



**ACCESS TO INFORMATION MANUAL
(PRIVATE BODY)**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT 2 OF 2000
(AS AMENDED)**

INDEX

1.	PURPOSE OF THE MANUAL IN TERMS OF PAIA	4
2.	TERMS USED IN THIS DOCUMENT	4
3.	BACKGROUND OF SKK RETAIL AND BUILDING MAINTENANCE	4
4.	REQUEST FOR ACCESS TO INFORMATION	4
5.	ORGANISATION DETAILS	5
6.	DETAILS OF THE INFORMATION OFFICER	5
7.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	6
8.	RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC	8
9.	RECORDS OF THE PRIVATE BODY	8 - 10
10.	RECORDS REQUIRED IN TERMS OF LEGISLATION	11
11.	PROCESSING OF PERSONAL INFORMATION	11-13
12.	REQUESTING PROCEDURE	13 - 14
13.	FEES	14
14.	DECISION	14
15.	GROUND FOR REFUSAL OF ACCESS TO INFORMATION	14 –15
16.	AVAILABILITY OF THE MANUAL	15
17.	ANNEXURES	16 - 24

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

1 PURPOSE OF THE MANUAL IN TERMS OF PAIA

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA from SKK Retail And Building Maintenance.

2 TERMS USED IN THIS DOCUMENT

- Terms defined in the act shall have the meaning set out therein;
- Reference to sections shall be a reference to sections in the Act.

3 BACKGROUND OF SKK RETAIL AND BUILDING MAINTENANCE

Founded by Steyn Kriel in 2008, SKK offers a tailored construction solution focused in interior finishing, space planning, project management and acoustic installation.

Our team consists of site managers and site personnel who have extensive construction experience in office, retail and house renovations.

All whom are driven by a passion for creating and delivering high end services and unprecedented value.

We strive to always deliver our outmost service to ensure our clients satisfaction and creating a lasting relationship.

4 REQUEST FOR ACCESS TO INFORMATION

If a person or entity requires access to information as contemplated in the Act, the requester must contact.

Mr. Steyn Kriel

Email: info@skkinstallations.co.za

Telephone: 011 470 0078

Section 25(2) states that:

(2) If the request for access is granted, the notice in terms of subsection (1)(b) must state—

(a) **the access fee** (if any) to be paid upon access;

(b) the form in which access will be given; and

(c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

(3) If the request for access is refused, the notice in terms of subsection (1)(b) must—

(a) state adequate reasons for the refusal, including the provisions of this Act relied upon;

(b) exclude, from such reasons, any reference to the content of the record; and

(c) state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

5 ORGANISATION DETAILS

Name: SKK Retail & Building Maintenance

Physical address: 26 Thornton Road
Westdene
Johannesburg
2092

Telephone: 011 470 0078

Email: info@skkinstallations.co.za

Website: www.skkinstallations.co.za

6 DETAILS OF THE INFORMATION OFFICER

Name: Mr Steyn Kriel

Email: info@skkinstallations.co.za

Telephone: 011 470 0078

7 GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

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

7.3 The aforesaid Guide contains the description of-

7.1.1. the objects of PAIA and POPIA;

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

7.1.2.1. the Information Officer of every public body, and

7.1.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²

7.1.3. the manner and form of a request for-

7.1.3.1. access to a record of a public body contemplated in section 11³; and

7.1.3.2. access to a record of a private body contemplated in section 50⁴;

7.1.4. the assistance available from the Information Officer of a public body in terms of PAIA & POPIA;

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

7.1.6. 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-

7.1.6.1. an internal appeal;

7.1.6.2. a complaint to the Regulator; and

7.1.6.3. 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;

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

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

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

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

a) that record is required for the exercise or protection of any rights;

b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and

c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

7.1.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

7.1.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.1.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

7.1.10. the regulations made in terms of section 92¹¹.

7.2 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.

7.3 The Guide can also be obtained-

7.1.11. upon request to the Information Officer;

7.1.12. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

7.4 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - In English and Afrikaans.

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

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

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

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

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

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

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

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

8 RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

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

9 RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that the Private Body holds to facilitate a request in terms of PAIA. The information is classified and grouped according to records relating to the following subject and categories: It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

9.1 PRIVATE BODY DOCUMENTS AND RECORDS

SUBJECTS ON WHICH THE BODY HOLDS RECORDS	CATEGORIES OF RECORDS
Incorporation Documents and Records	These include, but are not limited to the following: • Documents of Incorporation • Constitution • Copies of Shareholder's Agreement(s) • Minutes of meetings held by Management • Internal telephone list(s) and list of employees
Financial Documents	General • VAT Records • Tax Records • PAYE Records • UIF Records • SDL Records • Management Accounts and Audited Financial Statements • Asset Register Operating system • Invoice • Weekly / monthly / quarterly / annual statement • Debit note • Credit note Banking • Cheque account • Current account • Cash records • Financial reporting
Learning and Education	• Training Material • Training Records and Statistics • Training Agreements

SUBJECTS ON WHICH THE BODY HOLDS RECORDS	CATEGORIES OF RECORDS
Operational Documents and Records	• Promotional material • Marketing call reports • Written policies regarding business plan / activities • Written service specification • Product / service manuals • Work instruction manuals • Customer database • Payment in respect of goods / services based on C.O.D. / 30 days and longer • Sales records • Production records • Records in respect of scheduling and supply of Services • Documentation with regard to: - Business plans - Strategy - Vision - Mission - Action plans - Company profile - o Current / old / both price lists - o Customer complaints / assessments /both - o Records pertaining to costing / quoting - o Research and development documentation
Client Services Records	• Client employee details • Client correspondence • Client contracts • Client standard business documentation • Client business information • Client legal Documentation • Client proposal and tender documents
Human Resources	• Pay / salary status • Leave records • Educational history • Letter of appointment / employment agreement • Legal documentation • Records relating to salary increases • Disciplinary records • Performance management records • Medical history of employees • Tax records • Training records • Training manuals • Written Company policies • Written Employment Equity Plan • Workplace Skills Development Plan Monthly contribution of employees: • Unemployment fund • Records of deductions from employees • Identification records for security purposes

	Safety Records: • Record of incidents • Records of corrective action • Records relating to Occupational Health & Safety Act
Information technology records	• Licenses • Software programs • Software applications • Internal company e-mails • Internet connectivity reports

10 RECORDS REQUIRED IN TERMS OF LEGISLATION

The manual describes those records which SKK Retail And Building Maintenance makes available in terms of any other legislation.

Acts that are applicable to SKK: **Legislation**

Basic Conditions of Employment Act 75 of 1997
 Close Corporations amendment Act 25 of 2005
 Closed Corporation Act 69 of 1984
 Companies Act 71 of 2008
 Compensation for Occupational Injuries and Diseases Act 130 of 1993
 Competition Act 89 of 1998
 Consumer Protection Act 68 of 2008
 Employment Equity Act 55 of 1998
 Labour Relations Act 66 of 1995
 Constitution of the Republic of South Africa, 108 of 1996
 Protection of Personal Information Act, 4 of 2013

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

11 PROCESSING OF PERSONAL INFORMATION

The purpose of the POPIA is to promote the protection of personal information of data subjects and to give effect to their right of privacy as provided for in the Constitution. SKK Retail And Building Maintenance is responsible to ensure that information is processed lawfully, fairly, and transparently and that we comply with the condition set out in POPIA.

11.1 PURPOSE OF PROCESSING INFORMATION

SKK Retail And Building Maintenance will process personal information for the following purposes:

- Record keeping purposes;
- Compliance purposes;
- Staff administration and job applicants;
- Service delivery purposes;
- Handling complaints;
- Health and Safety purposes;
- Monitor access, secure and manage our premises and facilities;
- Help improve quality products and services;
- To administer legal contractual purposes;
- To recover debt;
- To transact with suppliers.

11.2 TYPES OF DATA SUBJECTS AND PERSONAL INFORMATION THAT MAY BE PROCESSED

Customers / Clients

These include, but are not limited to the following:

- Company name
- Company registration number
- Physical Address

- Email address
- Full Name of Representative
- Contact number
- Trade classification

Directors/Shareholders

These include, but are not limited to the following:

- Full Name
- Surname
- ID number
- Address
- Banking details
- Income Tax Number
- Contact number
- Gender
- Race

Employee

These include, but are not limited to the following:

- Name
- Surname
- ID number
- Email address
- Gender
- Nationality
- Driver's license details
- Marital Status
- Telephone number
- Next of Kind details
- Banking details
- Address
- Qualifications
- PAYE Information
- UIF Information
- Medical Information
- Tax number

11.3 RECIPIENTS TO WHOM PERSONAL INFORMATION MAY BE SUPPLIED:

SKK Retail And Building Maintenance may supply information to the following recipients:

- Payroll administrators
- Training providers
- Verification agencies
- Criminal checks agencies
- Information Security service providers

11.4 PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

SKK Retail And Building Maintenance does not transfer any information out of the borders of South Africa

11.5 INFORMATION SECURITY MEASURES IMPLEMENTED BY SKK RETAIL AND BUILDING MAINTENANCE TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

SKK Retail And Building Maintenance has implemented the following Information Security Measures to ensure the confidentiality, integrity and availability of all information residing on our database systems:

Confidentiality of all information is accomplished by limiting authorized access on all information to specified personnel only.

This is done by means of secure logins by employees on managed devices.

All backups of data are encrypted.

The server physical access is limited to our IT technicians only.

Integrity is maintained with user access controls to limit all actions with data.

We have local and cloud backups that is fully encrypted.

The backups can only be accessed by the IT company.

Availability is achieved through advanced failover cluster servers, DR site and Cloud Backups.

SKK Retail And Building Maintenance is making use of Anti-Virus software on all Computers.

The firewall has IDS (Intrusion Detection system) and IPS (Intrusion prevention system) in place that protects the server from being hacked and any data loss.

12 REQUESTING PROCEDURE

A requester must complete the necessary request form, as set out in Annexure 2, and the completed form must be sent to the physical address or emailed.

Email: info@skkinstallations.co.za - Provided in this manual and marked for the attention of the information officer.

The requester must indicate which form of access is required, identify the right that is sought to be exercised or protected and, provide an explanation as to how the requested record is required for the exercise or protection of that right.

Proof of the capacity in which the requester is requesting the information.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester;
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The Private Body will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above times are not complied with.

The requester shall be informed whether access has been granted or denied.

If, in addition, the requester requires the reason for the decision in any other manner, he / she must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requesters 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 requester must pay the prescribed fee before any further processing can take place.

13 FEES

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fees.

Any other requester who is not a personal requester, must pay the required fee:

11.1. A fee will be required by the Information Officer (contact person) before further processing of the request in terms of S54 of the Act.

11.2. A requester fee as detailed in Annexure 2 should be paid; this amount will be refunded should the request for access be refused.

11.3. A portion of the access fee (not more than one third) may be required before the request is considered.

11.4. The requester may lodge an application with a court against the payment of the request fee in terms of S54(3)(b) of the Act.

11.5. The Information Officer may withhold a record until the requester has paid the applicable fees

14 DECISION

The Private Body will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30 day period within which the Private Body has to decide whether to grant or refuse the request, may be extended for further period of not more than thirty days if the request is for a large amount of information, or the request requires a search for information held at another office of the Private Body and the information cannot reasonably be obtained within the original 30 day period. The Private Body will notify the requester in writing should an extension be sought.

15 GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for the Private Body to refuse a request for information relates to the: Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;

Mandatory protection of the commercial information of a third party, if the record contains:

- Trade secrets of that third party;
- Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
- Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

Mandatory protection of confidential information of the protection of property;

Mandatory protection of records that would be regarded as privileged in legal proceedings;

The commercial activities of the Private Body, which may include:

- Trade secrets of the Private Body;
 - Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of the Private Body;
 - Information which, if disclosed could put the Private Body at a disadvantage in negotiations or commercial competition;
 - A computer program, owned by the Private Body, and protected by copyright.
- The research information of the Private Body or a third party, if its disclosure would reveal the identity of the Private Body, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly unreasonable, or which would involve an unreasonable diversion of resources shall be refused.

16 AVAILABILITY OF THE MANUAL

This manual is available for inspection by the public , in English, upon request during office hours and there is no charge for viewing the manual at our offices:

SKK Retail And Building Maintenance
26 Thornton Road
Westdene
Johannesburg
2092

Or electronically, on www.skkinstallations.co.za.

Printed copies of the manual may be made available subject to the prescribed fees.

This Manual is compiled on behalf SKK Retail and Building Maintenance by:

Steyn Kriel
Director

Signature: _____

Date: _____

ANNEXURE 1:

The table below sets out the fees applicable to any request for a record of information held by SKK Retail And Building Maintenance:

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

ANNEXURE 2: FORM 2 REQUEST FOR ACCESS TO RECORD (REGULATION 7)

NOTE:

1. Proof of identity must be attached by the requester.
2. If request is 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

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tell:		Alternate Tell:
	Cell No:		
Full names of person on whose behalf request is made (if applicable)			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tell:		Alternate Tell:
	Cell No:		

PARTICULARS OF RECORD REQUESTED	
Provide the 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 not sufficient, 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 applicable	
Any further particulars of record	
TYPE OF RECORD (MARK APPLICABLE BOX WITH AN "X")	
Record is in written or printed form	
Record comprised virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches etc)	
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 (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 (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	
MANNER OF ACCESS (MARK THE APPLICABLE BOX WITH AN "X")	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

a) A request fee must be paid before the request will be considered.
b) You will be notified of the amount of the access fee to be paid.
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	

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 _____ on this _____ day of _____, 20____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference Number:	
Request Received by: (state rank, Name & Surname of Information Officer)	
Date Received:	
Access Fees:	
Deposit (If any)	

Signature of Information Officer

ANNEXURE 3: FORM 3 OUTCOME OF REQUEST AND FEES PAYABLE (REGULATION 8)

Note:

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

Reference number: _____

TO: The Information Officer

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure 1.	
--	--

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	

4. Fees payable as per your request:

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

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

☐ **Yes**

☐ **No**

Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	
-----------------	--	--	--

The amount must be paid into the following bank account:

Name of bank:

Name of account holder:

Type of account:

Account Number:

Branch code:

Reference No:

Submit proof of payment to:

Signed at _____ this _____ day of _____ 20_____

INFORMATION OFFICER