

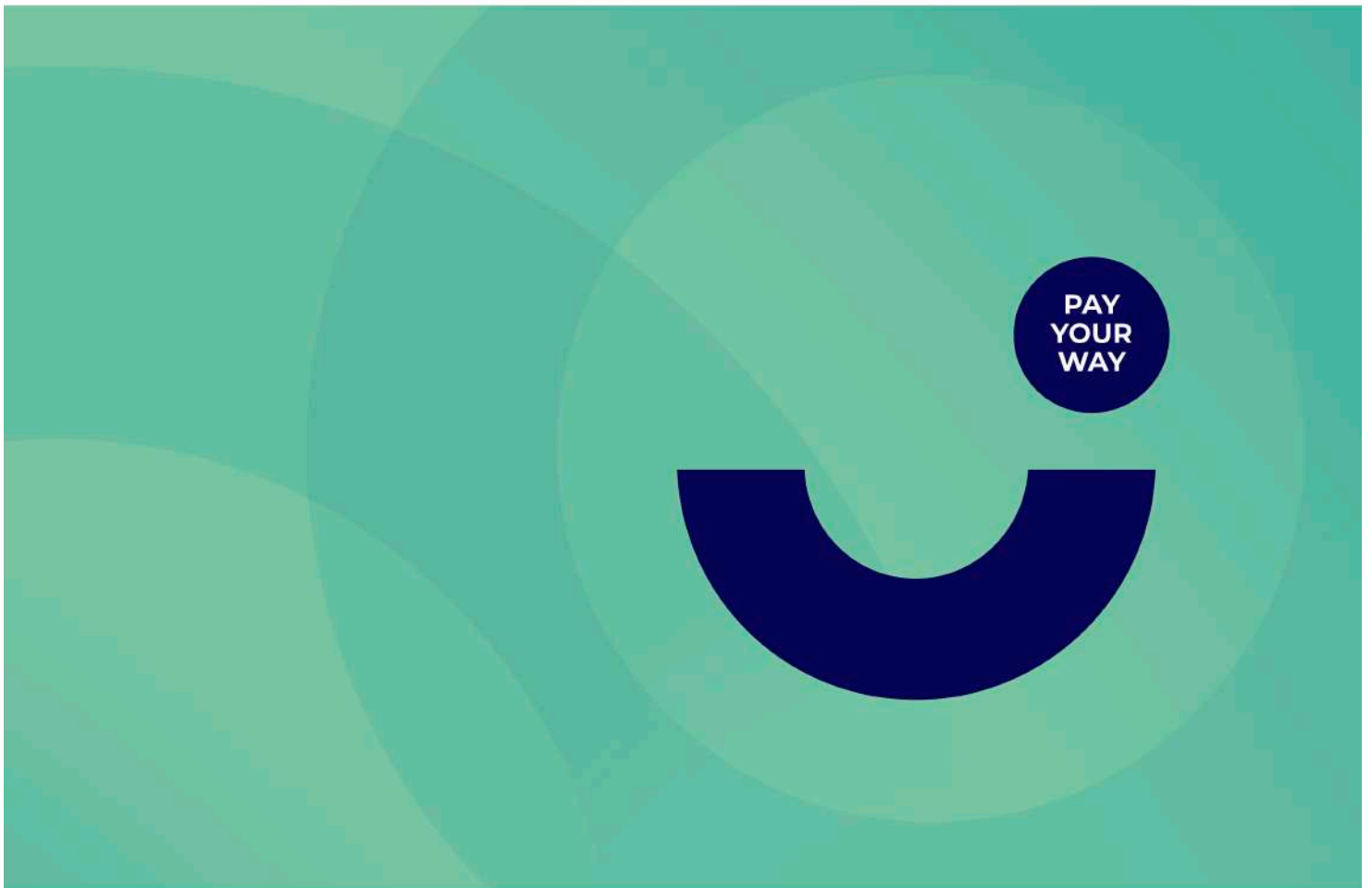
# PAIA and POPIA Manual of Paycorp Investments Proprietary Limited and all Subsidiaries (“Paycorp”)

Execution date: 1 October 2020

Revision date: 30 March 2023

Prepared in accordance with S51 of the Promotion of Access to Information Act (“PAIA”), 2000 as amended in terms of Section 110 of Protection of Personal Information Act, 2013 (“POPIA”)

*This Manual further addresses data processing requirements set out in POPIA applicable to all South African individuals and juristic persons and the General Data Protection Regulation in respect of protection of data privacy applicable to individuals in the European Union (which in many respects resembles South Africa’s POPIA).*



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## 1. Introduction

This Manual is published in terms of S51 of PAIA. PAIA gives effect to Section 32 of the constitution, which provides for the legal right to access information held by public and private bodies, required for the exercise or protection of any rights. Where a request for information is made in terms of PAIA, the recipient is obliged to release the information, unless there are legal grounds to reject the request as set out under Chapter 4 of Part 2 of POPIA and Chapter 4 of Part 3 of PAIA.

POPIA gives effect to S14 of the constitution, being the right to privacy and in compliance with POPIA, a Responsible Party is required to inform Data Subjects how it Processes their Personal Information and the manner in which Data Subjects can access and determine how Paycorp Processes, their Personal Information.

Paycorp follows data privacy and processing standards that further comply with the European GDPR as it operates in Europe and processes information that belongs to EU individuals. The GDPR closely aligns with POPIA.

## 2. Purpose of the Manual

The Manual aims to facilitate requests for access to Records and Personal Information. Where this Manual does not deal with procedure provided for in PAIA, the Data Subject or any other interested party should consider PAIA for guidance in this regard.

Paycorp makes no representation and gives no undertaking or warranty that any Records or Personal Information provided by it to a Requester is complete, accurate or fit for any purpose.

## 3. Definitions and Interpretation

**“Consent”** means any freely given, specific, informed and unambiguous indication given by the Data Subject via a statement or clear affirmative action, signifying agreement by the Data Subject.

**“Data Breach”** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise Processed.

**“De-identify”** means removing identifying particulars from information so a Data Subject cannot be identified from the information on hand.

**“Data Subject”** means the person to whom the Personal Information relates.

**“Form A”** means Form A annexed hereto to be completed by a Requester and submitted to the Information Officer.

**“Form B”** means Form B annexed hereto comprising of a compliant form to be completed and submitted to the Information Officer if Paycorp fails to meet its obligations mentioned in this Manual or the Information Protection Laws.

**“GDPR”** means the General Data Protection Regulation which is the law on data protection and privacy in the European Union (and further addresses transfer of personal data outside the).

**“Information Officer”** means the individual named in clause 4 this Manual, who is responsible for overseeing our data protection strategy and its implementation to ensure compliance with Information Protection Laws. In terms of GDPR the Information Officer is referred to as the ‘Data Protection Officer’.

**“Information Protection Laws”** means the core information protection and privacy legislation applicable to Paycorp’s business being POPIA, PAIA and GDPR.

“**Manual**” means this PAIA and POPIA Manual.

“**PAIA**” means the Promotion of Access to Information Act, 2000, as amended from time to time.

“**Prescribed Fee**” means the fee payable by a Requester to Paycorp for providing requested information, determined on a case by case basis, in line with Information Protection Laws.

“**Paycorp/ Responsible Party**” means the entity that Processes Personal Information being Paycorp Investments Proprietary Limited, with registration no. 2019/300672/07 a private company registered in terms of the laws of South African and all its subsidiaries. And in terms of GDPR the controller which determines the purposes and means of the Processing of Personal Information.

“**Personal Information**” in respect of GDPR and POPIA, means any information that relates to an identifiable, living, natural person. Personal Information in terms of POPIA further includes information that relates to an identifiable, existing juristic person (such as a company).

“**POPIA**” Protection of Personal Information Act, 2013, as amended from time to time.

“**Processing/Process**” the act of processing information includes any activity, involving Personal Information and includes: the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as any restriction, degradation, erasure or destruction of information.

“**Requester**” means an individual that requests information in the form of a Record or Personal Information from Paycorp.

“**Record**” means information other than Personal Information.

“**Special Personal Information**” means Personal Information concerning the religious, philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a Data Subject or criminal behaviour relating to an alleged commission of an offence or proceedings/ disposal or proceedings in respect of an offence allegedly committed by a Data Subject.

## 4. Key Contact Details for Access to Information for Paycorp

### 4.1. Information Officer

Information Officer:	Samuel Labuschagne
Telephone number:	011 531 5300
Email:	saml@atmsolutions.co.za

### 4.2. Deputy Information Officers

Deputy Information Officer:	Abongile Swana
Telephone number:	011 555 5119
Email:	AbongileS@atmsolutions.co.za

Deputy Information Officer:	Natasja Jordaan
Telephone number:	011 555 9211
Email:	natasjaj@paycorp.co.za

Deputy Information Officer:	Tumelo Namu
Telephone number:	011 531 5301
Email:	tumelon@atmsolutions.co.za

Deputy Information Officer:	Toni Aumuller
Telephone number:	031 140 1106
Email:	Toni@atmsolutions.co.za

Deputy Information Officer:	Zaheera Daya
Telephone number:	011 555 5098
Email:	ZaheeraD@paycorp.co.za

## 5. Section 10 Guide on how to use the Act (Section 51(1)(B))

The Information Regulator must update and make available the existing guide that has been compiled by the South African Human Rights Commission (as provided for in section 10 of PAIA). This Guide will assist persons in using and understanding PAIA. The Guide can be accessed via the Information Regulator at JD House, 29 Stiemens Street, Braamfontein, Johannesburg, 2001 and on its website at <http://www.inforegulator.org.za/>.

## 6. Subject and Categories of Records held by Paycorp

Records that may be Requested	
We set out below the records that Paycorp holds. Access to the below information is subject to availability and procedure as set in this Manual in clause 8.	
Documents and Records of Personnel	
Records provided by personnel.	Availability  Not readily available and must be requested in terms of PAIA.
Records provided by third parties relating to personnel.	
Employment contract.	
Internal evaluation records.	
Correspondence relating to personnel.	
Salary records.	
Leave records.	
<i>*Personnel refers to anyone acting on behalf of Paycorp, that receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Paycorp, such as employees, agents and directors.</i>	
Client Related Records	
Records provided by clients in respect of the business of the clients, and in terms of contractual arrangements between Paycorp and clients.	Not readily available and must be requested in terms of PAIA.
Records provided by a third-party in respect of the clients.	
Records of the clients transactions created by Paycorp from time to time.	
Website	
Paycorp's website address is <a href="http://www.paycorp.co.za">www.paycorp.co.za</a> and is accessible to anyone who has access to the internet. The website contains various categories of information relating to Paycorp.	Readily available and accessible on the website.

## 7. Processing of personal information

### 7.1. Purpose of processing

- 7.1.1.** Our legal basis for Processing Personal Information include our business interests listed below, terms of contract, legal obligation and Consent. Whenever necessary and subject to statutory record-keeping requirements, Paycorp will delete and/or De-identify Personal Information that is no longer needed. Paycorp Processes Personal Information for the following limited purposes:
- 7.1.1.1.** procurement of goods and services;
  - 7.1.1.2.** rendering services according to instructions given by clients;
  - 7.1.1.3.** staff administration;
  - 7.1.1.4.** maintaining of accounts and records;
  - 7.1.1.5.** complying with tax laws;
  - 7.1.1.6.** to conduct background and credit checks and assessments as required or permitted by applicable local law;
  - 7.1.1.7.** to contact third party references provided by you to evaluate your previous performances; and
  - 7.1.1.8.** in respect of legal and regulatory compliance, including obtaining and releasing Personal Information to comply with legal obligations imposed on us.

**7.2. Description of categories of data subjects and information relating to the data subjects which may be held by Paycorp from time to time**

<b>Entity Type</b>	<b>Personal Information</b>
Clients: Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; nationality; gender; confidential correspondence.
Clients – Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Clients – Foreign Persons / Entities	Names; contact details; physical and postal addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence.
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Employees / Directors	Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address Contact details; Opinions, Criminal behaviour; Well-being. *Paycorp will only collect Special Personal Information about you when absolutely necessary for the recruitment process. We will only process this data if you have given your Consent for us to do so. *Other information, such as information found from public sources such as CIPC will only be Processed in the case of legitimate business interest such as those mentioned in clause 7.1.

### **7.3. Technical information**

When you access our services online, our web servers automatically create records of your visit. These records typically include IP-address, access times, the sites linked from, pages visited, the links and features used, the content viewed or requested, browser or application type, language and other such information. When you use our services or otherwise interact with us over telecommunications networks, certain additional information, such as your mobile telephone number, may be transmitted to us by the telecommunications operator as a standard part of that communication.

### **7.4. Categories of data processors that process your personal information**

**7.4.1.** Paycorp may supply Personal Information to service providers who render the following services:

- 7.4.1.1.** capturing and organising of data;
- 7.4.1.2.** storing of data;
- 7.4.1.3.** sending of emails and other correspondence to clients; and
- 7.4.1.4.** conducting due diligence checks.

### **7.5. Actual or planned trans-border flows of personal information**

**7.5.1.** Paycorp has trans-border flows of Personal Information as described below:

- 7.5.1.1.** we carry on business in Europe and Personal Information in respect of European clients are Processed in South Africa subject to strict data protection laws in line with the GDPR.
- 7.5.1.2.** Before signing an agreement with a third party service provider that we are required to share Personal Information with, we ensure that their data protection standards are in line with those outlined in Information Protection Laws and request that this obligation is provided for in writing.

### **7.6. General description of information security measures**

**7.6.1.** The Company employs up to date technology to ensure the confidentiality, integrity and availability of Personal Information under its care. Measures include:

- 7.6.1.1.** firewalls;
- 7.6.1.2.** virus protection software and update protocols;
- 7.6.1.3.** logical and physical access control;
- 7.6.1.4.** secure setup of hardware and software making up the IT infrastructure; and
- 7.6.1.5.** Privacy Impact Assessments are formulated and conducted from time to time with regards to European Data Subjects.

### **7.7. Retention of data**

**7.7.1.** We understand our legal duty to retain accurate data and only retain personal data for as long as we need it for our business interests. Accordingly, we will routinely destroy/remove/De-identify Personal Information that we no longer have a business interest in maintaining.

**7.7.2.** We segregate our data so that we keep different types of information for different time periods. The criteria we use to determine whether we should retain your personal data includes:

- 7.7.2.1.** the nature of the personal data; and
- 7.7.2.2.** our legal obligations.

**7.7.3.** We may archive part of or all of your Personal Information, retain it or delete all or part of it from our systems.

**7.7.4.** We may De-identify parts of your data, particularly following a request for suppression or deletion of your Personal Information, to ensure that we do not re-enter your Personal Information onto our database, unless requested to do so.

**7.7.5.** Any Data Breach where your Personal Information was implicated will be communicated promptly to you by the Information Officer.

## **7.8. Your rights**

**7.8.1.** You may choose to restrict the Processing of your information in the below ways by completing and submitting Annexure "A":

**7.8.1.1.** Request correction of the Personal Information that we hold about you.

**7.8.1.2.** Request erasure of your Personal Information if there is no legitimate reason for us to continue Processing it.

**7.8.1.3.** Object to Processing of your Personal Information where you are relying on a legitimate interest (or those of a third party).

**7.8.1.4.** Object to Processing your Personal Information for direct marketing purposes.

**7.8.1.5.** Request a restriction on the Processing of your Personal Information. This enables you to request a suspension of the Processing of Personal Information if for example you want us to establish its accuracy or the reason for Processing it.

## **8. Procedure for requesting access to information**

### **8.1. Request and access to records held by Paycorp**

**8.1.1.** With regards to a Requester that seeks access to a record containing Personal Information about themselves/itself, Paycorp will give access to the record subject to, (1) actually having the record in our possession, (2) there being no justifiable reason for us to withhold the record, (3) receipt of a completed and legible Form A, (4) commissioned proof of identification, (5) commissioned affidavit setting out the data subjects legitimate rights and requirements and (6) payment of the Prescribed Fee (if any).

**8.1.2.** With regards to a Requester that seeks access to information of third parties, Paycorp will give access to the Requester provided that the release thereof is not prohibited in terms of the Information Protection Laws and subject to (1) receipt of payment of the Prescribed Fee, (2) a completed and legible Form A, (3) acceptable and commissioned proof of identification of both the Requester and third party in question, (4) a commissioned affidavit setting out the data subjects agency and the relevant rights and requirements, (5) proof of capacity, and any other information that the Investigating Officer may deem reasonably required in the circumstance.

**8.1.3.** If an individual is unable to complete the prescribed Form A because of illiteracy or disability, they may make the request orally.

**8.1.4.** All documentation accompanying Form A must be to the Investigating Officer's satisfaction.

### **8.2. Decision**

**8.2.1.** The Information Officer will, within 1 month of receipt of the request, decide whether to grant or decline the request.

**8.2.2.** The 30 day period may be extended for a further period if the request is for a large amount of information or the request requires a search for information held at another office of Paycorp and the information cannot reasonably be obtained within the original 30 day period. The Information Officer will notify the Requester in writing should an extension be sought

## **9. Remedies available when Paycorp refuses a request for information**

### **9.1. Complaints and external and internal remedies**

After submitting a complaint in the form provided in Form B of this Manual, and where Paycorp is



unable to resolve your complaint within one month, to your satisfaction, you have the right to refer your complaint to the below details.

- 9.1.1. In respect of South African Data Subjects at:  
The Information Regulator at Physical Address: 333 Hoofd Forum 111 3rd Floor Braampark Braamfontein, Johannesburg  
Email: inforreg@justice.gov.za, <https://justice.gov.za/inforeg/>
- 9.1.2. In respect of European Data Subjects at:  
The supervisory authority, in the particular Member State of your habitual residence, place of work or place of the alleged GDPR infringement. See link that provides details of the list of supervisory authorities details [https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en).

## 10. Availability of this manual

- 10.1. This Manual is available for inspection by the general public, upon request, during office hours and free of charge at Paycorp's offices.
- 10.2. This Manual is also published on Paycorps website <http://www.paycorp.co.za>.

## 11. Records available in terms of other legislation (Section 51(1)(d))

Where applicable to our operations, information is available in terms of certain provisions of the following statutes:

- 11.1. Labour Relations Act 66 of 1995
- 11.2. Employment Equity Act 55 of 1998
- 11.3. Basic Conditions of Employment Act 75 of 1997
- 11.4. Births and Deaths Registration Act 51 of 1992
- 11.5. Compensation for Occupational Injuries and diseases Act 130 of 1993
- 11.6. Companies Act 71 of 2008
- 11.7. Consumer Protection Act 68 of 2008
- 11.8. Criminal Procedures Act 51 of 1977
- 11.9. Unemployment Insurance Act 63 of 2001
- 11.10. Value Added Tax Act 89 of 1991
- 11.11. Income Tax Act 58 of 1962
- 11.12. Skills Development Act 9 of 1999
- 11.13. National Payment System Act 78 of 1998
- 11.14. Broad-Based Black Economic Empowerment Act 53 of 2003
- 11.15. Occupational Health and Safety Act 85 of 1993
- 11.16. Electronic Communications and Transactions Act 25 of 2002
- 11.17. Labour Relations Act 66 of 1995
- 11.18. Promotion of Access to Information Act 2 of 2000
- 11.19. Tax Administration Act 28 of 2011
- 11.20. Value Added Tax Act 89 of 1991

**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 <i>(when made on behalf of another person)</i>			
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		
PARTICULARS OF RECORD REQUESTED			

<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><b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i></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	
<p><b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i></p>	
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	
<p><b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i></p>	
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	
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>	
<p><b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <i>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.</i></p>	

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:	
<b>FEES</b>	
a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>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.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
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 <i>(Please specify)</i>

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

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

For Official Use

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF 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:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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

**1. You requested:**

Personal inspection of information 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> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <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 information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive( <i>including virtual images and soundtracks</i> )	
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:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: i Flash drive • To be provided by requestor ii Compact disc • If provided by requestor • If provided to the requestor	R40.00  R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00  R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>Total:</b>			

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

Yes

No

Hours of search	Amount of deposit <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 Nr: \_\_\_\_\_

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

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

\_\_\_\_\_  
**Information officer**

**FORM 4  
INTERNAL APPEAL FORM**

[Regulation 9]

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

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes		No	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>				
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				
GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>				
State the grounds on which the internal appeal is based:				
State any other information that may be relevant in considering the appeal:				



You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

\_\_\_\_\_  
***Signature of Appellant/Third party***

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

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received:			
Appeal accompanied by the reasons for the 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:		Yes	
		No	
<b>OUTCOME OF APPEAL</b>			
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>
	No		

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

\_\_\_\_\_  
**Relevant Authority**