

NAMHOST INTERNET SERVICES PTY LTD

("NAMHOST")

PROMOTION OF ACCESS TO INFORMATION MANUAL

VERSION 1

DATE: 31 JULY 2024

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1. INTRODUCTION

- 1.1. This PAIA Manual has been prepared in line with section 51 of the Promotion of Access to Information Act 2 of 2000 (“**the Act**”). Its purpose is to assist individuals in requesting access to records held by a private body. When a request is made under the Act, the private body is required to provide the information if the requester demonstrates that it is necessary to exercise or protect their rights, unless there are legitimate grounds for refusal. The Act outlines the procedures for requesting information.
- 1.2. Section 51 of the Act mandates private bodies to produce a manual that facilitates access to information held by the private body. It also specifies the essential requirements that such a manual must fulfil.
- 1.3. This document is the PAIA Manual of Namhost Internet Services Pty Ltd (“Namhost”). It has been prepared in compliance with section 51 of the Act, as amended by the Protection of Personal Information Act, 2013 (“**POPIA**”). POPIA upholds the Constitutional right to privacy and sets forth minimum standards for the processing of personal information. It revises certain provisions of the Act, aiming to balance the right of access to information with the protection of personal data. POPIA also introduces the Information Regulator, who is tasked with ensuring compliance and addressing issues such as unsolicited electronic communications and automated decision-making.

2. DEFINITIONS

Unless otherwise indicated, or where the context implies otherwise, the following terms shall have the following definitions, namely –

- 2.1. “**Act**” means the *Promotion of Access to Information Act, Act 2 of 2000*, as amended from time to time;
- 2.2. “**Affiliates**” means any connected party within the same group of companies, employees, sub-contractors, contractors and assigns;
- 2.3. “**Company**” means Namhost and its Affiliates;
- 2.4. “**Information Officer**” means the person acting on behalf of Namhost and discharging the duties and responsibilities assigned to the head of Namhost by the Act. The Information Officer is duly authorised to act as such and such authorisation has been confirmed by the “head” of Namhost in writing;
- 2.5. “**Manual**” means this manual published in compliance with Section 51 of the Act;

- 2.6. **“PAIA”** means Promotion of Access to Information;
- 2.7. **“Record”** means any recorded information, regardless of form or medium, which is in the Possession or under the control of Namhost, irrespective of whether it was created by Namhost;
- 2.8. **“Registry Operator”** means an operator authorised to accredit Namhost to sell domains;
- 2.9. **“Request”** means a request for access to a Record of Namhost;
- 2.10. **“Requestor”** means any person, individual or juristic persons, including a public body or an official thereof, making a Request for access to a Record of Namhost and includes any person acting on behalf of that person; and
- 2.11. **“SAHRC”** means the South African Human Rights Commission.
- 2.12. Unless a contrary intention clearly appears, words signifying–
 - 2.12.1. the singular includes the plural and vice versa;
 - 2.12.2. any one gender includes the other genders and vice versa; and
 - 2.12.3. natural persons include juristic persons.
- 2.13. Unless otherwise stated, terms defined in the Act shall have the same meaning in this Manual.

3. **CONTACT DETAILS OF INFORMATION OFFICER (SECTION 51(1)(a))**

- 3.1. This Manual is published on Namhost’s website and is available on request from the Information Officer. The details of the Information Officer are:

Name of Private Body: **Namhost Internet Services Pty Ltd**

Designated Information Officer: Ardi Coetzee

Email address of Information Officer: ardi@namhost.com

Postal address: 24 Black Eagle Rd, Hermanus, 7210, RSA

Street address: 24 Black Eagle Rd, Hermanus, 7210, RSA

Phone number: [+27 72 994 8745](tel:+27729948745)

3.2. This Manual is available at www.namhost.com/paia .

4. INFORMATION REGULATOR'S GUIDE

4.1. An official guide has been prepared to assist individuals seeking to exercise their rights to access information as provided by the Act. and POPIA. This guide is available from the Information Regulator, which was established under POPIA. Copies can be obtained from the Information Regulator or the Information Officer at no cost. Requests to inspect the guide at Namhost's office or to obtain a copy from the Information Officer should align with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021, issued under the PAIA Regulations. Please refer to Annexure C.

4.2. In addition, the Information Regulator of South Africa can be approached at the following address:

Physical Address: JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal Address: PO Box 31533
Braamfontein
Johannesburg
2017

General enquiries: enquiries@info regulator.org.za

Complaints: PAIAComplaints@info regulator.org.za

Compliance: PAIACompliance@info regulator.org.za

5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

5.1. compile an inventory of all records maintained by Namhost;

- 5.2. to outline the criteria for individuals who are eligible to request information under the Act, as well as the justifications for which a request may be refused;
- 5.3. to specify the procedures and format for submitting a request for information; and
- 5.4. to adhere to the supplementary requirements mandated by POPIA.

6. **MANNER OF REQUEST**

- 6.1. According to the Act, an individual may request information only if it is necessary for the exercise or protection of a legitimate right, subject to the provisions in the Act.
- 6.2. Consequently, information will not be provided unless the Requester gives sufficient details to enable Namhost to identify the right being protected and explains why the information is necessary for exercising or protecting that right. The exercise of an individual's rights is subject to reasonable limitations, including the protection of privacy, commercial confidentiality, and effective, efficient, and good governance. The Act and the procedures outlined in this Manual are not intended for accessing records for criminal or civil proceedings, nor should information be requested once such proceedings have begun.
- 6.3. The Information Officer is responsible for receiving and coordinating all requests for access to records under the Act, ensuring compliance with the Act and POPIA.
- 6.4. The Information Officer will liaise with Namhost's management / directors regarding these requests.
- 6.5. All requests in terms of the Act and this Manual must be addressed to the Information Officer using the details in paragraph 3.1 above.

7. **AUTOMATICALLY AVAILABLE INFORMATION**

- 7.1. Information available on Namhost's website can be accessed openly and by the public, without the need for a formal request as outlined in this Manual.
- 7.2. Namhost's website is publicly accessible to anyone with internet access, and the following types of information are available for download, inspection, purchase, or photocopying (at the Requestor's own cost):
 - 7.2.1.1. Marketing templates;
 - 7.2.1.2. media releases;
 - 7.2.1.3. public newsletters and/or publications; and

7.2.1.4. various other marketing and promotional material.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

8.1. In terms of POPIA, personal information must be processed for a specified purpose and subject to the limitations in POPIA. The purpose for which data is processed by Namhost will depend on the nature of the data and the data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

8.2. Categories of personal information that may be collected by Namhost includes (without limitation):

8.2.1. name and surname;

8.2.2. contact number and email address;

8.2.3. physical address;

8.2.4. identity or passport number;

8.2.5. date of birth;

8.2.6. bank details;

8.2.7. DoubleClick DART Cookies

8.2.8. log files;

8.2.9. cookies and web beacons;

8.2.10. information Namhost infers about the data subject based on such user's interaction with products and services;

8.2.11. device information (for example the type of device you're using, how you access platforms, the user's browser or operating system and user's Internet Protocol ("**IP address**")); and

8.2.12. location information.

8.3. The purpose of processing personal information is:

8.3.1. to provide you with information, products or services you request from Namhost;

8.3.2. to refer you to an appropriate third-party service provider;

- 8.3.3. to communicate with you;
 - 8.3.4. to provide you with support; and
 - 8.3.5. to provide effective advertising (for example to provide you with news, special offers and general information about other services and events which Namhost offers, that are similar to those that you have already procured or enquired about).
- 8.4. A description of the categories of data subjects and of the information or categories of information relating thereto:
- 8.4.1. visitors of the website;
 - 8.4.2. people who make use of Namhost's platform and/or services; and
 - 8.4.3. all data subjects whose personal information is processed by Namhost.
- 8.5. The recipients or categories of recipients to whom Namhost may share personal information which is as follows:
- 8.5.1. Namhost may disclose a data subject's personal information to a limited number of our employees and third-party service providers (other than those who Namhost refer persons to), who interact with such data subjects our behalf;
 - 8.5.2. other parties in response to a legal or regulatory obligation Namhost may have;
 - 8.5.3. other parties when Namhost performs an obligation toward its data subjects;
 - 8.5.4. other parties in response to legal process or when necessary to conduct or protect our legal rights;
 - 8.5.5. companies and/or contractors which provide services to us. Companies that provide services to us or act on our behalf may have access to information about you. These companies and contractors are limited in their ability to use information they receive while providing services to us or you;
 - 8.5.6. third parties where you provide consent. In some cases, third parties (often advertisers) may wish to attain information about you to promote their products to you, or for whatever other reason. Namhost may share

information with third parties where you provide consent in the form of an explicit opt-in. Before Namhost asks a user to opt-in, Namhost will endeavour to provide the user with a clear description of what data would be shared with the third-party. Remember that once a person has opted in to allow Namhost to send information to the third-party, Namhost cannot control what they do with such data; therefore, be sure to investigate their privacy policies before providing permission for Namhost to share information to such party; and

8.5.7. third parties during a business transfer. Where all or a part of our business is merged, sold or reorganised, personal information about you may be shared with the successor entity. Namhost will use reasonable measures to help ensure that any successor entity processes personal information in accordance with this manual and our Privacy Policy.

8.6. *Planned transborder flows of personal information:*

Namhost might transfer personal information to places outside of South Africa, including but not limited to the Republic of Namibia, and store it there, where Namhost's suppliers might process it. If this is required, Namhost will comply with applicable data privacy laws and its Privacy Policy before effecting the transfer of Personal Information.

8.7. *A general description of information security measures to be implemented by Namhost:*

Namhost takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. Namhost takes appropriate technical and organisational measures designed to ensure that personal information and data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

9. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION (WHERE APPLICABLE)

9.1. Records are kept in accordance with the following legislation to the persons or entities specified in such legislation (including but not limited to the below):

9.1.1. *Basic Conditions of Employment Act, 1997;*

9.1.2. *Broad Based Black Economic Empowerment Act, 2003;*

9.1.3. *Close Corporations Act, 1984;*

9.1.4. *Companies Act, 2008;*

- 9.1.5. *Compensation for Occupational Injuries and Health Diseases Act, 1993;*
- 9.1.6. *Consumer Protection Act, 2008;*
- 9.1.7. *Copyright Act, 1978;*
- 9.1.8. *Electronic Communications and Transactions Act, 2002;*
- 9.1.9. *Employment Equity Act, 1998;*
- 9.1.10. *Financial Markets Act, 2012;*
- 9.1.11. *Income Tax Act, 1962;*
- 9.1.12. *Labour Relations Act, 1995;*
- 9.1.13. *National Payment Systems Act, 1998;*
- 9.1.14. *Occupational Health and Safety Act, 1993;*
- 9.1.15. *Skills Development Act, 1998e*
- 9.1.16. *Skills Development Levies Act, 1999;*
- 9.1.17. *Trademarks Act, 1993;*
- 9.1.18. *Unemployment Contributions Act, 2002;*
- 9.1.19. *Unemployment Insurance Act, 2001; and*
- 9.1.20. *Value Added Tax Act, 1991.*

10. **CATEGORIES OF RECORDS HELD AND SUBJECT TO REQUEST**

10.1. General information held by Namhost, which is public in nature, may be accessed on Namhost's website without a formal request as contemplated by this PAIA Manual. The records which Namhost holds and the categories within which the records fall are listed below, as required by section 51(2)(e) of the Act. While Namhost holds such records, it is entitled to refuse access in terms of sections 62 and 69 of the Act.

10.2. Statutory and Legal (which is not an exhaustive list):

- 10.2.1. Statutory registers;
- 10.2.2. Annual reports;

- 10.2.3. Statutory records and returns, including incorporation documents, memorandum of incorporation and share register;
- 10.2.4. Records relating to the appointment of directors/ auditors/ secretary/ and other officers;
- 10.2.5. Minutes of meetings relating to:
 - 10.2.5.1. the board;
 - 10.2.5.2. the board and statutory committees;
 - 10.2.5.3. the management committees;
 - 10.2.5.4. shareholder's meetings;
- 10.2.6. Resolutions taken by the board and/or shareholders;
- 10.2.7. Proxy documentation;
- 10.2.8. Contractual and legal agreements;
- 10.2.9. Intellectual property relating to:
 - 10.2.9.1. trademarks certificates;
 - 10.2.9.2. licenses;
 - 10.2.9.3. copyrights and designs; and
 - 10.2.9.4. Health and safety records.
- 10.2.10. Human Resources:
 - 10.2.10.1. HR policies & procedures;
 - 10.2.10.2. Skills development plans and reports;
 - 10.2.10.3. Employee records;
 - 10.2.10.4. Benefits and payroll records;
 - 10.2.10.5. Leave Records;
 - 10.2.10.6. IR disciplinary and grievance procedures and hearings, including CCMA records;

10.2.10.7. Training Manuals; and

10.2.10.8. Training records.

10.2.11. Administration, Finance and Accounting:

10.2.11.1. Accounting records;

10.2.11.2. Financial reports and statements;

10.2.11.3. Management accounts;

10.2.11.4. Banking Account details and Statements;

10.2.11.5. Tax returns;

10.2.11.6. VAT returns;

10.2.11.7. Skills Development Levies UIF;

10.2.11.8. Workmen's Compensation;

10.2.11.9. Policies and procedures; and

10.2.11.10. Supplier records;

10.2.12. Insurance:

10.2.12.1. Policies, including coverage, limits and insurers; and

10.2.12.2. Claim records.

10.2.13. Information technology:

10.2.13.1. Hardware;

10.2.13.2. Software packages;

10.2.13.3. Licences;

10.2.13.4. IT policies and procedures; and

10.2.13.5. Operating systems.

10.2.14. Sales, Marketing and Communication Records:

10.2.14.1. Customer records (inclusive but not limited to data, domain data, billing records);

10.2.14.2. Statements of account; and

10.2.14.3. Terms & conditions;

10.2.15. Marketing material and media releases: brochures, newsletters and advertising materials;

10.2.16. Public communication records;

10.2.17. Internal communication;

10.2.18. Performance records;

10.2.19. Interested party records;

10.2.20. Assets:

10.2.20.1. Land and building register;

10.2.20.2. Fixed assets register;

10.2.20.3. Title deeds; and

10.2.20.4. Leases.

10.2.21. Operations information:

10.2.21.1. This information can be defined as information needed in the day-to-day running of the organisation. Examples include (without limitation) internal telephone lists, address lists, company policies, company procedures, human resource manual, administration manual, industry related statistical data, guest database, historical guest histories, guest reservation data, management information reports, property development information such as title deeds, lease agreements, construction contracts and architectural drawings.

10.2.22. Registry Data Records:

10.2.22.1. Registrar Records;

10.2.22.2. Registrars' Details; and

10.2.22.3. Record of Domain Name Disputes and Complaints.

11. CLASSIFICATION OF COMPANY RECORDS

11.1. On request, access of Namhost's records listed above may be granted or refused based on the following considerations:

11.1.1. Disclosure and/or access granted:

11.1.1.1. information which forms part of a public access document; and

11.1.1.2. information which is subject to any intellectual property rights and copyright.

11.1.2. Limited disclosure and/or access granted:

Personal information of natural persons that belong to the requestor of that information, or personal information of juristic persons represented by the requestor of that information, as contemplated by section 61 of the Act.

11.1.3. Information which may not be disclosed:

11.1.3.1. information relating to a request after the commencement of criminal or civil proceedings, as contemplated by section 7 of the Act;

11.1.3.2. unreasonable disclosure of personal information of a natural person or a juristic person, as contemplated by section 63(2) of the Act and the POPIA;

11.1.3.3. information which is likely to harm the commercial or financial interests of a third party, as contemplated by section 64(1)(a) and (b) of the Act;

11.1.3.4. information which is likely to harm Namhost or a third party in contract negotiations, as contemplated by section 64(1)(c) of the Act;

11.1.3.5. information which would breach a duty of confidence owed to a third party in terms of an agreement, as contemplated by section 65 of the Act;

11.1.3.6. information which should instead be requested from a Registry Operator;

11.1.3.7. information which is likely to compromise the safety of individuals or protection of property, as contemplated in section 66 of the Act;

11.1.3.8. legally privileged information, as contemplated by section 67 of the Act;

11.1.3.9. commercial information of a private body, as contemplated by section 68 of the Act; and

11.1.3.10. information which is likely to prejudice research and development information of Namhost or a third party, as contemplated by section 69 of the Act.

11.1.4. Information which may not be refused:

11.1.4.1. disclosure of information, which is in the public interest, as contemplated by section 70 of the Act.

12. **ACCESS: PROCEDURE AVAILABLE AND FEES**

12.1. **Completion of the prescribed form**

12.1.1. Any request for access to a record under PAIA must closely align with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021, as issued under the PAIA Regulations, and must specify the record being requested. Refer to Annexure A for details.

12.1.2. Requests that do not meet the formal requirements set out by the Act will be returned and not processed.

12.1.3. Under POPIA, a data subject can, upon proving their identity, request Namhost to confirm, at no cost, all the information it holds about them and may request access to this information, including details about third parties who have accessed it.

12.1.4. If the data subject must pay a fee for services provided, POPIA requires Namhost to provide a written estimate of the costs before delivering the service and may ask for a deposit for part or all the fee.

12.1.5. The grounds for refusing a data subject's request are detailed in the Act and outlined in this Manual.

- 12.1.6. POPIA allows a data subject to object at any time to the processing of their personal information by Namhost on reasonable grounds related to their situation, unless the processing is mandated by law. The data subject must complete the prescribed form, Annexure E, and submit it to the Information Officer at the provided postal or physical address, fax number, or email address.
- 12.1.7. A data subject may also request Namhost to correct or delete personal information that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained; or to destroy or delete a record of personal information that Namhost is no longer authorised to retain under POPIA's provisions on the retention and restriction of records.
- 12.1.8. Requests for the correction or deletion of personal information, or the destruction or deletion of a record, must be submitted to the Information Officer at the specified postal or physical address, fax number, or email address using the form attached as Annexure F.

Proof of identity

- 12.1.9. Proof of identity is required to authenticate the Requestor's identity and the Request. The Requestor will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of the Requestor's identity document or other legal forms of identity.
- 12.1.10. If the Request is made on behalf of another person, the requester must submit proof of their capacity to make the request on behalf of another person, as set out in section 53(2)(f) of the Act.

12.2. Payment of the Prescribed Fees

- 12.2.1. The fees payable in respect of a Request are reflected per Annexure B.
- 12.2.2. Section 54 of the Act entitles Namhost to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021, promulgated under the PAIA Regulations. Please refer to Annexure D.
- 12.2.3. Where a decision to grant a request has been made, the record will not be disclosed until the necessary fees have been paid in full by the Requestor.

12.3. Timelines for processing a request for access.

12.3.1. Requests will be addressed within 30 (thirty) days, unless there are special circumstances that necessitate extending the time frame.

12.3.2. The Information Officer will notify the requester of the decision and any applicable fees using a form like Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021, issued under the PAIA Regulations.

12.3.3. If an extension is needed, the requester will be informed, along with an explanation of why more time is required.

12.4. Remedies where a Request is refused:

12.4.1.1. If Namhost denies a request for information, the requester has the following options:

12.4.1.2. Internal remedies: Namhost does not offer an internal appeal process. The decision made by the Information Officer is final. If the request is rejected, the requester can pursue the external remedies outlined below.

12.4.1.3. External remedies: The requester may seek relief by applying to a court of competent jurisdiction or by approaching the Information Regulator.

13. **AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the offices of Namhost and at https://www.namhost.com/t/namhost/Namhost-PAIA_Manual.pdf .

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:

Information Officer: Ardi Coetzee

Email address: [\[ardi@namhost.co\]](mailto:ardi@namhost.co)

Postal address: 24 Black Eagle Rd, Hermanus, 7210, RSA

Street address: 24 Black Eagle Rd, Hermanus, 7210, RSA

Phone number: +27 72 994 8745

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):	
Cellular:	
Facsimile	
Full names of person on whose behalf request are made (if applicable):	
Identity number:	
Postal Address:	
Street Address:	
E-mail Address:	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
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 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 <i>(Mark the applicable box with an "X")</i>	
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 (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription or virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
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 (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <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 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 <i>(Please specify)</i>

Signed at _____ on 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

Annexure B FEES IN RESPECT OF PRIVATE BODIES

FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1	The request fee payable by every requester	R140.00
2	Photocopy of A4-size page	R2.00 per page or part thereof.
3	Printed copy of A4-size page	R2.00 per page or part thereof.
4	For a copy in a computer-readable form on: Flash drive (to be provided by requestor) Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on: Flash drive (to be provided by requestor) Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour,	R145.00

	excluding the first hour, required for such search and preparation. To not exceed a total cost of	R455.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, e-mail or any other electronic transfer	Actual expense, if any.

REQUEST FOR A COPY OF THE GUIDE

[Regulations 2 and 3]

TO: The Information Regulator

P.O. Box 31533

Braamfontein

2017

Email address: PAIACompliance@infoRegulator.org.za

Tel number: +27 (0) 10 023 5200

OR

Information Officer: Ardi Coetzee

Email address: ardi@namhost.com

Postal address: 24 Black Eagle Rd, Hermanus, 7210, RSA

Street address: 24 Black Eagle Rd, Hermanus, 7210, RSA

Phone number: +27 72 994 8745

Full names:				
In my capacity as (mark with "x")	Information Officer		Other	
Name of public/private body (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	

I, hereby request the following copy(ies) of the guide:

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of _____ 2024_____.

Signature of requester

Annexure D FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE

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.

You requested:

<p>Personal inspection of information at the registered address of the Public Service Co-Ordinating Bargaining Council (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 are liable for the fees prescribed in Annexure B.</p>	
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OR

You requested:

Printed copies of the information (including copies of a 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	

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:

--

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: Flash drive (to be provided by requestor) 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 quotation from Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on: Flash drive (to be provided by requestor) 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			

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 number: _____

Submit proof of payment to: _____

Signed at _____ on this _____ day of _____ 20__.

Signature of Information Officer

**Annexure E - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS
OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013
(ACT NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

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

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

Fax number / E-mail address:						
B	DETAILS OF RESPONSIBLE PARTY					
Name(s) and surname/ Registered name of responsible party:						
Residential, postal or business address:	<table border="1"> <tr><td data-bbox="489 602 1452 687"></td></tr> <tr><td data-bbox="489 687 1452 772"></td></tr> <tr><td data-bbox="489 772 1452 857"></td></tr> <tr><td data-bbox="489 857 1452 943"></td></tr> <tr><td data-bbox="489 943 1452 1037">Code ()</td></tr> </table>					Code ()
Code ()						
Contact number(s):						
Fax number/ E-mail address:						
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>					

Signed at this day of20.....

.....

Signature of data subject/designated person

Annexure F

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

Request for:

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

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

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

D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b)</p> <p>WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

.....

Signature of data subject/ designated person