



PAIA MANUAL OF FACTORY 209 (PTY) LTD 2018 / 095392 / 07

**Prepared and compiled on 30 September 2026 in accordance with Section 51 of the
Promotion of Access to Information Act, No 2 of 2000 (as amended).**



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1. List of Acronyms and Abbreviations

TERM	DEFINITION
"Data Subject"	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
"Deputy Information Officer"	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
"Information Officer"	means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
"Information Regulator"	means the Information Regulator established in terms of section 39 of POPIA;
"Manual"	means this manual compiled by Factory 209 (Pty) Ltd in terms of PAIA and POPIA;
"PAIA"	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
"Personal Information"	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
"Personnel"	means all partners, directors, officers, employees, individual contractors and other personnel of Factory 209 (Pty) Ltd.
"POPIA"	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
"Processing"	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
"Private Body"	means any former or existing juristic person, as contemplated in the Act and POPIA;
"Record"	means a record as contemplated in PAIA and includes Personal Information;
"Requester"	means, in relation to a Private Body, i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or ii. a person acting on behalf of such person as contemplated in the Act;
"Responsible Party"	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;
"Regulator"	Information Regulator



2. Purpose Of PAIA Manual

To promote effective governance of private bodies, everyone must be empowered and educated to understand their rights under PAIA so they can exercise those rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to Factory 209 (Pty) Ltd. This Manual applies to Factory 209 (Pty) Ltd and its business units, trading operations, programmes and projects, including but not limited to The Matie Shop, Stellenbosch University Botanical Garden Gift Shop, The Wits Shop, 3@1 Neelsie, Factory 209 Events and Hospitality, Gradlinc and Consulting / Strategic Projects and/or any other company managed by Factory 209.

This PAIA Manual is useful for the public to:

- 2.1 Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 Have a sufficient understanding of how to request access to a record of the body, by describing the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 Know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 Access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 Know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 Know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 Know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 now whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key contact details for access to information of the Private Body:

- 3.1. Information Officer: Mr Gary Muizenhuimer 021 001 2958
- 3.2. Deputy Information Officer: Mr. Duane Anderson 021 808 9631,
duanea@sun.ac.za
- 3.3. Access to information general contacts: 021 001 2958
- 3.4. Head Office:
 - Physical address: 151 Banghoek Road, Stellenbosch, 7500



- Postal address: PO Box 3135, Matieland, Western Cape, 7602
- Telephone No: 021 001 2958
- Website: <https://www.suncom.co.za/factory-209/>

4. Guide on how to use PAIA and how to obtain access to the guide

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of:
 - 4.3.1. The objects of PAIA and POPIA;
 - 4.3.2. The postal and street address, phone and fax number and, if available, electronic mail address of:
 - 4.3.2.1. The Information Officer of every public body, and
 - 4.3.2.2. Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. The manner and form of a request for:
 - 4.3.3.1. Access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. Access to a record of a private body contemplated in section 50⁴;
 - 4.3.4. The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 4.3.5. The assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6. All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 4.3.7. The provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.



- 4.3.8. The provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. The notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. The regulations made in terms of section 92¹¹
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
 - 4.5.1. Upon request to the Information Officer;
 - 4.5.2. From the website of the Regulator (<https://infoeregulator.org.za/>)
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - In English and Afrikaans.

5. Categories of records of the private body which are available without a person having to request access

- 5.1. To date no notice in terms 52(2) of the Act has been published regarding the categories of Records that are automatically available without having to request access.

6. Description of the records of the private body which are available in accordance with any other legislation

- 6.1. Companies Act 71 of 2008
- 6.2. Income Tax Act 58 of 1962
- 6.3. Tax Administration Act, 2011
- 6.4. Labour Relations Act, 66 of 1995
- 6.5. Employment Equity Act, 55 of 1998
- 6.6. Electronic Communications and Transactions Act 36 of 2005
- 6.7. Basic Conditions of Employment Act, 75 of 1997
- 6.8. Broad Based Economic Empowerment Act, 53 of 2003
- 6.9. Constitution of the Republic of South Africa, 108 of 1996
- 6.10. Companies Act, 61 of 1973
- 6.11. Consumer Protection Act, 68 of 2008

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(a) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that - "The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

- 6.12. Value Added Tax Act, 89 of 1991
6.13. Income Tax Act, 58 of 1962
6.14. Protection of Personal Information Act, 4 of 2013

7. Description of the subjects on which the body holds records and categories of records held on each subject by the private body

Subjects on which the body holds records	Categories of records
Incorporation Documents and Records	<p>These include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Documents of Incorporation • Memorandum and Articles of Association • Copies of Shareholder's Agreement(s) • Minutes of meetings held by the Board of Directors; • Management and or staff meeting(s) • Internal telephone list(s) and list of employees
Human Resources	<ul style="list-style-type: none"> • Pay / salary status • Leave records • Educational history • Letter of appointment / employment agreement • Legal documentation • Records relating to salary increases • Disciplinary records • Performance management records • Medical history of employees • Tax records • Training records • Training manuals • Written Company Guidelines • Written Employment Equity Plan • Workplace Skills Development Plan • Registration with a SETA • Personality test records • Psychometric testing records <p>Monthly contribution of employees:</p> <ul style="list-style-type: none"> • Provident fund (where applicable) • Unemployment fund • Records of deductions from employees • Identification records for security purposes <p>Safety Records:</p> <ul style="list-style-type: none"> • Record of incidents • Records of corrective action • Records relating to Occupational • Health & Safety Act

Information technology records	<ul style="list-style-type: none"> • Licenses • Software programs • Software applications • Internal company e-mails • Internet connectivity reports • IT Access and Systems Records
Financial Documents	<p>General</p> <ul style="list-style-type: none"> • VAT Records • Tax Records • PAYE Records • UIF Records • SDL Records • Management Accounts and Audited Financial Statements • Asset Inventories • Asset Register <p>Operating System</p> <ul style="list-style-type: none"> • Invoice • Weekly / Monthly / Quarterly / Annual statement • Debit note • Credit note <p>Banking</p> <ul style="list-style-type: none"> • Cheque accounts • Current accounts • Cash Records • Financial reporting
Learning and Education	<ul style="list-style-type: none"> • Training Material • Training Records and Statistics • Training Agreement
Operational Documents and Records	<ul style="list-style-type: none"> • Promotional material • Marketing call reports • Written guidelines regarding business plan / activities • Product / Service specification • Work Instruction manuals • Customer database • Customer application forms • Payment in respect of goods / services based on C.O.D / 30 day and longer • Sales record • Production Records • Records in respect of scheduling and supply of services <p>Documentation with regard to:</p> <ul style="list-style-type: none"> • Business Plans • Strategy • Vision • Mission

	<ul style="list-style-type: none"> • Action Plans • Company Profile • Current / Old price lists • Customer complaints and assessments • Records pertaining to costing / quoting • Research and development documentation
Customer and Client Records	<ul style="list-style-type: none"> • Customer and client enquiries; • Online applications; • Online orders and purchase records; • Information required to process and fulfil purchases or services; • Quotations; • Bookings; • Sales and transaction records; • Proof of payment; • Delivery or collection information, (where applicable); • Returns and refunds; • Complaints; • Customer and client correspondence
Events, Conferences and Functions	<ul style="list-style-type: none"> • Event enquiries and bookings; • Online applications; • Client requirements; • Event plans, schedules and programmes; • Venue bookings and allocations; • Operational and logistical records; • Records relating to sporting events, conferences, functions, performances and other events; • Supplier and service-provider records; • Correspondence; • Proof of payment and transaction records
Accommodation and Group Bookings	<ul style="list-style-type: none"> • Accommodation enquiries; • Online applications and bookings; • School, institution, organisation and other client booking records; • Reservation records; • Accommodation requirements and allocations relating to bookings; • Arrival and departure information relating to bookings, where applicable; • Proof of payment and transaction records; • Client correspondence and service requests; Operational accommodation records

Graduate, Employment and Career Services	<ul style="list-style-type: none"> • Student and graduate profiles; • Applications; • Curriculum Vitae (CV) records; • Qualification and educational records; • Employment and career-related information; • Employer and client records; • Vacancy and opportunity records; • Recruitment, referral or placement records, where applicable; • Programme and participation records; and • Agreements and correspondence
Consulting and Strategic Projects	<ul style="list-style-type: none"> • Client and stakeholder records; • Project proposals and quotations; • Client briefs and scopes of work; • Contracts and agreements; • Project plans and schedules; • Meeting records; • Project correspondence; • Research and working documents; • Reports and recommendations; • Project deliverables; • Implementation and monitoring records; • Project-specific records and databases, where applicable
Supplier and Service Provider Records	<ul style="list-style-type: none"> • Supplier and service-provider details; • Agreements and contracts; • Quotations; • Purchase orders; • Invoices; • Proof of payment; • Contact information; • Company and registration information; • VAT information; • Banking details where required for payment; • Correspondence; • Confidential commercial information where applicable

8. Processing Of Personal Information

8.1. Purpose of processing personal information

- 8.1.1. Factory 209 (Pty) Ltd processes Personal Information where reasonably necessary for its legitimate business activities, the provision of products and services, compliance with applicable legislation, and the administration of its relationships with employees, customers, suppliers, service providers and other stakeholders.



Categories of Data Subjects	Purpose for processing Personal Information
Employees	<ul style="list-style-type: none"> To administer the employment relationship To comply with employment and other applicable legislation Performance management and disciplinary proceedings Payroll, benefits, training and other HR administration Manage relationships
Customers / Clients / Applicants	<ul style="list-style-type: none"> To provide products and services To process enquiries, applications, orders, bookings and transactions To communicate with customers and clients To manage contractual and business relationships To comply with applicable legislation
Service Providers / Suppliers / Contractors	<ul style="list-style-type: none"> To procure goods and services To administer payments and contractual relationships To manage business relationships To comply with applicable legislation

8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto.

Categories of Data Subjects	Personal Information that may be processed
Customers/Clients/Applicants	<ul style="list-style-type: none"> Full names and surnames Identity numbers and copies of identity documents Residential and postal addresses Telephone numbers and email addresses Financial information, including banking details, and billing records CVs, qualifications and career information, where applicable Transaction and proof-of-payment information Correspondence Other information reasonably required to provide the requested product or service
Service Providers / Suppliers	<ul style="list-style-type: none"> Names, registration number, vat numbers, address, and bank details, email address, physical address, telephone numbers
Employees	<ul style="list-style-type: none"> Name and Surname, Address, Qualifications, Gender and race, Telephone number, Pay / salary status



- Leave records
- Educational history
- Letter of appointment / employment agreement
- Legal documentation
- Records relating to salary increases
- Disciplinary records
- Performance management records
- Medical history of employees
- Tax records
- Training records
- Training manuals
- Written Company Guidelines
- Written Employment Equity Plan
- Workplace Skills Development Plan
- Registration with a SETA
- Personality test records
- Psychometric testing records

Monthly contribution of employees:

- Provident fund (where applicable)
- Unemployment fund
- Records of deductions from employees
- Identification records for security purposes

Safety Records:

- Record of incidents
- Records of corrective action
- Records relating to Occupational
- Health & Safety Act

8.3. Recipients or Categories of Recipients

8.3.1. Personal Information may be supplied to authorised employees, service providers, financial institutions, Stellenbosch University and its authorised service providers, professional advisers, statutory bodies, regulatory authorities and other third parties where reasonably necessary for the provision of products or services, administration of Factory 209's business, compliance with legal or contractual obligations, or where otherwise permitted or required by law.

8.3.2. Factory 209 does not sell Personal Information to third parties.

8.4. Planned Transborder Flows of Personal Information

8.4.1. Factory 209 does not intentionally transfer Personal Information outside the Republic of South Africa unless such transfer is reasonably necessary for the performance of a legitimate business activity, the provision of a requested service, use of an approved information technology or cloud-based service, or where otherwise permitted in terms of POPIA.



- 8.4.2. Certain approved cloud-based, email, backup, software or information technology services used by Factory 209 and/or provided through Stellenbosch University may involve the storage, hosting or technical processing of information using infrastructure located outside South Africa.
- 8.4.3. Where Personal Information is transferred outside the Republic, Factory 209 will take reasonable steps to ensure that such transfer complies with the applicable requirements of POPIA, including section 72 where applicable.

8.5. Information Security Measures

- 8.5.1. We have implemented the following Information Security Measures to ensure the confidentiality, integrity and availability of all information residing on our IT Systems:
 - 8.5.1.1. Confidentiality of all information is accomplished by limiting authorized access on all information to specified personnel only.
 - 8.5.1.2. This is done by means of secure logins by employees only from our managed devices.
 - 8.5.1.3. All backups of data are encrypted.
 - 8.5.1.4. The server physical access is limited to IT personnel only.
 - 8.5.1.5. Integrity is maintained with user access controls to limit all actions with data.
 - 8.5.1.6. We have local and cloud backups that is fully encrypted.
 - 8.5.1.7. The backups can only be accessed by authorized personnel.
 - 8.5.1.8. Data Loss Prevention (DLP) and related information security controls applicable to Factory 209's use of Stellenbosch University's IT infrastructure are provided and managed by Stellenbosch University (SU). These controls include measures supporting data availability and recovery, such as failover infrastructure, disaster recovery capabilities, cloud-based backups and local backup facilities. Antivirus and endpoint/server protection are similarly managed through the applicable SU IT environment.
 - 8.5.1.9. Firewall security, including Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) controls applicable to the SU-managed IT infrastructure used by Factory 209, is provided and administered by Stellenbosch University. These controls are intended to assist in detecting and preventing unauthorised access, cyberattacks and potential data compromise.

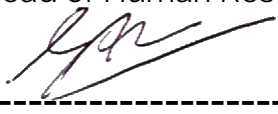


9. Availability of the manual

- 9.1. A copy of the manual is available at:
 - 9.1.1. The manual of the Private Body is available at the premises of the Private body as well as on the website of the Private Body.
 - 9.1.2. To any person upon request upon the payment of a reasonable prescribed fee.
 - 9.1.3. To the Information Regulator upon request.
- 9.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations shall be payable per each A4-size photocopy made.

10. Updating of the Manual

- 10.1. The head of Human Resources will update this manual on a regular basis.

Issued by: 

General Manager

ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by Factory 209 (Pty) Ltd.

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.



ANNEXURE B: 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"

☐
☐

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(<i>if applicable</i>):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile:
	Cellular		
<p>PARTICULARS OF RECORD REQUESTED</p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p>TYPE OF RECORD (Mark the applicable box with an "X")</p>			

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 (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	



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 request fee must be paid before the request will be considered.*
- You will be notified of the amount of the access fee to be paid.*
- The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason	

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

Postal address	Facsimile	Electronic communication (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



ANNEXURE B: FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

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

Reference number: _____

TO: The Information Officer

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (*including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

Transcription of soundtrack (written or printed document)

Copy of information on flash drive (including virtual images and

soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

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

Kindly note that your request has been:

- ☐ Approved
- ☐ Denied, for the following reasons:

[illegible]



4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL:
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in		

		terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			

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

☐

Yes

☐

No

Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No.: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

INFORMATION OFFICER