



**Transaction Capital**  
Risk Services

**PAIA MANUAL FOR:-**

**TRANSACTION CAPITAL RISK SERVICES PROPRIETARY LIMITED  
TRANSACTION CAPITAL RECOVERIES PROPRIETARY LIMITED  
TRANSACTION CAPITAL PAYMENT SOLUTIONS PROPRIETARY LIMITED  
TRANSACTION BUSINESS SOLUTIONS PROPRIETARY LIMITED  
TRANSACTION CAPITAL CREDIT HEALTH PROPRIETARY LIMITED**

**Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000**

CONTENTS

1.	INTRODUCTION.....	1
2.	INTRODUCTION TO TRANSACTION CAPITAL LIMITED.....	1
3.	PURPOSE OF THE MANUAL.....	1
4.	PARTICULARS IN TERMS OF SECTION 51 OF THE ACT.....	1
5.	THE SECTION 10 GUIDE ON HOW TO USE THE ACT [section 51(1)(b)].....	2
6.	RECORDS AVAILABLE IN TERMS OF SOUTH AFRICAN LEGISLATION [Section 51(1)(d)].....	2
7.	RECORDS [Section 52].....	3
7.2.1	Personnel Documents and Records.....	4
7.2.2	Client related Records.....	4
7.2.3	Statutory Company Records/Corporate Records.....	5
7.2.4	Other Company Records.....	5
7.2.5	Other Party Records.....	5
8.	PROCEDURE FOR REQUESTING ACCESS TO INFORMATION.....	5
9.	CONSIDERING YOUR REQUEST.....	7
10.	GROUND FOR REFUSAL OF ACCESS TO RECORDS.....	7
11.	REMEDIES AVAILABLE WHEN THE COMPANY REFUSES A REQUEST FOR INFORMATION.....	8
11.1	Internal Remedies.....	8
11.2	External Remedies [section 78].....	8
12.	AVAILABILITY OF THIS MANUAL.....	9
	ANNEXURE A - FORM C - REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY.....	10
	ANNEXURE B - FEES.....	15

## 1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 ("the Act") gives effect to the constitutional right of access to information held by the State and any other person that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to which the request is made is obliged to release the information, **except where the Act or other applicable legislation expressly provides that the information may or must not be released.** The Act sets out the requisite procedural requirements attached to such requests.

## 2. INTRODUCTION TO THE TRANSACTION CAPITAL RISK SERVICES GROUP

Transaction Capital Risk Services Proprietary Limited ("TCRS") is a juristic person incorporated as a private company in terms of the company laws of the Republic of South Africa. TCRS is classified as a "private body" as defined in section 1 of the Act, and conducts business as a holding company. The Transaction Capital Risk Services group structure includes, *inter alia*, the following companies, namely -

- Transaction Capital Recoveries Proprietary Limited ("TCR"); and
- Transaction Capital Payment Solutions Proprietary Limited ("TCPS"); and
- Transaction Capital Business Solutions Proprietary Limited ("TCBS") and its direct and indirect subsidiaries; and
- Transaction Capital Credit Health Proprietary Limited ("TCCH").

Each of TCR, TCPS, TCBS and TCCH are incorporated as private companies in terms of the company laws of the RSA and are subsidiaries of TCRS and are classified as a "private body" as defined in section 1 of the Act.

In this manual, each reference to the "Company" shall include all and any, as the context requires, of TCRS, TCR, TCPS, TCBS and TCCH.

## 3. PURPOSE OF THE MANUAL

This manual has been prepared in accordance with section 51 of the Act. It is intended to foster a culture of transparency and accountability within TCRS, by giving effect:

- to the right to information that is required for the exercise or protection of any right; and
- to actively promote a society in which the members of the public have effective access to information to enable them to more fully exercise and protect their rights.

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

- limitations aimed at the reasonable protection of privacy;
- commercial confidentiality;
- effective, efficient and good governance; and
- in a manner which balances the right of access with any other rights, including such rights contained in the Bill of Rights in Chapter 2 of the Constitution.

This manual sets out to provide for the manner in which requests to TCRS are to be made. This manual is drafted in accordance with the generic manual made available by the South African Human Rights Commission ("SAHRC").

## 4. PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

### 4.1 Company Contact Details [Section 51(1)(a)]

Full name	Transaction Capital Risk Services Proprietary Limited Transaction Capital Recoveries Proprietary Limited Transaction Capital Payment Solutions Proprietary Limited Transaction Capital Business Solutions Proprietary Limited Transaction Capital Credit Health Proprietary Limited
Postal Address	P O Box 2413 Pinetown 2123
Physical address	342 Jan Smuts Avenue Hyde Park Johannesburg, 2196

Telephone Number	+27 11 560 6000
Telefax number:	+27 11 560 6375
E-mail address:	davidm@tcriskservices.co.za
Website address:	<a href="http://www.tcriskservice.co.za">www.tcriskservice.co.za</a>

#### 4.2 Contact details of the Designated Information Officer

Designated Information Officer	Jennifer Williams
Postal Address	P O Box 2413 Pinegowrie 2123
Physical address	342 Jan Smuts Avenue Hyde Park Johannesburg 2196
Telephone Number	+27 11 560 6406
Telefax number:	+27 11 560 6406
E-mail address:	paia@tcriskservices.co.za

#### 5. THE SECTION 10 GUIDE ON HOW TO USE THE ACT [section 51(1)(b)]

A guide has been compiled in terms of section 10 of the Act by the SAHRC which contains information in an easily comprehensible form and nature as may be required by a person wishing to exercise any right contemplated in the Act. A guide to the Act is available from SAHRC website: [www.sahrc.org.za](http://www.sahrc.org.za)

The contact details of the SAHRC are as follows:

**The South African Human Rights Commission**  
**Head Office : Braampark Forum 3, 33 Hoofd Street, Braamfontein**  
**Private bag x2700, Houghton, 2041**  
**Tel Number: +27 11 877 3825**  
**Facebook SAhumanrightscommission**  
**Twitter: @SAHRCommission**  
**E- mail: [info@sahrc.org.za](mailto:info@sahrc.org.za)**

Information regarding general queries on the Promotion of Access to Information can be forwarded to:

**[Ramadimeja Legodi at rlegodi@rahrc.org.za.](mailto:Ramadimeja.Legodi@rahrc.org.za) or [Nomfundo Khulu : nkhulu@rahrc.org.za](mailto:Nomfundo.Khulu@rahrc.org.za)**

#### 6. RECORDS AVAILABLE IN TERMS OF SOUTH AFRICAN LEGISLATION [Section 51(1)(d)]

TCRS keeps documents in accordance with the following legislation (and applicable regulations published under that legislation). (please note that this is not an exhaustive list):

<b>Asset Management</b>
Pension Funds Act 24 of 1956
<b>Business Operations of the Transaction Capital Group</b>
Consumer Protection Act 68 of 2008
Debt Collectors Act 114 of 1998
Financial Advisory and Intermediary Services Act 37 of 2002
National Credit Act 34 of 2005
Bills of Exchange Act 34 of 1964
<b>Finance</b>
Income Tax Act 58 of 1962
Tax on Retirement Funds Act 38 of 1996
Value Added Tax Act 89 of 1991
<b>General</b>
Companies Act 71 of 2008
Competition Act 89 of 1998

Designs Act 195 of 1993
Copyright Act 98 of 1978
Promotion of Access to Information Act 2 of 2000
Trade Marks Act 194 of 1993
Protection of Personal Information Act 4 of 2013 (when such Act comes into force)
Broad-Based Black Economic Empowerment Act 53 of 2003
<b>Governance</b>
King Report on Corporate Governance in South Africa (King III)
<b>Human Resources</b>
Basic Conditions of Employment Act 57 of 1997
Compensation for Occupational injuries and Diseases Act 130 of 1993
Employment Equity Act 55 of 1998
Firearms Control Act 60 of 2000
Identification Act 68 of 1997
Immigration Act 13 of 2002
Labour Relations Act 66 of 1995
Occupational Health and Safety Act 85 of 1993
Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Skills Development Act 97 of 1998
Skills Development Levies Act 9 of 1999
South African Qualifications Authority Act 58 of 1998
Tobacco Products Control Act 83 of 1993
Unemployment Insurance Act 30 of 1966
Unemployment Insurance Contributions Act 4 of 2002
<b>IT and Communication</b>
Electronic Communications and Transactions Act 25 of 2002
Regulation of Interception of Communications and Provisions of Communication Related Information Act 70 of 2002
<b>Litigation</b>
Magistrates Court Act 32 of 1944
Superior Courts Act 10 of 2013
Regulations under the Supreme Court Act 59 of 1959
<b>Money Laundering and Criminal</b>
Criminal Procedure Act 51 of 1977
Financial Intelligence Centre Act 38 of 2001
Prevention and Combating of Corrupt Activities Act 12 of 2004
Prevention of Organised Crime Act 121 of 1998
Protected Disclosures Act 26 of 2000
Protection of Constitutional Democracy against Terrorists and Related Activities Acts 33 of 2004

## 7. RECORDS [Section 52]

### 7.1 Records Automatically Available

Records that are automatically available to the public are: booklets, newsletters and pamphlets published by the Company, which are available on the Company's website [section 51(1)(e)].

A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of the Act, has to date not been published.

## 7.2 Records that may be requested

The information in this section provides a reference to the records that the Company holds, which will facilitate a request in terms of the Act.

These records referred to below include, but are not limited to, records which pertain to the Company's own affairs.

These records are not automatically available and can only be made available by facilitating a request in terms of the Act. Please note that the records listed below are not exhaustive.

### 7.2.1 Personnel Documents and Records

- Personal Information relating to past, present and prospective personnel;

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**"personal information" as defined in the Act means**

Information about an identifiable individual, including, but not limited to –

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual;
  - information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
  - any identifying number, symbol or other particular assigned to the individual;
  - the address, fingerprints or blood type of the individual;
  - the personal opinions, views or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award or a prize to be made to another individual;
  - correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
  - the views or opinions of another individual about the individual;
  - the views or opinions of another individual about a proposal for a grant, an award or a prize to be made
  - to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and
  - the name of the individual where it appears with other personal information relating to the individual or where the disclosure of the name itself would reveal information about the individual, but excludes information about an individual who has been dead for more than 20 years;
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- Records provided by third parties relating to personnel;
- Records relating to conditions of employment;
- Records relating to personnel-related contracts and quasi-legal records;
- Records containing the results of internal evaluations;
- Correspondence relating to personnel;
- Disciplinary Records;
- Records of salaries paid, other remuneration and benefits as they relate to all past present and prospective personnel;
- SETA Records;
- Records embodying codes of conduct and policies and procedures relating to personnel ;
- Leave Records;
- Pension Fund Records;
- Provident Fund Records; and
- IRP5's.

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

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### 7.2.2 Client related Records

- Records provided by clients in respect of their business and in terms of the contractual arrangements between the Company and clients;
- Records generated by or within the Company relating to its clients, including transactional records;
- Records pertaining to third party information provided by clients; and
- Records provided by third parties in the course of doing business with the Company.

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**A "client" refers to any natural or juristic entity that receives services from the Company.**

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### 7.2.3 Statutory Company Records/Corporate Records

- Minutes of executive and other decision making operational bodies;
- Documents of Incorporation;
- Memorandum and Articles of Association;
- Minutes of Board of Directors' Meetings and Board sub-committee Meetings;
- Records relating to the Appointment of Directors/ Auditors/Secretaries/Public Officers and Other Officers;
- Share Register and other Statutory Registers;
- Delegations of authority; and
- Other statutory documents of a legal and commercial nature.

### 7.2.4 Other Company Records

- Documents relating to the operational, commercial and financial interests of the Company;
- Commercial and other legal contracts or agreements;
- Client and other data bases;
- Information on existing and past litigation;
- Trade Mark and Intellectual Property applications and information;
- Administrative Information;
- Licenses;
- Human Resources Information;
- Insurance Policies;
- Marketing records;
- Internal and external correspondence;
- Disaster recovery plans;
- Company product records;
- Internal policies and procedures; and
- Records held by officials of the Company.

### 7.2.5 Other Party Records

The Company may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies and service providers. Alternatively, such other parties may possess records that can be said to belong to the Company. These records include but are not limited to:

- Personnel, customer or private body records which are held by another party as opposed to the records held by the Company itself; and
- Records held by the Company pertaining to other parties, including but not limited to , financial, commercial, operational and legal records, contractual records, correspondence, records provided by the other party, and records provided by third parties about contractors/suppliers.

### 7.3 Website

The Company's website addresses are [www.tciskservices.cwww.tcrecoveries.co.za](http://www.tciskservices.cwww.tcrecoveries.co.za); [www.tcbusiness-solutions.co.za](http://www.tcbusiness-solutions.co.za); [www.tccredithealth.co.za](http://www.tccredithealth.co.za) and [www.tcpaymentsolutions.co.zao.za](http://www.tcpaymentsolutions.co.zao.za); and are accessible to anyone who has access to the Internet. The website contains various categories of information relating to the Company.

## 8. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

### 8.1 Access to records held by Company

Records held by the Company may be accessed by request *only* once the prerequisite requirements for access have been met.

A requestor must use the prescribed form to make a request for access to a record. A "requestor" in relation to a private body means –

- 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
- a person acting on behalf of the person contemplated above.

There are two types of requesters:

- **Personal Requester**  
A personal requester is a requester who seeks access to a record containing personal information about the requester. The Company will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.
- **Other Requester**  
This requester (other than a personal requester) is entitled to request access to information on third parties.

## 8.2 Form of request

- 8.2.1 The requester must use the Form as set out in Annexure A of this manual, to make a request for access to a record.
- 8.2.2 The request should be made to the Designated Information Officer at the address, fax number or electronic mail address as stated above.
- 8.2.3 The prescribed form must be filled in with sufficient detail to enable the Designated Information Officer to identify [section 53]:
  - the record or records requested and the requester of the information;
  - the form of access required;
  - the postal address; fax number or e-mail address of the requester in the Republic;
  - the right the requester is seeking to exercise or protect and provide an explanation of why the record is required for the exercise or protection of that right;
  - if in addition to a written reply, the manner in which the requester wishes to be informed of the decision regarding the request made; and
  - if the request is made on behalf of a person, the capacity in which the requester is making the request.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

## 8.3 Fees

- 8.3.1 The Act provides for two types of fees, namely:
  - a request fee, which will be a standard fee. The fee that the requester must pay to a private body is R5; and
  - an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 8.3.2 The requester may lodge an application to the court against the tender or payment of the request fee or access fee. [section 54(3)(b)].
- 8.3.3 The requester must pay the prescribed request fee, before any further processing can take place. When the Designated Information Officer receives the request, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request. [Section 54(1)]. The notice must also set out the procedure for lodging the application [section 54(3)(c)].
- 8.3.4 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 prescribed required request fee.
- 8.3.5 If the search for and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed, the Designated Information Officer shall notify the requester to pay as a deposit the prescribed portion (being no more than one third) of the access fee which would be payable if the request is granted. [(section 54(2)].
- 8.3.6 If a deposit has been paid and the request for access refused, the deposit referred to above must be repaid to the requester.
- 8.3.7 The designated information officer may withhold a record until the requester has paid the applicable fees as indicated in Annexure B.
- 8.3.8 A requester, whose request for access to a record has been granted, must pay an access fee for reproduction, search and preparation, and for any time reasonably required in excess of the prescribed



hours to search for and prepare the record for disclosure including making arrangements to make it available in the requested form [section 54(5)]. In terms of the Act [section 54(7)], the access fee prescribed for the purposes referred to above must

- provide for the costs of making the record, or a transcription of a record;
- and if applicable a postal fee; and
- the time reasonably required to search for the record and prepare the record for disclosure to the requester.

## **9. CONSIDERING YOUR REQUEST**

9.1 The Company will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect [section 56].

9.2 The 30 day period within which the Company is to decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if [section 57]:

- the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the private body concerned;
- the request requires a search for records in, or collection thereof from, an office of the private body not situated in the same town or city as the office of the head that cannot reasonably be completed within the original period;
- consultation among divisions of the Company or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;
- more than one of the circumstances contemplated in the paragraphs above exist in respect of the request making compliance with the original period not reasonably possible;
- the requester consent in writing to such extension.

If the period is extended, the Designated Information Officer will within 30 days after the request is received notify the requester of

- The period of the extension;
- The reasons for the extension, including the provisions of this Act relied upon; and
- That the requester may lodge an application with a court against the extension, and the procedure (including the period) for lodging the application.

9.3 If the Company fails to give a decision with regards to a request within the 30 day period in terms of 9.1 (or extended period in terms of 9.2, as the case may be), the Company will be deemed to have refused the request [section 58].

## **10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS**

The main grounds for the Company to refuse a request for information relates to the:

10.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information about that natural person [Section 63]. A record will not be refused in so far as it consists of information:

- about an individual who has consented to the disclosure of the record;
- already publicly available;
- that was given the private body by the individual to whom it relates and the individual was informed by or on behalf of the private body, before it is given, that the information belongs to a class of information that would or might be made available to the public;
- about an individual's physical or mental health, or well-being, who is under the care of the requester and who is -
  - under the age of 18 years; or
  - incapable of understanding the nature of the request, and if giving access would be in the individual's best interests;
- about an individual who is deceased and the requester is -
  - the individual's next of kin; or
  - making the request with the written consent of the individual's next of kin; or
- about an individual who is or was an official of a private body and which relates to the position or functions of the individual, including, but not limited to -
  - the fact that the individual is or was an official of that private body;
  - the title, work address, work phone number and other similar particulars of the individual;

- the classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual; and
  - the name of the individual on a record prepared by the individual in the course of employment.
- 10.2 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 which disclosure could likely cause harm to the financial or commercial interests of that third party;
  - information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition [Section 64].
- 10.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement [section 65];
- 10.4 Mandatory protection of the safety of individuals and the protection of property [Section 66]. The head of a private body must refuse a request for access to a record of the body if its disclosure could reasonably be expected to endanger the life or physical safety of an individual. The head of a private body may refuse a request for access to a record of the body if its disclosure would be likely to prejudice or impair -
- the security of:
    - a building, structure or system, including, but not limited to, a computer or communication system;
    - a means of transport; or
    - any other property; or
  - methods, systems, plans or procedures for the protection of -
    - an individual in accordance with a witness protection scheme;
    - the safety of the public, or any part of the public; or
    - the security of property contemplated above.
- 10.5 Mandatory protection of records which would be regarded as privileged in legal proceedings [section 67];
- 10.6 The commercial activities of the Company, which may include [section 68]:
- trade secrets of the Company;
  - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company;
  - information which, if it is disclosed could put the Company at a disadvantage in negotiations or commercial competition;
  - a computer programme which is owned by the Company, and which is protected by copyright [section 68]; and
- 10.7 The research information of the Company or a third party, if its disclosure would disclose the identity of the Company, the researcher or the subject matter of the research and would place the research at a serious disadvantage [section 69];
- 10.8 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## **11. REMEDIES AVAILABLE WHEN THE COMPANY REFUSES A REQUEST FOR INFORMATION**

### **11.1 Internal Remedies**

The Company does not have an internal appeals procedure. As such, the decision made by the Designated Information Officer is final. The requesters will have to exercise such external remedies at their disposal, if the request for information is refused and the requester is not satisfied with the answer supplied by the Designated Information officer.

### **11.2 External Remedies [section 78]**

A requester that is dissatisfied with the Designated Information officer's refusal to disclose information may, within 30 days of notification of the decision, apply to a Court for relief.

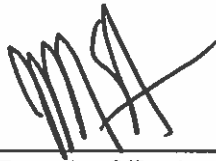
Likewise, a third party dissatisfied with the Designated Information officer's decision to grant a request for information may, within 30 days of notification of the decision, apply to a Court for relief. For the purposes of the Act, the Courts that have jurisdiction over these applications are the:

- Constitutional Court,
- The High Court or another Court of similar status.

## 12. AVAILABILITY OF THIS MANUAL

This manual is available for inspection by the general public, upon request, during office hours and free of charge at the offices of Transaction Capital Risk Services Proprietary Limited as well as on the websites: [www.tcriskservices.co.za](http://www.tcriskservices.co.za); [www.tcrecoveries.co.za](http://www.tcrecoveries.co.za); [www.tcbusiness-solutions.co.za](http://www.tcbusiness-solutions.co.za); [www.tccredithealth.co.za](http://www.tccredithealth.co.za) and [www.tcpaymentsolutions.co.za](http://www.tcpaymentsolutions.co.za)

Copies may be requested from the SAHRC.



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*Signed: David McAlpin (Chief Executive Officer)*

Date : 26<sup>th</sup> September 2016

**ANNEXURE A - FORM C - REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY  
(SECTION 53(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000) -  
[REGULATION 10])**

**A. PARTICULARS OF TCRS, TCR, TCPS, TCBS and TCCH**

Physical Address	342 Jan Smuts Avenue Hyde Park Johannesburg 2196
Telephone Number	+27 11 560 6000
Fax Number	+27 11 560 6000
E-mail Address	paia@tcriskservices.co.za

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

The particulars of the person who requests access to the record must be given below:

Full name and surname:

Identity number:

The address and/or fax number in the Republic to which the information is to be sent :

Postal address:

Fax number:

Telephone number:

Email address:

Details regarding the capacity in which the request is made, if the request is made on behalf of another person:

Proof of the capacity in which the request is made, if applicable, must be attached.

**THIS SECTION MUST ONLY BE COMPLETED IF A REQUEST FOR INFORMATION IS MADE ON BEHALF OF ANOTHER PERSON.**

**C. Particulars of person on whose behalf request is made**

Full Name and Surname:	
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Identity Number:	
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**D. PARTICULARS OF RECORD**

**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 FOLIO AND ATTACH IT TO THIS FORM. THE REQUESTER MUST SIGN ALL THE ADDITIONAL FOLIOS.**

Description of record or relevant part of the record:

Reference number if available:

Any Further Particulars of Record :

**E. FEES**

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. YOU WILL BE NOTIFIED OF THE AMOUNT REQUIRED TO BE PAID AS THE REQUEST FEE.

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 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 HEREUNDER, STATE YOUR DISABILITY AND INDICATE IN WHICH FORM THE RECORD IS REQUIRED.

Disability :	Form in which the record is required :
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MARK THE APPROPRIATE BOX WITH AN 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.

<b>IF THE RECORD IS IN WRITTEN OR PRINTED FORM</b>	
<input type="checkbox"/> Copy of Record	<input type="checkbox"/> Inspection of Record

<b>IF THE RECORD CONSISTS OF VISUAL IMAGES</b> [this includes photographs, slides, video recordings, computer-generated images, sketches, etc]	
<input type="checkbox"/> View the Images	<input type="checkbox"/> Copy of Images
<input type="checkbox"/> Transcription of Images	

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 documents)

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
---	-----	----

**G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

**IF THE PROVIDED SPACE IS INADEQUATE, PLEASE CONTINUE ON A SEPARATE FOLIO AND ATTACH IT TO THIS FORM. THE REQUESTER MUST SIGN ALL THE ADDITIONAL FOLIOS.**

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:

--

**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 REQUEST.**

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

--	--

Signed at ..... this ..... day of ..... 20 .....

<b>Signature of Requester</b>	<b>Signature of person on whose behalf the request is made</b>

**ANNEXURE B - FEES**

**GENERAL: VALUE-ADDED TAX**

Private bodies registered under the Value-Added Tax Act, 1991 (Act 89 of 1991, as vendors may add value-added tax to all fees prescribed in this annexure.

**FEES IN RESPECT OF PRIVATE BODIES**

	DESCRIPTION	RAND
1.	The fee for a copy of the manual as contemplated in regulation 9(2) (c) - for every photocopy of an A4-size page or part thereof.	1, 10
2.	The fees for reproduction referred to in regulation 11(1) are as follows:	
	a. For every photocopy of an A4-size page or page thereof	1,10
	b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
	c. For a copy in a computer-readable form on:	
	i. stifty disc	7,50
	ii. compact disc	70,00
	d. For a transcription of visual images , for an A4-size page or part thereof	40,00
	e. For a copy of visual images	60,00
	f. For a transcription of an audio record, for an A4-size page or part thereof	20,00
	g. For a copy of an audio record	30,00
3.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
4.	The access fees payable by a requester referred to in regulation 11(3) are as follows:	
	a. For every photocopy of an A4-size page or part thereof	1,10
	b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
	c. For a copy in a computer-readable form on:	
	i. stifty disc	7,50
	ii. compact disc	70,00
	d. For a transcription of visual images , for an A4-size page or part thereof	40,00
	e. For a copy of visual images	60,00
	f. For a transcription of an audio record, for an A4-size page or part thereof	20,00
	g. For a copy of an audio record	30,00
	h. To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
5.	For the purposes of section 54(2) of the Act, the following applies:	
	a. six hours as the hours to be exceeded before a deposit is payable; and	
	b. one third of the access fee is payable as a deposit by the requester.	
6.	The actual postage is payable when a copy of a record must be posted to a requester.	