images R60,00

9.6.6 for a transcript of an audio record, for an A4-size page or part thereof R20,00

9.6.7 for a copy of an audio record R30,00.

9.7 The request fee payable by a requester, other than a personal requester is R50,00.

9.8 If the head of the company or if the request liaison officer is of the opinion that six hours will be exceeded to search, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R30 for each hour or part thereof, exceeding the six hours.

9. INFORMATION OR RECORDS NOT FOUND

10.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of the company or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

10.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the head of the company or the request liaison officer with every person who conducted the search.

10.3 The notice, as set out in 11.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 13 of 24
---	----------------------	------------	-------------------

10.4 If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the head of the company or the request liaison officer.

10.5 The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.

10. INFORMATION REQUESTED ABOUT A THIRD PARTY

11.1 Section 71 of the Act makes provision for a request for information or records about a third party.

11.2 In considering such a request, the company will adhere to the provisions of sections 71 to 74 of the Act.

11.3 The attention of the requester is drawn to the provisions of Chapter 5 of Part 3 of the Act in terms of which the company is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of Part 4 of the Act entitle third parties to dispute the decisions of the head of the company or the request liaison officer by referring the matter to the High Court.

12. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

13. UPDATING OF MANUAL

The company may update this manual annually or at such intervals as may be necessary.

14. ANNEXURE 1: REQUEST FORM FOR PUBLIC BODIES

FORM 2 REQUEST FOR ACCESS TO RECORD [Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐ Request is made in my own name

☐ Request is made on behalf of another person.

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

Street Address			
E-mail Address			
Contact Numbers	Tel. (B):	Facsimile:	
	Cellular:		

PARTICULARS OF RECORD REQUESTED

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")

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS

(Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED 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	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee 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	
Reason	

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL	REFERENCE WI 2134	REV 2.0	PAGE: 17 of 24
---	----------------------	------------	-------------------

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

15. ANNEXURE 2: NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act 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

- a. The particulars of the person who lodge the internal appeal must be given below.
- b. Proof of the capacity in which appeal is lodged, if applicable, must be attached.
- c. 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.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail: _____

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:

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
	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 _____.

APPLICANT'S SIGNATURE

16. ANNEXURE 3: OFFICIAL RECORD OF INTERNAL APPEAL

FOR DEPARTMENTAL USE:

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): _____

17. ANNEXURE 4: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS

RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 2]

Requests can be submitted either via post or e-mail and should be addressed to the Information Officer.

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A) DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number:

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

B) DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

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

Signed at this day of _____ 20____

Signature of Data Subject/Designated Person

ORIGINAL

18. ANNEXURE 5: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

Requests can be submitted either via post or e-mail and should be addressed to the Information Officer.

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A) DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number:

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

B) DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

C) INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED

D) REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;

AND/OR

REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.

(Please provide detailed reasons for the request)

Signed at this day of 20

Signature of Data Subject/Designated Person