

<b>Policy Name</b>	<b>Promotion of Access to Information Act 2 of 2000 (“PAIA”) Manual (“PAIA Manual”).</b>
<b>Version</b>	2
<b>Publishing Date</b>	6 March 2025
<b>Last Review Date</b>	3 February 2026
<b>Frequency of Review</b>	Yearly
<b>Next Review Date</b>	February 2027
<b>Policy Owner</b>	Cheadle Thompson & Haysom Inc.
<b>Responsible Business Department</b>	Compliance, MANCOM

<b>Full Name</b>	Karien Norval
<b>Capacity</b>	Operations Director
<b>Signature</b>	
<b>Date</b>	3 February 2026

<b>Full Name</b>	Komeshan Naidoo
<b>Capacity</b>	Managing Director
<b>Signature</b>	
<b>Date</b>	3 February 2026



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1. **Definitions**

“**Client**” means any natural or juristic person that receives or has received legal services from CTH;

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

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

“**CTH**” means the Firm known as Cheadle Thompson & Haysom Inc. Attorneys, a company incorporated and registered in terms of the Companies Act 61 of 1973, as amended, with registration number 2000/003713/21, with principal place of business situated at the 4th Floor, 30 Jellicoe Avenue, Rosebank, Gauteng, Republic of South Africa;

“**Data Subject**” means to whom the personal information relates, further example of data subjects can be found under section 10 of POPIA;

“**Employee**” means any person who works for, or provide services to or on behalf of CTH, and receives or is entitled to remuneration and any other person who assists in the operational requirements of CTH, which includes but is not limited to directors (executive and non-executive), all permanent, temporary, part-time employees, contract workers, students, and bursary holders;

“**Information Officer**” means the appointed employee of CTH who will exercise their role and responsibilities as governed under POPIA;

“**Information Regulator**” means the Information Regulator established in terms of section 39 of the Protection of Personal Information Act, 2013;

“**PAIA**” means the Promotion of Access to Information Act 2 of 2000;

“**PAIA Manual**” means this manual as prepared in accordance with sections 14 and 51 respectively of PAIA;

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

“**Personal Information**” means information relating to an identifiable, living, and natural person,

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where applicable a juristic person as defined in section 1 of POPIA;

**“Personal Requester”** means a requester who is seeking to access a record containing personal information about that requester;

**“POPIA”** means the Protection of Personal Information Act 4 of 2013;

**“POPIA Regulations”** means the regulations promulgated in terms of section 112(2) of POPIA;

**“Private Body”** means a natural person or partnership that carries on business, as prescribed in sections 1 of PAIA and POPIA;

**“Processing”** has the meaning prescribed in section 1 of POPIA;

**“Responsible Party”** has the meaning prescribed in section 1 of POPIA;

**“Record”** includes Personal Information and has the meaning prescribed in section 1 of PAIA;

**“Requester”** means any person making a request for access to a record that is under the control of CTH and has the meaning prescribed in section 1 of POPIA;

**“Request for Access”** has the meaning prescribed in section 1 of POPIA;

Where certain words have not been defined above but appear in this Manual, they bear the definitions contained in section 1 of POPIA and PAIA.

## 2. Purpose of Manual

The purpose of this Manual is to assist the public to:

- 2.1 have sufficient understanding of how to make a request for access to a record held by CTH, by providing a description of the subjects on which CTH holds records and the categories of records held on each subject;
- 2.2 know the description of the records of CTH which are available in accordance with any other legislation;



- 2.3 access all of the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.4 know the description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 2.5 ascertain if and/or when CTH will process personal information, the purpose of processing personal information and the description of categories of data subjects and of the information or categories of information relating thereto;
- 2.6 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.7 know if CTH has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.8 know whether CTH has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

**3. Contact details for access to information held by CTH**

<b>Firm: Cheadle Thompson &amp; Haysom</b>		<b>Information Officer (Managing Director): Komeshan Naidoo</b>	<b>Deputy Information Officer: Lizelle Oliver-Wilkin</b>
<b>Physical Address</b>	4 <sup>th</sup> Floor 30 Jellicoe Avenue Rosebank 2196	4 <sup>th</sup> Floor 30 Jellicoe Avenue Rosebank 2196	Ground Floor, Kildare House, The Oval, 1 Oakdale Road, Newlands 7700
<b>Postal Address</b>	P.O. Box 30894 Braamfontein 2017	P.O. Box 30894 Braamfontein 2017	P.O. Box 30894 Braamfontein 2017
<b>Telephone Number</b>	+27(11) 403 2765	+27(11) 403 2765	+27(21) 418 2278
<b>Fax Number</b>	+27(11) 403 1764	+27(11) 403 1764	+27(11) 403 1764



<b>Email</b>	admin@cth.co.za	komeshan@cth.co.za	lizelle@cth.co.za
<b>Website</b>	www.cth.co.za	www.cth.co.za	www.cth.co.za

**4. Guide on how to use PAIA and how to obtain access to the Guide**

4.1 The Information Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA (“the 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.

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

4.3 The Guide contains a description of –

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of –

4.3.2.1 the Information Officer of every public body; and

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

4.3.3 the manner and form of a request for –

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

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

4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or

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- duty conferred or imposed by PAIA and POPIA, including the manner of lodging –
- 4.3.6.1 an internal appeal;
  - 4.3.6.2 a complaint to the Information Regulator; and
  - 4.3.6.3 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 Information Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 4.3.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
  - 4.3.10 the regulations made in terms of section 92 of PAIA.
- 4.4 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 Information Regulator, during normal working hours.
- 4.5 The Guide can also be obtained –
- 4.5.1 upon request to the Information Officer;
  - 4.5.2 from the website of the Information Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection at the office of the Information Regulator during normal office hours –
- 4.6.1 English; and
  - 4.6.2 Afrikaans



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**5. Subject and categories of information held by CTH:**

The subjects and categories of information held by CTH are as follows:

Note: This section sets out the subject and categories of records held by CTH. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under PAIA. In particular, certain grounds of refusal set out in PAIA may be applicable to a request for such records.

**5.1 Incorporation and constitutional documents of CTH**

5.1.1 List of the directors of CTH.

5.1.2 Memorandum of Incorporation ("MOI").

**5.2 Financial records of CTH**

5.2.1 Accounting records, books and documents of CTH.

5.2.2 Interim and annual financial reports of CTH.

5.2.3 Details of auditors of CTH.

5.2.4 Details of auditors of CTH.

5.2.5 Auditors' reports in respect of audits conducted on CTH.

5.2.6 Invoices in respect of both creditors and debtors of CTH.

5.2.7 Tax returns of CTH.

5.2.8 Other documents and agreements relating to taxation.

5.2.9 Other financial records of CTH.



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**5.3 Banking Details of CTH**

- 5.3.1 Bank facilities and accounts details.
- 5.3.2 Bank statements.
- 5.3.3 The level of overdraft and other borrowings of CTH.
- 5.3.4 Other financial commitments of CTH.
- 5.3.5 Other banking records.

**5.4 Human Resources/Employment Records**

- 5.4.1 List of employees.
- 5.4.2 Contracts and/or documentation pertaining to arrangements with directors.
- 5.4.3 Contracts of employment with employees of CTH.
- 5.4.4 Personnel files in respect of each employee of CTH.
- 5.4.5 Disciplinary records and documentation pertaining to disciplinary proceedings.
- 5.4.6 Documents relating to employee benefits.
- 5.4.7 Compensation or redundancy payments.
- 5.4.8 Tax information of employees.
- 5.4.9 Pension and/or provident fund agreement.
- 5.4.10 Employee policies and procedures.
- 5.4.11 Other information relating to employees of CTH.



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**5.5 Intellectual Property**

- 5.5.1 Trade-marks, copyrights and designs held by CTH.
- 5.5.2 Records relating to domain names held by CTH
- 5.5.3 Licences relating to intellectual property rights.
- 5.5.4 Other agreements relating to intellectual property rights.

**5.6 Information pertaining to clients of CTH**

- 5.6.1 Agreements with clients of CTH.
- 5.6.2 Documentation and other information received from clients, including documentary information required in compliance with the Financial Intelligence Centre Act 38 of 2001.
- 5.6.3 Documentation and other information received from third parties.
- 5.6.4 Correspondence with clients.
- 5.6.5 Correspondence with third parties.
- 5.6.6 Research conducted on behalf of clients of CTH.
- 5.6.7 Information prepared by directors and employees of CTH for clients, including opinions, memoranda and reports.
- 5.6.8 Records pertaining to legal proceedings involving clients of CTH.
- 5.6.9 Other information relating to, or held on behalf of, clients of CTH.

**5.7 Library and know how information**

- 5.7.1 Precedent agreements, opinions and litigation documents.



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- 5.7.2 Information circulars.
  - 5.7.3 Publications.
  - 5.7.4 Other information held by the library of CTH.
  - 5.8 Insurance records**
    - 5.8.1 Insurance policies taken out for the benefit of CTH and its employees
  - 5.9 Immovable Property**
    - 5.9.1 Information pertaining to the sale, lease or credit of movable or immovable assets
  - 5.10 Information technology**
    - 5.10.1 Computer software, support and maintenance agreements.
    - 5.10.2 Other documentation pertaining to computer systems and computer programmes held by CTH.
  - 5.11 Website**
    - 5.11.1 Information contained on our website.
  - 5.12 Miscellaneous Agreements relating to CTH**
  - 5.13 Correspondence**
    - 5.13.1 Correspondence of CTH, including internal and external memoranda.
  - 5.14 Information relating to legal proceedings**
    - 5.14.1 Records relating to legal proceedings involving CT



**6. List of the records of CTH which are available in accordance with applicable legislation**

6.1 CTH retains records which are required in terms of legislation other than PAIA, which include but are not limited to, the legislation set out below:

No.	List of Applicable Legislation	Category of Records
1.	Basic Conditions of Employment Act 75 of 1997	Labour
2.	Broad-Based Economic Empowerment Act 53 of 2003	Constitutional
3.	Compensations for Occupational Injuries and Diseases Act 130 of 1993	Labour
4.	Electronic Communications and Transactions Act 25 of 2002	Communications
5.	Employment Equity Act 55 of 1998	Labour
6.	Financial Intelligence Centre Act 38 of 2001	Finance
7.	Income Tax Act 58 of 1962	Income Tax
8.	Labour Relations Act 66 of 1995	Labour
9.	Legal Practice Act 28 of 2014	Profession
10.	Occupational Health and Safety Act 85 of 1993	Labour
11.	Pension Funds Act 24 of 1956	Welfare and Pensions
12.	Promotion of Access to Information Act 2 of 2000	Constitutional
13.	Protection of Personal Information Act 4 of 2013	Constitutional
14.	Promotion for Equality and Prevention of Unfair Discrimination Act 4 of 2000	Constitutional
15.	Skills Development Act 97 of 1998	Labour
16.	Unemployment Insurance Act 63 of 2001	Labour
17.	Unemployment Insurance Contributions Act 4 of 2002	Labour
18.	Value-Added Tax Act 89 of 1991	Revenue

**7. Records made available by CTH without a person having to request access in terms of PAIA**

Records made available without a person having to request access in terms of PAIA:

7.1 Publicly available information about CTH:

- 7.1.1 on CTH's website including CTH's profile, areas of expertise, specialist profiles; news and publications and press releases;



7.1.2 brochures and marketing material; and

7.1.3 B-BBEE certificate.

**8. Protection of personal information that is processed by CTH**

Purpose of processing of personal information	Types of processing
To provide professional legal services to clients in accordance with terms and conditions agreed to between client and CTH	Collection, recording, organization, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction.
To undertake activities related to the provision of professional legal services and transactions including: <ul style="list-style-type: none"> <li data-bbox="236 1003 820 1160">i. To fulfil foreign and domestic legal, regulatory and compliance requirements and comply with any applicable treaty or agreement with or between foreign or domestic governments applicable to CTH;</li> <li data-bbox="236 1189 820 1279">ii. To verify the identity of a client or the clients' representatives who contact CTH or may be contacted by CTH;</li> <li data-bbox="236 1308 820 1397">iii. For risk assessment, information security management, statistical, trend analysis and planning purposes;</li> <li data-bbox="236 1426 820 1554">iv. To monitor and record calls and electronic communications with client for quality, training, investigation, and fraud prevention purposes;</li> <li data-bbox="236 1583 820 1644">v. For crime detection, prevention, investigation, and prosecution</li> </ul>	
To enforce or defend CTH rights;	
To manage the relationship between CTH and client	
The purposes related to any authorized disclosure made in terms of agreement, law or regulation	
Any additional purposes expressly authorized by the client	
Any additional purposes as may be notified to the client or data subjects in any notice provided by CTH	



8.1 Below are the various categories of data subjects that CTH processes personal information on and the types of personal information relating thereto.

Category of data subject	Category of personal information
Natural Persons	Names; contact details; physical and postal addresses, date of birth; ID number; tax related information; nationality; gender; banking details; data received from the Deeds office, credit bureau and third parties; confidential correspondence; tax related information
Juristic Persons/Entities	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorized signatories; beneficiaries' ultimate beneficial owners and all legal documentation pertaining to the juristic person.
Foreign Persons/Entities	Names; contact details; physical and postal address; financial information; date of birth; passport number; tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorized signatories/beneficiaries; ultimate beneficial owners.
Contracted service providers	Names of contact persons; name of legal entity; physical and postal address; contact details; financial information; registration number; founding documents; tax related information; authorized signatories/beneficiaries; ultimate beneficial owners
Intermediary / Advisor	Names of contact persons; name of legal entity; physical and postal address; contact details; financial information; registration number; founding documents; tax related information; authorized signatories; beneficiaries; ultimate beneficial owners
Employees/Directors/Potential Personnel/Shareholders/ Volunteers/Employees Family members/Temporary Staff	Gender; pregnancy; marital status; race; age; language; education information; financial information; employment history; ID number; next of kin; children's name; gender; age; school; grades; physical and postal address; contact details; opinions; criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information
Website end-users/Application end-users	Names; electronic identification data; IP address; log-in data; cookies; electronic localization data; cell phone details; GPD data

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8.2 The main recipients of personal information held by CTH and recipients with whom CTH may potentially share personal information include:

8.2.1 CTH management;

8.2.2 CTH employees;

8.2.3 CTH accountants and auditors;

8.2.4 other associated law firms and associated advocates to CTH;

8.2.5 our third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in internal jurisdictions.

8.3 We endeavor to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be provided where we have a legal duty or a legal right to do so.

## 9. Transborder flows of personal information

Where CTH shares or receives personal information with parties that reside outside of the Republic of South Africa, this will be done in accordance with South African laws, irrespective of data protection legislation in other jurisdictions.

## 10. Description of information security measures implemented by CTH

10.1 CTH employs appropriate, reasonable, technical, and organisational measures to prevent loss or damage to, or unauthorized destruction of personal information and unlawful access to, or processing of personal information. These measures include, but are not limited to, the following: firewalls; virus protection software and update protocols; logical and physical access control; and secure setup of hardware and software making up our information technology infrastructure.

10.2 These types of security measures are implemented by CTH in order to ensure that personal information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by CTH may be conducted in order to ensure that personal information that is processed by CTH is safeguarded and processed in accordance with the conditions of lawful processing.



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- 10.3 Objection to the processing of personal information by a data subject (section 11(3) of POPIA and Regulation 2 of POPIA Regulations) provides that a data subject may, at any time object to the processing of his/her/its personal information in the prescribed form subject to exceptions contained in POPIA.
  - 10.4 Request for correction or deletion of personal information (section 24 of POPIA and Regulation 3 of POPIA Regulations) provides that a data subject may request for their personal information to be corrected/deleted in the prescribed form.

## 11. Request for Access Procedure

- 11.1 A requester must comply with all the procedural requirements as contained in section 53 of PAIA, in relation to a request for access to a record.
- 11.2 A requester must complete the prescribed request for access form attached to this manual as Form 2 and submit the completed request for access form as well as payment of a request fee (if applicable) and a deposit (if applicable) to the Information Officer at the postal address or physical address, facsimile number or electronic mail address stated in clause 3 above.
- 11.3 The request for access form must be completed in full containing enough detail in order to enable the Information Officer to identify the following:
  - 11.3.1 the records requested;
  - 11.3.2 the identity of the requester;
  - 11.3.3 the form of access that is required if the request is granted;
  - 11.3.4 the postal address or fax number of the requester; and
  - 11.3.5 the right that the requester is seeking to protect and an explanation as to why the record is necessary to exercise or protect such right.
- 11.4 If a request for access is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

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

**12. Fees**

- 12.1 The Information Officer will notify the requester (other than a personal requester) by notice, requiring the requester to pay the relevant fee before further processing the request.
- 12.2 The prescribed fees for requests to private bodies are set out in Form 3 to the Regulations Relating to PAIA.
- 12.3 A Personal Requester does not pay such fee.
- 12.4 The Information Officer will make a decision on the request and notify the requester in the required Form 3.
- 12.5 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that had exceeded the prescribed hours to search and prepare the record for disclosure.

**13. Availability of the Manual**

- 13.1 This PAIA Manual is available in terms of section 51(3) of PAIA and section 4 of the Regulations to POPIA. This includes availability at the offices of CTH for inspection during normal business hours. No fee will be levied for inspection as contemplated in this clause.
- 13.2 Copies of this PAIA Manual can also be obtained upon request and completion Form 2 to the Information Officer. A fee will be levied for copies.

**14. Updating of the Manual**

- 14.1 The Information Officer, after approval from MANCOM, will update and amend this PAIA Manual on a regular basis, ensuring that such changes are carried out subject to and published in accordance with PAIA and POPIA.

# 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: <input type="text"/>
	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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <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	

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

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

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

\_\_\_\_\_  
**Signature of Information Officer**

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

Note:

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

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at 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:

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**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		
<b>TOTAL:</b>			

**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