

GROVE FINANCIAL



Authorised Financial Service Provider

FSP No: 44410

Grove Financial Solutions (Pty) Ltd, Reg no: 2012/168157/07

Directors: LA Grove, HL Grove

GROVE FINANCIAL SOLUTIONS PTY LTD

PAIA MANUAL

**as prescribed in terms of Section 51 of the Promotion of Access to
Information Act 2 of 2000 (as amended)**

TABLE OF CONTENTS

1. <u>Introduction</u>
2. <u>Key definitions</u>
3. <u>Purpose</u>
4. <u>Grove Financial Solutions Pty Ltd Information Officers: Contact Details</u>
5. <u>The Guide and the Grove Financial Solutions Pty Ltd PAIA Manual</u>
6. <u>Categories of data subjects</u>
7. <u>The purpose of processing by Grove Financial Solutions Pty Ltd</u>
8. <u>Grove Financial Solutions Pty Ltd data security</u>
9. <u>Records available in terms of other legislation</u>
10. <u>Trans border flow of information</u>
11. <u>Access to records held by Grove Financial Solutions Pty Ltd</u>
12. <u>Compulsory declining of requests for information</u>
13. <u>Discretionary declining of requests</u>
14. <u>Request procedure</u>
15. <u>Fees</u>
16. <u>Legal entities to which this PAIA Manual Applies</u>
 ANNEXURE A FORM C LETTER FROM INFORMATION REGULAR FORM 2: COMPLIANCE NOTICE IN TERMS OF SECTION 83(3)(d) OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE FORM 4: INTERNAL APPEAL FORM

1 Introduction

Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 ("the Constitution") provides:

(1) Everyone has the right of access to –

Any information held by the state; and

Any information that is held by another person and that is required for the exercise or protection of any rights.

(2) National legislation must be enacted to give effect to this right and may provide for reasonable measures to alleviate the administrative and financial burden on the state.

Section 32 of the Constitution affords everyone the right to access information held by the State or any other person. The Promotion of Access to Information Act, 2 of 2000 (PAIA), gives effect to this constitutional right of access as required in terms of sub-section (2).

PAIA provides that a person must be given access to any record of a private body if the record is required for the exercise of any right¹ and the procedural requirements relating to a request have been complied with. PAIA applies to any recorded information, regardless of form or medium, under the control of a private body, and whether or not the private body created it.

Where a request is made in terms of PAIA, the private or public body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information must not be released. PAIA sets out the requisite procedural issues attached to such request.

GROVE FINANCIAL SOLUTIONS PTY LTD has confirmed its status as a private body in terms of the definition in PAIA as well as a responsible party in terms of the definition in the Protection of Personal Information Act, 4 of 2013 (POPIA).

GROVE FINANCIAL SOLUTIONS PTY LTD respects and values data privacy rights, and ensures that all personal data collected from you is processed in adherence to the general principles of transparency, legitimate purpose, and proportionality.

2 Key definitions

“**CEO**” means Chief Executive Officer;

“**Conditions for Lawful Processing**” means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;

“**Consent**” means any voluntary, specific and informed expression of will in terms of which permission is given for the processing personal information;

“**Constitution**” means the Constitution of the Republic of South Africa, 1996;

“**Customer**” refers to any natural or juristic person that received or receives services from the **GROVE FINANCIAL SOLUTIONS PTY LTD**

“**Data Subject**” means the natural or juristic person to whom personal information relates, such as an individual member, employee or an entity that provides **GROVE FINANCIAL SOLUTIONS PTY LTD** with their information;

“**Guide**” means the Guide issued by the Regulator, in terms of section 10(1) of PAIA, as amended, updated and made available on how the public may use PAIA;

“**Head**” means the “head” as defined in section 1 of PAIA and referred to in clause 4;

in relation to, a private body means-

- a) in the case of a natural person, that natural person or any person duly authorised by that natural person;
- b) in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership;
- c) in the case of a juristic person:
 - (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or
 - (ii) the person who is acting as such or any person duly authorised by such acting person;

“**Information Officer**” and/or “**IO**” means the head of a private body, or the person so delegated by the head of the private body in terms of PAIA and POPIA. Once appointed the Information Officer must be registered with the South African Information Regulator established under POPIA prior to performing his or her duties which include handling

requests for information amongst others. Deputy Information Officers can also be appointed to assist the Information Officer;

“Deputy Information Officer” and/or **“DIO”** means the person to whom any power or duty conferred or imposed on an Information Officer in terms of POPIA has been delegated to assist the requester in their information request. PAIA does not provide for private bodies to designate a Deputy Information Officer, however it is recommended by the Information Regulator that they do so for efficiency and convenience;

“Information Regulator” means the Regulator established in terms of section 39 of POPIA;

“Minister” means Minister of Justice and Correctional Services;

“PAIA” means the Promotion of Access to Information Act No. 2 of 2000 (as Amended);

“PAIA Manual” means this document prepared in accordance with section 51 of PAIA and regulation 4(1) (d) of the POPIA Regulations;

“Person” means a natural person or a juristic person;

“Personal Information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

- a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, 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 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;

"Personal Requester" means a requester seeking access to a record containing personal information about the requester;

"Personnel" refers to any person who works for or provides services to or on behalf of PPS Investments and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of PPS Investments. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers;

"POPIA" means the Protection of Personal Information Act No.4 of 2013;

"POPIA Regulations" mean the regulations promulgated in terms of section 112(2) of POPIA;

"Processing" means any operation or activity or any set of operations, whether by automatic means or not, concerning personal information, including-

- 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 products and legal matters relating to those products; or
- c) merging, linking, as well as restriction, degradation, erasure or destruction of information;

"Responsible Party" means a public or private body or any other person which, alone or in conjunction with others determines the purpose of and means for processing personal information;

"Record" means any recorded information regardless of the form, including, for example, written documents, video materials etc. A record requested from a public or private body would refer to a record that was in that body's possession regardless of whether that body created the record;

"Regulator" means the Information Regulator;

"Republic" means the Republic of South Africa;

"Request Fee" means the cost to be paid for making an access to information request;

“Requester” means the natural or juristic person making an access to information request. A requester also refers to the person who is making the information request on behalf of somebody else;

“Request for Access” In relation to a private body, means a request for access to a record of a private body in terms of section 50 of PAIA; and

“Third Party” refers to any natural or juristic person who is not the requester of the information, nor the body to whom the information request is made.

Capitalised terms used in this PAIA Manual have the meanings ascribed thereto in section 1 of POPIA and section 1 of PAIA as the context specifically requires, unless otherwise defined herein.

3 Purpose

The purpose of the PAIA manual is to provide an outline of the types of records held by PPSI, inform you of our data protection and security measures, serve as a guide in exercising rights in terms of POPIA and explain how one may submit requests for access to these records in terms of PAIA.

This PAIA Manual is useful for the public to-

- 3.1 check the categories of records held by PPSI which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of **GROVE FINANCIAL SOLUTIONS PTY LTD**, by providing a description of the records held by **GROVE FINANCIAL SOLUTIONS PTY LTD**;
- 3.3 understand in terms of which legislation PPSI maintains records and which records are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) of **GROVE FINANCIAL SOLUTIONS PTY LTD**; who will assist the public with access to information;
- 3.5 know the description of the Guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 3.6 know whether **GROVE FINANCIAL SOLUTIONS PTY LTD**, 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 there to;
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating there to;
- 3.8 know whether **GROVE FINANCIAL SOLUTIONS PTY LTD**, has plans to transfer or process personal information outside the Republic of South Africa; and
- 3.9 know whether **GROVE FINANCIAL SOLUTIONS PTY LTD**, has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4 GROVE FINANCIAL SOLUTIONS PTY LTD; Information Officers

Contact Details Information Officer: Louis Andries Grove

Operating Officer

Physical address: Pollie Perel Place 10, Pellissier, Bloemfontein, 9301

Postal address: Pollie Perel Place 10, Pellissier, Bloemfontein, 9301

Tel: 087 802 0053

Fax: 086 552 4854

E-mail: info@grofinsolutions.com

Website: www.grofinsolutions.com

5 The guide and the PPSI PAIA Manual

5.1. The Regulator has, a Guide which details 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.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1. the Information Officer of every public body, and

5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

5.3.3. the manner and form of a request for-

5.3.3.1. access to a record of a public body contemplated in section 11 of PAIA; and

5.3.3.2. access to a record of a private body contemplated in section 50 of PAIA;

5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

5.3.6.1. an internal appeal;

5.3.6.2. a complaint to the Regulator; and

5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

5.3.7. the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a PAIA Manual, and how to obtain access to a PAIA Manual;

5.3.8. the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by held by a public body and private body, respectively;

5.3.9. the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10. the regulations made in terms of section 92 of PAIA.

5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5. The Guide can also be obtained-

5.5.1. upon request from the Information Officer of Deputy Information Officer(s) of

GROVE FINANCIAL SOLUTIONS PTY LTD

5.5.2. from the website of the Regulator.

A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours at **GROVE FINANCIAL SOLUTIONS PTY LTD** offices

(i.e. Monday to Thursday , between 08h00 and 16h00) -Fridays between 08h00 till 14h00

5.5.3. The Guide is available in English.

Any queries regarding this Guide should be directed to the South African Information Regulator:

Postal Address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Website	www.justice.gov.za/inforeg/
Complaints Email Address	PAIAComplaints@inforegulator.org.za or POPIAComplaints@inforegulator.org.za
General Enquiries	inforeg@justice.gov.za

6 Categories of data subjects

- Shareholders
- Subsidiary companies
- Advisors
- Independent brokers
- Directors
- Employees
- Customers Officials
- Banking institutions
- Consultants
- Contractors
- Investors
- Policyholders and beneficiaries
- Complainants
- Professional advisers
- Trustees
- Pension Fund members
- Employers
- Prospective employees
- Leads or prospective customers
- Board members

The purpose of processing by **GROVE FINANCIAL SOLUTIONS PTY LTD**

GROVE FINANCIAL SOLUTIONS PTY LTD, collects and processes personal information for the following purposes:

- to meet our responsibilities to our policyholder(s)/investor(s);
- to open and administer financial products;
- to assess and improve financial products and services;
- to maintain any record relating to PPS membership;
- to ensure efficient client servicing;
- to meet our responsibilities to employees;
- to meet our contractual responsibilities to third-party service providers;
- to inform policyholder(s)/investor(s) of products and services;
- to comply with all legal and regulatory requirements, including industry codes of conduct;
- to protect and pursue the legitimate interests of PPSI or third parties to whom personal information is provided; and for any further purposes related to the above.

7 GROVE FINANCIAL SOLUTIONS PTY LTD DATA SECURITY

GROVE FINANCIAL SOLUTIONS PTY LTD has adopted the **GROVE FINANCIAL SOLUTIONS PTY LTD** IT Data Management Policy which prescribes the security protocols and practices for the management of data.

GROVE FINANCIAL SOLUTIONS PTY LTD IT Data Management Policy deals specifically with the preservation of:

- Confidentiality: ensuring that information is accessible only to those authorised to have access;
- Integrity: safeguarding the accuracy and completeness of information;
- Availability: ensuring that there is authorised access to information and when required.

GROVE FINANCIAL SOLUTIONS PTY LTD IT Data Management Policy, that ensures that a set rules for the data management processes are followed which encompass all management and operative aspects of the full life-cycle of data, these include, inter alia:

- Classification and Ownership of data;
- Extraction and Dissemination of data; and
- Data Retention and Destruction.

The security intelligence systems, protocols and practices conducted by **GROVE FINANCIAL SOLUTIONS PTY LTD** ensures that data is adequately monitored, stored and protected against data disruption incidents.

8 Records available in terms of other legislation

Certain legislation mandates **GROVE FINANCIAL SOLUTIONS PTY LTD** to allow any person access to specified information, upon request, irrespective of who that person may be. Access to information may be granted in terms of such other legislation if the manner of request is not more onerous than a request under PAIA and POPIA.

This would include the following legislation, amongst others:

1. Companies Act 71 of 2008;
2. Insurance Act 18 of 2017;
3. Long Term Insurance Act 52 of 1998 - Policyholder Protection Rules;
4. Prevention of Organised Crime Act 121 of 1998;
5. Financial Intelligence Centre Act 38 of 2001;
6. Value-Added Tax Act 89 of 1991;
7. Income Tax Act 58 of 1962;
8. Magistrates Court Act 32 of 1944;
9. High Court Act 59 of 1959;
10. Usury Act 73 of 1968;
11. Insolvency Act 24 of 1936;
12. Long - Term Insurance Act 52 of 1998;
13. The Labour Relations Act 66 of 1995;
14. The Employment Equity 55 of 1998;
15. The Basic Conditions of Employment Act 75 of 1997;
16. Identification Act 68 of 1997;
17. Security Services Act 36 of 2004;

18. Competition Act 89 of 1998;
19. Constitution of South Africa 108 of 1996;
20. Unemployment Insurance Act 63 of 2001;
21. Compensation for Occupational Injuries and diseases Act 130 of 1993;
22. Skills Development Levies Act 9 of 1999;
23. Pension Funds Act 24 of 1956; and
24. Collective Investment Schemes Control Act 45 of 2002.

9 Transborder flow of information

Further processing and storage may require that **GROVE FINANCIAL SOLUTIONS PTY LTD** sends personal information to service providers outside of the Republic of South Africa. **GROVE FINANCIAL SOLUTIONS PTY LTD** will not send your information to a country that does not have information protection legislation similar to that of the Republic of South Africa, unless we have ensured that the recipient maintains binding corporate rules or has concluded a binding agreement with **GROVE FINANCIAL SOLUTIONS PTY LTD** which provide an adequate level of protection in accordance with the Protection of Personal Information Act No 4 of 2013.

10 Access to records held by GROVE FINANCIAL SOLUTIONS PTY LTD

I. Records/information which are automatically available to a person without the requirement of a formal request (i.e.; without the submission of a completed Form C) or the person having to request access in terms of PAIA:

- Address and telephone details (the "company")
- Website and company e-mail address;
- Management team names and company details (e-mail address, tel.& fax no);
- Total of staff members (numbers)
- Contents in annual reports;
- Contents in company magazine;
- Contents in product brochures.

II. List of records per subject:

Information in the categories below is not available without a formal request (i.e.; completion of Form C) as per the instructions of the request procedure, and may be declined by **GROVE FINANCIAL SOLUTIONS PTY LTD** to protect the own, commercial or research information.

Category	Description of record kept	
Financial records	<ul style="list-style-type: none"> ○ Financial statements of company; ○ Financial documents compiled by Auditors; ○ Financial documents compiled by Investment Advisors; ○ Financial documents compiled by Actuaries; ○ Internal budget documents; ○ Cheque and banking facilities, bank account numbers; ○ History documents on financial status of company; and ○ Tax details. 	
Company records	<ul style="list-style-type: none"> ○ Registration details; ○ Company license information and details; ○ Policies and procedures; ○ Underwriting; ○ Sales; ○ Products; ○ Strategy; 	<ul style="list-style-type: none"> ○ Business directives; ○ Alliance partners contracts and details; ○ Suppliers' contracts; ○ Personnel/staff details; ○ Pension/provident fund details; and ○ Medical aid fund details.
Other records	<p>This includes four broad subjects:</p> <ul style="list-style-type: none"> ○ Personnel records; ○ Customer-related records; ○ Private body records; and 	

Category	Description of record kept	
	<ul style="list-style-type: none"> ○ Records in the possession of or pertaining to other parties. 	

Other records

Category	Description of record kept	
Personnel records	<ul style="list-style-type: none"> ○ Any personal records provided to GROVE FINANCIAL SOLUTIONS PTY LTD. by their personnel; ○ Any records a third party has provided to GROVE FINANCIAL SOLUTIONS PTY LTD about any of their personnel; ○ Conditions of employment and other personnel related contractual and legal records; ○ Internal evaluation records; and ○ Other internal records and correspondence. 	
Customer-related records	<ul style="list-style-type: none"> ○ Any records a customer has provided to a third party acting for or on behalf of GROVE FINANCIAL SOLUTIONS PTY LTD ○ Any records a third party has provided to PPSI; and ○ Records generated by or within GROVE FINANCIAL SOLUTIONS PTY LTD pertaining to the customer, including transactional records. 	
Private body records	<ul style="list-style-type: none"> ○ Financial records; ○ Operational records; ○ Databases; ○ Information technology; ○ Marketing records; ○ Internal correspondence; 	<ul style="list-style-type: none"> ○ Statutory records; ○ Internal policies and procedures; ○ Treasury-related records; ○ Securities and equities; ○ Records held by officials of the private body; and ○ Product records.
Records in the possession of or pertaining to other parties (e.g. suppliers, subsidiary /holding/sister companies/joint ventures/service providers)	<ul style="list-style-type: none"> ○ Personnel, customer or private body records which are held by another party as opposed to being held by PPSI; and ○ Records held by PPSI pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers. 	

The following details are available without a formal request, but must be accompanied by a formal consent form from the policyholder / investor / data subject if the requester of the information (third party) is not the official adviser/authorised representative of the policyholder / investor / data subject as per the **GROVE FINANCIAL SOLUTIONS PTY LTD** records:

1. Investor details;
2. Address details;
3. Telephone details;
4. Products categories; and
5. Portfolio option(s).

Granting/declining of information:

Within 30 days (normal calendar days) after receipt of a request, **GROVE FINANCIAL SOLUTIONS PTY LTD** will advise the requester whether the request has been granted or declined. If declined, reasons will be given. Furthermore, if the record pertains to a third party, PAIA requires PPSI to notify the third party of the request, and be given an opportunity to either consent to the release, or make representations in favour of or declining the request. A dissatisfied requester or third party is entitled to an appeal process by way of application to court.

11 Compulsory declining of requests for information

A request for a record shall be declined to protect:

- The privacy of a third party;
- Commercial information of a third party;
- Confidential information of a third party;
- The safety of individuals and the protection of property;
- Records privileged from production in legal proceedings;
- Research information of a third party.

12 Discretionary declining of requests

A request may be refused to protect the commercial interests or research information of **GROVE FINANCIAL SOLUTIONS PTY LTD**.

13 Request procedure

Details of submitting a formal request:

1. Submit Request Form (Annexure A) for the attention of the appropriate Information Officer to the address, fax number or electronic mail address provided in this PAIA Manual.
2. Ensure that the right you wish to protect or exercise is fully described in the Request Form.
3. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request.
4. The Information Officer will assess the request and advise the requestor within 30 calendar days of the decision made.
5. The information, if granted, will be supplied to the requester in a format applicable to the request. If declined the requestor will be notified in writing and will be provided with the reasons for the decision.
6. If you have any questions about our use of your Personal Information you can contact the appropriate Information Officer of PPSI in accordance with the contact details provided in this PAIA Manual.

14 Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- **GROVE FINANCIAL SOLUTIONS PTY LTD** will notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [section 54(1)].
- The fees (if any) that the requester must pay to **GROVE FINANCIAL SOLUTIONS PTY LTD** will depend on the format of the information being requested (The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee [section 54(3)(b)]. For a complete fee schedule please visit the Information Regulator at www.justice.gov.za/infoereg/.
- After the **GROVE FINANCIAL SOLUTIONS PTY LTD** has decided on the request, the requester must be notified in the required form.

If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [section 54(6)].

15 Legal entities to which this PAIA Manual Applies

Registered Entity	Registration details	Information Officer(s)
GROVE FINANCIAL SOLUTIONS PTY LTD	2012/	LOUIS ANDRIES GROVE (IO)

PAIA Manual Administration

Target Audience:

All persons requiring information from **GROVE FINANCIAL SOLUTIONS PTY LTD**

Approved and Issued by:

GROVE FINANCIAL SOLUTIONS PTY LTD

Person(s) responsible for PAIA Manual administration:

GROVE FINANCIAL SOLUTIONS PTY LTD Information Officer **LOUIS ANDRIES GROVE**

Next update required:

July 2024. Or when legislation requires.

ANNEXURE A – FORM C

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

This annexure must accompany the cover letter addressed to the relevant Information Officer

A. Particulars of private body

The Information Officer **GROVE FINANCIAL SOLUTIONS PTY LTD**

B. Particulars of person requesting access to the record

- a) The particulars of the person who requests access to the record must be given below.
- b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

.....

Identity number:

Postal address:

.....

.....

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

.....
.....
.....
.....

C. Particulars and approval of person/data subject on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

.....

Identity number:

Signed atthis day of 20

.....

signature

Data subject

D. Particulars of record

Provide full particulars of the record to which access is requested, including the reference number that is known to you, to enable the record to be located.

a) If the provided space is inadequate, please continue a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....

.....

.....

.....

2. Reference number, if available:

.....

3. Any further particulars of record:

.....

.....

.....

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.

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

Reason for exemption from payment of fees:

.....

.....

.....

.....

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 here under, state your disability and indicate in which form the

Disability:	Form in which record is required:
.....
.....
.....
.....
.....

Mark the appropriate box with
 X .NOTES:

- a) Compliance with your request in the specified form may depend on the form in which the record is available.
- b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Mark the appropriate box with an X.

1. If the record is in written or printed form:

	copy of record*		inspection of record
--	-----------------	--	----------------------

2. If record consists of visual images

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	view the images		copy of the images*		transcription of the images*
--	-----------------	--	---------------------	--	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
--	---	--	--

4. If record is held on computer or in an electronic or machine-readable form:

	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (compact disc)
--	-------------------------	--	--	--	--

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

YES	NO

Postage is payable.

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue a separate folio and attach it to this form.
The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

.....
.....

2. Explain why the record requested is required for the exercise or protection of the right:

.....
.....

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your

How would you prefer to be informed of the decision regarding your request for access to the record?

.....
.....

Signed atthis day of 20

.....
..... SIGNATURE OF
REQUESTER/PERSON ON WHOSE
BEHALF REQUEST IS MADE



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

Address: JD House, 27
Stiemens Street
Braamfontein,
Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email: Enquiries@infoeregulator.org.za

Date: 06 October 2023

TO ALL:

**Directors General of National
Departments Directors General
of Provincial Governments
Heads of Provincial
Governments
Municipal
Managers
Deputy
Information
Officers**

Dear All

COMPLIANCE NOTICE IN TERMS OF SECTION 83(3)(d) OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

The Information Regulator (“Regulator”) is a statutory body established in terms of section 39 of the Protection of Personal Information Act 4 of 2013. The Regulator is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the Promotion of Access to Information Act 2 of 2000 (“PAIA”).

The Minister of Justice and Correctional Services has, on 27 August 2021, gazetted the Regulations relating to the Promotion of Access to Information, 2021 (“PAIA Regulations”). In terms of PAIA Regulations, regulation 17(1) thereof, the following Forms have been repealed-

- **Form A** (Request for access to record of a public body);
- **Form B** (Notice of Internal Appeal); and
- **Form C** (Request for access to record of private body).

The Regulator has noticed that there are some private and public bodies that still have the above-mentioned Forms on their websites and this practice is hampering the right of access to information.

In accordance with section 83(3)(d) of PAIA, you are hereby requested to ensure that the following prescribed forms are uploaded on the websites of the public or private bodies-


- Form 02: [Request for Access to Record](#) [Regulation 7]- **Public & Private Bodies.**
- Form 03: [Outcome of request and of fees payable](#) [Regulation 8]- **Public & Private Bodies.**
- Form 04: [Internal Appeal Form](#) [Regulation 9]- **Public Bodies only.**

In order to ensure that the provision of reasonable access to the records of public and private bodies swiftly, inexpensively and effortlessly, the above prescribed PAIA Forms must be uploaded to the websites of all public and private bodies within fourteen (14) days of receipt or publication of this notice.

For any enquiries relating to this notice, kindly contact Ms.
Nomzamo Zondi

At NZondi@infoRegulator.org.za.

Issued by

DocuSigned by:

886A33C70AA94F...

Mr Mosalanyane Mosala
CHIEF EXECUTIVE OFFICER

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

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

MANNER OF ACCESS
(Mark the applicable box with an "X")

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

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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)

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

INTERNAL APPEAL FORM

FORM 4

[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	<input type="checkbox"/>	No	<input type="checkbox"/>
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
(mark the appropriate box with an "X")

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

(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)

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

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	<input type="checkbox"/>
			No	<input type="checkbox"/>
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority