



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

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Approval

MANAGEMENT APPROVAL

All parties involved acknowledge that they have read, understood and agree with the contents of this document. I/we authorise MYCOMAX's approval and adoption of the processes and procedures outlined herein.

Issued by

Charl De Villiers
Chief Executive Officer

List of Acronyms and Abbreviations

ACRONYM	DESCRIPTION
CEO	Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
POPIA	Protection of Personal Information Act No. 4 of 2013
Regulator	Information Regulator
Republic	Republic of South Africa
Mycomax	Mycomax MicroFinance Solutions (Pty) Ltd
SaaS	Software as a Service

POPIA definitions

<p>“personal information”</p>	<p>means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:</p> <ul style="list-style-type: none"> a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; b) information relating to the education or the medical, financial, criminal or employment history of the person; c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; d) the biometric information of the person; e) the personal opinions, views or preferences of the person; f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; g) the views or opinions of another individual about the person; and h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;”
<p>“consent”</p>	<p>means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information</p>
<p>“data subject”</p>	<p>means the person to whom personal information relates</p>
<p>“operator”</p>	<p>means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party</p>
<p>“person”</p>	<p>means a natural person or a juristic person</p>
<p>“processing”</p>	<p>means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including</p> <ul style="list-style-type: none"> (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; (b) dissemination by means of transmission, distribution or making available in any other form; or (c) merging, linking, as well as restriction, degradation, erasure or destruction of information
<p>“responsible party”</p>	<p>means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and</p>

	means for processing personal information
“unique identifier”	means any identifier that is assigned to a data subject and is used by a responsible party for the purpose of the operations of that responsible party and that uniquely identifies that data subject in relation to that responsible party

Introduction

The Promotion of Access to Information Act, No. 2 of 2000 (PAIA) came into operation on 9 March 2001, giving effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. Where a request is made in terms of PAIA, the body to which the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released.

Section 9 of the Act recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance.

Furthermore, the previously mentioned right to access to information should be exercised in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights as found in the Constitution.

In addition, Mycomax endeavours to be transparent and regularly and freely provide information to the business community, consumers and public via publications, notifications, its website and call centre.

The Protection of Personal Information Act, No. 4 of 2013 (POPIA), is a piece of legislation that safeguards the integrity and sensitivity of private information. Organisations are required to manage the data capture and storage process of Personal Information within the lawful framework as set out in the Act.

The Act provides eight conditions under which Personal Information may legally be gathered and processed. It affords Data Subjects the right to request access, in accordance with the provisions of PAIA, to their personal information from any Responsible Party.

Purpose of PAIA Manual

This PAIA Manual is useful for the public to-

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

- have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- know the description of the records of the body which are available in accordance with any other legislation;
- 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;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 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;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- 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
- know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

Exclusions

In addition to the development of the MAXMONEY Loan Management System, Mycomax partners with Payment System Providers, Credit Bureaus, Insurance Providers and various 3rd party system providers to provide an integrated SaaS solution to credit providers.

This manual provides for the records of Mycomax only and not for those entities. Any requests for access to information related to any of Mycomax's service providers must be directed to the Information Officer of the relevant organisation. Any requests for access to the customers of the credit providers must be directed to the Information Officers of the relevant credit provider.

Function of Mycomax

Mycomax's vision

To be the most admired IT company in Micro Credit Globally (our Niché):

- To dominate the market through a SINGLE-SOLUTION supplier.
- To be the PARTNER of choice;
- To be the EMPLOYER of choice;
- To grow our REPUTATION;
 - Locally

- Internationally

Mycomax's mission

To own and nurture SUPERIOR BRANDS which are the FIRST CHOICE in the value chain for Administration Solutions in the Micro Credit Market.

To achieve this through:

TIMELY INNOVATION and QUALITY Product Development, Client Cooperation and SUPERIOR Client Service.

Key Contact Details for Access to Information of Mycomax

Information Officer

Information Officer	Telephone	Email Address
Mr C de Villiers (CEO)	+27 12 110 4301	charldv@mycomax.com

Deputy Information Officer

Deputy Information Officer	Telephone	Email Address
Mrs S Kimble	+27 12 110 4333	surettek@mycomax.com

Access to information general contact information

Email:	popia@mycomax.com
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Head Office

Postal Address	Physical Address	Website
The Information Officer Mycomax	The Information Officer Mycomax	www.mycomax.com www.maxmoney.co.za

PO Box 544 La Montagne Pretoria 0184	184 Erasmus Street 2nd Floor Argo Building Meyerspark Pretoria	
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Telephone	Email
+27 12 110 4300	
+27 12 110 4333	support@mycomax.com support@maxmoney.co.za

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

- 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.
- The Guide is available in each of the official languages and in braille.
- The aforesaid Guide contains the description of-
 - the objects of PAIA and POPIA;
 - the postal and street address, phone and fax number and, if available, electronic mail address of-
 - the Information Officer of every public body, and
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - the manner and form of a request for-
 - access to a record of a public body contemplated in section 11 ; and
 - access to a record of a private body contemplated in section 50 ;
 - the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - the assistance available from the Regulator in terms of PAIA and POPIA;
 - 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-
 - an internal appeal;
 - a complaint to the Regulator; and
 - 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;

- the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92 .
- 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.
- The Guide can also be obtained-
 - upon request to the Information Officer;
 - from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- A copy of the Guide is also available in the following three official languages, for public inspection during normal office hours-
 - English, Zulu and Afrikaans

Access to records held by Mycomax

Categories of records of Mycomax which are available without a person having to request access

Category of records	Type of the Record	Available on Website	Available upon request
Mycomax Introduction	Business	X	
MAXMONEY SaaS	Business	X	
Mycomax Heritage (history)	Business	X	
Mycomax Vision and Mission	Business	X	X
Mycomax Management Team	Business	X	X
Mycomax Career Opportunities	Business	X	X
Industry Links (service providers)	Business	X	X
Mycomax Contact Info	Business	X	X

Description of the records of Mycomax which are available in accordance with any other legislation

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
PoPI Policy	Protection of Personal Information Act No. 4 of 2013

Description of the subjects on which the body holds records and categories of records held on each subject by Mycomax

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan
Human Resources	HR policies and procedures Advertised posts Employee records Salaries Leave Skills and development plans Objectives for individuals
Financial	Budgets Financial expenditure Creditors Debtors
New Business Development	Leads
Software Support	Customers
Software Design	Testing information
Information and Technology	Technology Information System Users Service Providers
Marketing and Communication	Marketing and Advertising

Sales leads

This information relates to companies who are interested in using the MAXMONEY product offered by Mycomax.

Customers: Legal Entities and branches

This information relates to the companies who use the MAXMONEY software.

System Users

This information relates to the operators who login to the MAXMONEY software to use the system.

Service Providers

This information relates to the service providers who integrate their products with the MAXMONEY software.

Processing of Personal Information

To safeguard the privacy and protection of personal information, all personal information processed by Mycomax is managed in terms of relevant Mycomax policies and the POPIA principles.

Purpose of processing

Mycomax uses the Personal Information under its care in the following ways:

- Customer interaction (software support and sales)
- Humans Resources (processing of employee information)
- Marketing and advertising
- Finance: debtors and creditors information
- Information management (the classification, retention and security of information)

Categories of data subjects and their personal information

Mycomax may possess records relating to suppliers, shareholders, contractors, service providers, staff and clients.

Categories of Data Subjects	Personal Information that may be Processed
Customers / Clients	Name, address, registration numbers or identity numbers, employment status and bank details. Contact details; date of birth; nationality; gender; language; confidential correspondence; tax related information; owners; service agreements.
Service Providers	Names, registration numbers, VAT

	numbers, Address, trade secrets and bank details. Contact details, owners.
Employees	Address, qualifications, gender, race, marital status; age; language; financial information; employment history; ID number; contact details; opinions; criminal behaviour; well-being.

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names for criminal checks	South African Police Services
Qualifications for qualification verifications	South African Qualifications Authority
Credit and payment history for credit information	Credit Bureaus
User information for software integrations	Service Providers
Customer registration information, address and telephone numbers for NCA regulatory purposes	SACRRA
Verification of employment information	Current, past and prospective employers

Planned transborder flows of Personal Information

Personal Information are transferred out of South Africa in the following circumstances:

- When data is captured and saved on the MAXMONEY systems that are hosted outside South Africa in the cloud in Belgium.
- If a data subject (System User) uses Mycomax's services and products while visiting countries outside South Africa. These countries may not have data-protection laws which are similar to those of South Africa.

Category of personal information	Country
Customers: Information of users and entities for: access and use of the system to manage their business.	Belgium

General Description of Information Security Measures

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

- Firewalls;
- Backups;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of the Company are security vetted and required to implement security controls.

Objection of the processing of Personal Information

- A data subject who wishes to object to the processing of personal information must submit the objection to the responsible party on POPIA Form 1, contained as Appendix C to this manual.
- Data subjects can object to the processing of personal information under section 11(3)(a) and (b) of the Act "at any time during office hours of a responsible party and free of charge." Objections must be submitted on a form "substantially similar to Form 1," free of charge and "reasonably accessible" through various means including "hand, fax, post, email, SMS, or WhatsApp".

Correction or deletion of Personal Information

- A data subject who 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 responsible party on POPIA Form 2, contained as Appendix D to this manual.
- Requests for correction or deletion under section 24(1)(a) (inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained information) can be made "at any time and free of charge."
- Requests for destruction or deletion of records under section 24(1)(b) (where the responsible party is no longer authorised to retain the information under section 14) can be made "at any time and free of charge."
- Requests must be submitted on a form "substantially similar to Form 2," free of charge and "reasonably accessible" through various means including "hand, fax, post, email, SMS, WhatsApp message".

Request Procedure

Process

The following processes have been implemented by Mycomax to deal with requests for information in terms of the Promotion of Access to Information Act:

1. Application Process

A data subject who wishes to request information must submit a request to the responsible party on PAIA Form 2, contained as Appendix A to this manual.

By Post	By Hand	Per Email
The Information Officer Mycomax PO Box 544 La Montagne Pretoria 0184	The Information Officer Mycomax 184 Erasmus Street 2nd Floor Argo Building Meyerspark Pretoria	The Information Officer popia@mycomax.com

2. Validation and Acknowledgement

The Information Officer of Mycomax receives and validates the request to see whether the required information is available at Mycomax. The request is then accepted, rejected or transferred to the rightful keepers of the required information. An acknowledgement is then forwarded to the requester to confirm the status of the request.

3. Information Processing

If the request is accepted, Mycomax will gather and prepare the information and calculate the relevant cost involved (see paragraph titled "Fees").

4. Final Notification

The requester will be informed of the completion of the request as well as the outstanding fees payable to Mycomax.

5. Payment and Delivery

Once the payment as stipulated in (4) is received, the information will be released to the requester.

The payment process:

The amount is payable by cash, if delivered by hand, or may be deposited into Mycomax's bank account, in which case proof of the deposit must be provided.

General Information

A person wishing to obtain access to records held by Mycomax must complete the request form contained in PAIA Form 2 to the regulations promulgated under the Act, and contained as Appendix A to this manual. The regulations (and Section 53 of the Act) require the requester to furnish the following information:

- Particulars of the person requesting access to the records;
- Particulars of the person on whose behalf the request is being made;
- Proof of capacity in which requester makes request, if on behalf of a person
- Particulars of the record or records to which access is requested;
- Why the requested record is required
- Which form of access is required, e.g. written or printed form, electronic or computer readable form, etc.
- Manner in which requested wants to be informed of the decision

- The postal address, fax number or cell phone number of the requester;

Any request received will be dealt with within 30 days of receipt, unless the requester has stated special reasons that would satisfy the Information Officer that circumstances dictate non-compliance with the above time periods. The 30-day period within which Mycomax has to decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if the request is for a large amount of information or requires a search for information held at another office of the institution and cannot reasonably be obtained within the original 30-day period. Mycomax will notify the requester in writing should an extension be sought.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which he or she is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The Information Officer of Mycomax will then reduce that oral request to writing in the prescribed form, and provide a copy thereof to the requester.

Fees

The Act provides for an access fee, which is calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

Once the Information Officer receives a request, he or she will require the requester to pay the prescribed fee before further processing of the request.

If the search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer will notify the requester to pay as a deposit the prescribed portion of the access fee that would be payable should the request be granted.

The Information Officer will withhold the requested record until the requester has paid the fees as indicated in the Section titled "Fees in respect of private bodies".

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction, search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including arrangements to make it available in the requested format.

The PAIA manual is available, free of charge, on the Mycomax website.

Fees in respect of private bodies

For purposes of section 54 of the Act, the fees set out in the Regulations applies:

Description	Amount (R)
1.The fees for reproduction referred to in regulation 11(1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	1.10

(b) For every printed copy of an A4-size page or part thereof (c) For a copy in a computer-readable form on a Flash drive	0.75 60.00
(d) For a transcription of visual images (i) for an A4-size page or part thereof (ii) For a copy of visual images (e) For a transcription of an audio record (i) For an A4-size page or part thereof (ii) For a copy of an audio record	Service to be outsourced. Will depend on the quotation of the service provider
2. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50.00
3. The access fees payable by a requester referred to in regulation 11(3) are as follows:	
(a) For every photocopy of an A4-size page or part thereof (b) For every printed copy of an A4-size page or part thereof (c) For a copy in a computer-readable form on Flash drive	1.10 0.75 60.00
(d) For a transcription of visual images (i) For an A4-size page or part thereof (ii) For a copy of visual images (e) For a transcription of an audio record (i) For an A4-size page or part thereof (ii) For a copy of an audio record	Service to be outsourced. Will depend on the quotation of the service provider
(f) To search for and prepare the record for disclosure (for each hour or part of an hour reasonably required for such a search and preparation).	30.00
For purposes of section 54(2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable and (b) One third of the access fee is payable as a deposit by the requester.	
The actual postage is payable when a copy of a record must be posted to a requester.	

Granting/Refusal of requests

Refusal of requests

A request for information may be refused on the grounds as specified in section 62 to 69 of the Act.

Remedies available if the provisions of the act are not complied with

A requester may lodge:

- a complaint to the Information Regulator; or
- an application with a court

Availability of this manual

A copy of the Manual is available:

- On www.mycomax.com;
- Head office of Mycomax for public inspection during normal business hours;
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.

Updating of this manual

The head of Mycomax will on a regular basis update this manual.

Appendixes

Appendix A: PAIA 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

PO Box 544
La Montagne
Pretoria
0184
(address)

E-mail address: popia@mycomax.comFax number: +27 12 110 4300

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

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

<i>(Mark the applicable box with an "X")</i>	
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 <i>(Mark the applicable box with an "X")</i>	
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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <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>	
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	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
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

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

Signature of Information Officer

Appendix B: PAIA Form E

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:

(Section 52 of the Promotion of Access to Information Act, 2000

(Act 2 of 2000))

[Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 52(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):	

Appendix C: POPIA Form 1

**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, 2021
[Regulation 2]**

Note:

1. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form.*
2. *Complete as applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname / registered name of data subject:	
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 data subject:	
Residential, postal or business address:	
	Code ()

Contact number(s):	
Fax number / E-mail address:	

C REASONS FOR OBJECTIONS IN TERMS OF SECTION 11(3)(a) <i>(Please provide detailed reasons for the objection)</i>

Signed at _____ this _____ day of _____ 20____

 Signature of data subject / designated person

Appendix D: POPIA Form 2

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, 2021 [Regulation 3]

Note:

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

Please select applicable reasons for the selected request:

- (a) Inaccurate
- (b) Irrelevant
- (c) Excessive
- (d) Out of Date
- (e) Incomplete
- (f) Misleading
- (g) Obtained unlawfully

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:	

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 data subject:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	

C	INFORMATION TO BE CORRECTED / DELETED / DESTROYED <i>(Please specify the personal information required to be corrected / destroyed / deleted)</i>
D	EXPLANATION FOR THE SELECTED REASON FOR A REQUEST.

<p><i>(Please provide detailed explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party)</i></p>

Signed at _____ this _____ day of _____ 20 _____

Signature of data subject / designated person

Appendix E: PAIA 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 the registered address of a 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 " Fees in respect of private bodies ".	
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 (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)	

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		

Copy of visual images	quotation of the service provider		
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		
TOTAL:			

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

Yes

No

Hours of Search		Amount of deposit (calculated on one third of total amount per request)	
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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