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## PAIA and POPIA Manual

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This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013.

This manual applies to

**MILLER DU TOIT CLOETE INCORPORATED**

Registration number: 1999/028026/21

(hereinafter Miller Du Toit Incorporated)

**Administered by:**



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## Version Control

Version	Date	Author/Reviewer	Comment
1.0	13 <sup>th</sup> May 2021	Charles Kinnear	Reviewed for publication, effective from 20 Jan. 2025

## PART A: INTRODUCTION

### A.1. What is the purpose of this Manual?

- A.1.1. Under the Promotion of Access to Information Act 2000 ("PAIA"), **Miller Du Toit Cloete Incorporated** is required to grant individuals access to records held by **Miller Du Toit Cloete Incorporated** if that record is required by the individual to exercise or protect any legal right that individual enjoys under the law.
- A.1.2. Additionally, under the Protection of Personal Information 2013 ("POPIA"), **Miller Du Toit Cloete Incorporated** is required to be open and transparent about how **Miller Du Toit Cloete Incorporated** handles personal information and allow individuals to access and correct their personal information.
- A.1.3. The purpose of this Manual is to set out the information which **Miller Du Toit Cloete Incorporated** is legally required to disclose under PAIA and POPIA, and to explain how you can exercise your statutory rights under PAIA and POPIA with respect to records and personal information handled by **Miller Du Toit Cloete Incorporated**.

### A.2. What is the status and scope of this Manual?

This Manual (version 1.1) was last updated on 13<sup>th</sup> May 2021 and will become effective on **14<sup>th</sup> May 2021**. This Manual may be revised from time to time to reflect changes in laws and regulations, or changes in **Miller Du Toit Cloete Incorporated's** business operation.

### A.3. Introduction to the Organisation

- A.3.1. This private body is an incorporated company, practising as Attorneys, specialising in family law.

### A.4. What is the Data Subject rights under the Promotion of Access to Information Act, 2000?

- A.4.1. On 9 March 2001, the Promotion of Access to Information Act, became operative, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.
- A.4.2. Under PAIA, everyone has the right to access
  - a) any information held by the state; and
  - b) any information that is held by another person and that is required for the exercise or protection of any rights.
- A.4.3. Records **Miller Du Toit Cloete Incorporated** makes available under PAIA is described in **Part C** of this Manual. If you wish to make a request under PAIA to **Miller Du Toit Cloete Incorporated**, please follow the procedure described Section B of this Manual. Please note that your request will be subject to the applicable charges set out in Section B.5.
- A.4.5. You can learn more about your rights under PAIA by contacting the South African Human Rights Commission ("SAHRC") at:

South African Human Rights Commission  
Braampark Forum 3  
33 Hoofd Street  
Braamfontein  
South Africa

E-Mail: [info@sahrc.org.za](mailto:info@sahrc.org.za)  
Web: <http://www.sahrc.org.za>  
Tel: +27 11 877 3600

A.4.6. SAHRC has produced a detailed guidance on how to exercise your rights under PAIA. This guidance (known as PAIA Section 10 Guide) is available from SAHRC and can be accessed on SAHRC's website.

#### **A.5. Availability of this manual [S 51(1)(b) – Promotion of Access to Information Act]**

- A.5.1. A copy of this manual is available to the public for inspection at our website/registered offices as listed below or on request from the designated contact person.
- A.5.2. **Contact Details [S 51(1)(a)]** - This contact person is responsible for the administration of and compliance with the Act in a fair objective and unbiased manner.

**Contact person name:** Bridget Wippenaar  
**Physical Address:** Suite 1002, 10th Floor, 80 Strand Street, Cape Town, 8001  
**Postal Address:** PO Box 2148, Cape Town, 8000  
**Telephone number:** +27-21-418 0770  
**Email address:** [bridget@mdtcinc.co.za](mailto:bridget@mdtcinc.co.za)  
**Web Site:** <https://www.mdtcinc.co.za/>

#### **A.6. Description of the guide referred to in section 10, if available, and how to obtain access to it: [S 51(1)(b)(i)]**

- A.6.1. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- A.6.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided.
- A.6.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights.
- A.6.4. The Guide is available from the SAHRC.

A.6.5. The contact details of the Commission are:

<b>Postal Address:</b>	Private Bag 2700, Houghton, 2041
<b>Telephone number:</b>	+27-11-877 3600
<b>Email address:</b>	+27-11-403 0625
<b>Web Site:</b>	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>

**A.7. Records that are automatically available without a person having to request access in terms of this Act**

[S 51(1)(b)(ii)]

Inspection in terms of legislation other than this Act	None
Purchase or copying from us	None
From us free of charge	List of Services, information leaflets

**A.8. Description of the records of the body which are available in accordance with any other legislation**

[S 51(1)(b)(iii)]

A.8.1. Although we have used our best endeavors to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

A.8.2. Records are kept in accordance with the following legislation (this list is not exhaustive):

**(a) Legal Practice Act 28 of 2014**

- All records required by the Act.

**(b) Companies Act 71 of 2008**

- Company's Memorandum of Incorporation and all amendments
  - Company Incorporation
  - Names of Directors
  - Minutes of Board Meetings
  - Records relating to the appointment of directors / auditor / secretary / public officer and other officers.

**(c) Basic Conditions of Employment Act 75 of 1997**

- record containing the following information Section 31):
  - employee's name and occupation;
  - time worked (attendance register);
  - remuneration paid (wages register);
  - date of birth if under 18 years of age.

**(d) Occupational Health and Safety Act 85 of 1993**

- A copy of the Occupational Health and Safety Act 85 of 1993

- (e) ***Compensation for Occupational Injuries and Diseases Act 130 of 1993***
  - All records required by the Act.
- (f) ***Employment Equity Act 55 of 1998***
  - Summary of the Employment Equity Act, 55 of 1998, issued in terms of Section 25(1)
- (g) ***Income Tax Act 58 of 1962***
  - All records required by the Act.
- (h) ***Labour Relations Act 66 of 1995***
  - Records of disciplinary hearings (if any)
- (i) ***Unemployment Insurance Act 30 of 1966***
  - Records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime.
- (j) ***Unemployment Contributions Act 4 of 2002***
  - All records required by the Act.
- (k) ***Value Added Tax Act 58 of 1962.***
  - All records required by the Act.
- (l) ***Promotion of Access to Information Act 2 of 2000.***
  - All records required by the Act.
- (m) ***Protection of Personal Information Act 4 of 2013.***
  - All records required by the Act.
- (n) ***Consumer Protection Act 68 of 2008***
  - All records required by the Act.
- (o) ***Financial Intelligence Centre Act 38 of 2001***
  - All records required by the Act.
- (p) ***Prevention of Organised Crime Act 121 of 1998***
  - All records required by the Act.
- (q) ***Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004***
  - All records required by the Act.

A.8.3. The subjects on which the organisation holds records and the categories on each subject are as listed below. Please note that a requestor is not automatically allowed to these records and that access to them may be refused in accordance with Section 62 of the Act.

- Private Body documents and records
- Operational records
- Constitution
- Strategic planning documents
- Programme Manuals
- Contracts and agreements
- Training manuals
- List of services
- Research documentation and reports Organisational directory.
- Minutes of meetings

### Financial records

- Audited financial statements Asset register.
- Order forms, invoices
- Donor database
- Budgets
- Banking accounts and details

### Personnel documents and records

- Employment contracts and agreements
- Personnel Policy
- Personnel files (Letter of appointment, educational qualifications, salary scale, leave records, disciplinary records, medical history, performance appraisals and training records)
- Grievance procedures
- Disciplinary procedures
- Pension Fund documentation
- Unemployment Insurance Fund documentation
- Medical Aid documentation

### Information technology Licenses

- Software programmes
- Software applications
- External e-mails

## Part B: Make a Request under PAIA

### B.1. How can I make a request to Miller Du Toit Cloete Incorporated under PAIA [S 51(1)(b)(iv)]?

- B.1.1. Records held by **Miller Du Toit Cloete Incorporated** may be accessed on request only once the requirements for access have been met.
- B.1.2. A requester is any person making a request for access to a record of **Miller Du Toit Cloete Incorporated** and in this regard, the Act distinguishes between two types of requesters:

#### B.1.2.1. Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act, other statutes and applicable law, as well as the LPC rules and regulations **Miller Du Toit Cloete Incorporated** will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by **Miller Du Toit Cloete Incorporated**.

#### B.1.2.2. Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties subject to the provisions of this Act, other statutes, applicable law, the Rules and Regulations of the LPC, a court order, attorney/client confidentiality, confidentiality relating to a minor. However,



**Miller Du Toit Cloete Incorporated** is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by **Miller Du Toit Cloete Incorporated**.

## **B.2. How will my PAIA request be processed by Miller Du Toit Cloete Incorporated?**

- B.2.1. A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record.
- B.2.2. A requester must complete the request form enclosed herewith in Appendix A and submit it, as well as the payment of a request fee, if applicable to the information officer at the physical address, or electronic mail address as stated herein.
- B.2.3. The request form must be filled in with enough information to at least enable the information officer to identify:
  - a) The record or records requested.
  - b) The identity of the requester.
  - c) What form of access is required?
  - d) The postal address or fax number of the requester.
- B.2.4. A requester must state that he or she requires the information to exercise or protect a right, and clearly state what the nature of the right is, so to be exercised or protected.
- B.2.5. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.
- B.2.6. **Miller Du Toit Cloete Incorporated** will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this period not be complied with.
- B.2.7. The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the way it is required.
- B.2.8. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.
- B.2.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Information Officer.

## **B.3. Grounds for Refusal of Access to Records in Terms of PAIA.**

The following are the grounds on which **Miller Du Toit Cloete Incorporated** may, subject to the exceptions contained in Chapter 4 of PAIA, and subject to a court order, statutes, applicable law, the LPC Rules and Regulations, attorney/client confidentiality and/or relating to a minor refuse a Request for Access in accordance with Chapter 4 of PAIA:

- B.3.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.

- B.3.2. Mandatory protection of the commercial information of a third party, if the Records contain:
- a) Trade secrets of that third party.
  - b) Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
  - c) Information disclosed in confidence by a third party to **Miller Du Toit Cloete Incorporated**, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.
- B.3.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- B.3.4. Mandatory protection of the safety of individuals and the protection of property.
- B.3.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings.
- B.3.6. Protection of the commercial information of **Miller Du Toit Cloete Incorporated**, which may include:
- a) Trade secrets;
  - b) Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of **Miller Du Toit Cloete Incorporated**;
  - c) Information which, if disclosed, could put **Miller Du Toit Cloete Incorporated** at a disadvantage in contractual or other negotiations or prejudice **Miller Du Toit Cloete Incorporated** in commercial competition; and/or
  - d) Computer programs which are owned by **Miller Du Toit Cloete Incorporated**, and which are protected by copyright and intellectual property laws.
- B.3.7. Research information of **Miller Du Toit Cloete Incorporated** or a third party, if such disclosure would place the research or the researcher at a serious disadvantage.
- B.3.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.
- B.3.9. Attorney / Client confidentiality.
- B.3.10. Confidentiality relating to minors; and
- B.3.11. Confidentiality by way of court order.

#### **B.4. What if I'm not happy about how Miller Du Toit Cloete Incorporated handled my PAIA/POPIA request?**

- B.4.1. If you are not satisfied about the way in which your request was handled by **Miller Du Toit Cloete Incorporated** (including where you are not happy about the Access Fee charged by **Miller Du Toit Cloete Incorporated** the length of time **Miller Du Toit Cloete Incorporated** is taking to process your request), you can make an application for relief to the Constitutional Court, the High Court or another court of similar status.
- B.4.2. Please note that if you wish to make an application to the court, you will need to do so within 180 days of receiving the relevant decision made by **Miller Du Toit Cloete Incorporated**,

## B.5. What are the charges applicable to my PAIA/POPIA request?

B.5.1. There are two types of fees which are payable under PAIA, namely Request Fee, and Access Fee.

B.5.2. Request Fee is payable upon making a request to access records/personal information, and it is **R57.00** (inclusive of VAT) for each request. You do not have to pay a Request Fee if:

- You are a private individual requesting access to your own records/personal information;
- You are single and earning less than R14,812 p/a; or
- You are married (or in a life partnership), and earning less than R27,192 p/a.

B.5.3. Access Fee is payable in respect of records/personal information which are produced in response to your request. Access Fee is payable by everyone who makes a request. The rate of Access Fees are as follows:

Type of activity involved in producing the record or personal information	Rate (inc. VAT)
For every photocopy of an A4-size page or part thereof.	R1.25
For every printed copy of an A4-size page or part thereof. Held on a computer or in electronic or machine-readable form.	R0.86
For a copy in a computer-readable form on stiffy disk.	R8.55
For a copy in a computer-readable form on CD.	R79.80
For a transcription of visual images, for an A4-size page or part thereof.	R45.60
For a copy of visual images.	R68.40
For a transcription of an audio record, for an A4-size page or part thereof.	R22.80
For a copy of an audio record.	R34.20
Each hour or part of an hour (excluding the first hour) reasonably required to search for and prepare the record/personal information for disclosure.	R34.20
For posting the record/personal information.	Actual postage incurred
For confirming whether <b>Miller Du Toit Cloete Incorporated</b> handles personal information of the requestor (POPIA s23(1)(a) request)	Free of charge

B.5.4. Please note that:

- where Request Fee is payable, your request will not be processed until you pay the Request Fee;
- where Access Fee is payable, the record/personal information you requested will not be released until the Access Fee is paid; and

B.5.5. Please also note that if you are not a private individual and if the search for and preparation of the record requested is in **Miller Du Toit Cloete Incorporated's** view likely to require more than 6 hours of work, **Miller Du Toit Cloete Incorporated** reserves the right to require you to pay 1/3<sup>rd</sup> of the Access Fee up front as a deposit.

## Part C: Protection of Personal Information Act

### C.1. Purpose of the processing [S 51(1)(c)(i)]

Description of category of data subjects	Purpose of the Processing
<b>Employees</b>	<ol style="list-style-type: none"> <li>Human Resource Management</li> <li>Verification of applicant employees' information during recruitment process</li> <li>General matters relating to employees: <ol style="list-style-type: none"> <li>Pension;</li> <li>Medical aid;</li> <li>Payroll;</li> <li>Disciplinary action;</li> <li>Training relationship.</li> </ol> </li> <li>Any other reasonably required purpose relating to the employment or possible employment</li> </ol>
<b>Clients</b>	<ol style="list-style-type: none"> <li>Compliance with FICA.</li> <li>Delivering of Service.</li> </ol>
<b>Contact details provided by family law client</b>	<ol style="list-style-type: none"> <li>Compliance with FICA.</li> <li>Delivering of Service.</li> <li>To contact the client about their case under a contract with them or using legitimate interests if the contract is with their employer</li> </ol>
<b>Case information provided by family law client</b>	<ol style="list-style-type: none"> <li>Compliance with FICA.</li> <li>Delivering of Service.</li> <li>To contact the client about their case under a contract with them or using legitimate interests if the contract is with their employer</li> </ol>
<b>Visitors</b>	Security of employees and facilities.
<b>Suppliers, professional advisers and consultants</b>	<ol style="list-style-type: none"> <li>Administration of Agreement</li> <li>Verifying and updating information</li> <li>Performing duties in terms of any agreement.</li> <li>Make, or assist in making, credit decisions.</li> <li>Operate and manage accounts and manage any application, agreement or correspondence vendors may have with the Organisation.</li> <li>Communicating with vendors by email, SMS, letter, telephone or in any other way about the Organisation's the services.</li> <li>Performing other administrative and operational purposes including the testing of systems.</li> <li>Recovering any debt vendors may owe the Organisation.</li> <li>Complying with the Organisation's regulatory and other obligations.</li> <li>Any other reasonably required purpose relating to the Organisation business</li> </ol>

## C.2. Categories of data subjects and of the information or categories of information relating thereto

[S 51(1)(c)(ii)]

Category of data subjects	Information or categories of information relating thereto
<b>Employees</b>	<ol style="list-style-type: none"> <li>1. Full name and identifying particulars.</li> <li>2. Occupation of the employee.</li> <li>3. Remuneration paid.</li> <li>4. Tax which has been deducted.</li> <li>5. Unemployment insurance fund contributions.</li> <li>6. Disciplinary Proceedings.</li> <li>7. Banking Details.</li> </ol>
<b>Clients</b>	<ol style="list-style-type: none"> <li>1. Names.</li> <li>2. Contact details.</li> <li>3. Postal address.</li> <li>4. Date of birth.</li> <li>5. ID number.</li> <li>6. Tax related information.</li> <li>7. Nationality.</li> <li>8. Gender.</li> <li>9. Confidential correspondence.</li> <li>10. Information relating to their matter and their claims (if any)</li> <li>11. Financial information</li> </ol>
<b>Contact details provided by family law client</b>	<ol style="list-style-type: none"> <li>1. Names of contact persons.</li> <li>2. Name of Legal Entity.</li> <li>3. Physical and Postal address and contact details.</li> <li>4. Registration Number.</li> <li>5. Founding document.</li> <li>6. Tax related information.</li> <li>7. Authorised signatories.</li> <li>8. Beneficiaries.</li> </ol>
<b>Case information provided by family law client</b>	<ol style="list-style-type: none"> <li>1. Names of contact persons.</li> <li>2. Name of Legal Entity.</li> <li>3. Physical and Postal address and contact details.</li> <li>4. Registration Number.</li> <li>5. Founding document.</li> <li>6. Tax related information.</li> <li>7. Authorised signatories.</li> <li>8. Beneficiaries.</li> </ol>
<b>Visitors</b>	Full name and identifying particulars
<b>Suppliers, professional advisers and consultants</b>	<ol style="list-style-type: none"> <li>1. Company, Contact Person and Banking Details.</li> <li>2. Professional details.</li> </ol>

## C.3. Planned transborder flows of personal information [S 51(1)(c)(iv)]

Personal Information may be transmitted transborder to **Miller Du Toit Cloete Incorporated's** suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. **Miller Du Toit Cloete Incorporated** will endeavour to ensure that its service providers will make all reasonable efforts to secure said data and Personal Information.

**C.4. General description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed [S 51(1)(c)(v)]**

**C.4.1. Miller Du Toit Cloete Incorporated** undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. **Miller Du Toit Cloete Incorporated** may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

**1. Access Control of Persons:**

**Miller Du Toit Cloete Incorporated** shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

**2. Data Media Control:**

**Miller Du Toit Cloete Incorporated** undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by **Miller Du Toit Cloete Incorporated** and containing personal information of Customers.

**3. Data Memory Control:**

**Miller Du Toit Cloete Incorporated** undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored data.

**4. User Control:**

**Miller Du Toit Cloete Incorporated** shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

**5. Access Control to Data:**

**Miller Du Toit Cloete Incorporated** represents that the persons entitled to use **Miller Du Toit Cloete Incorporated's** data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

**6. Transmission Control:**

**Miller Du Toit Cloete Incorporated** shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of **Miller Du Toit Cloete Incorporated's** data communication equipment / devices.

**7. Transport Control:**

**Miller Du Toit Cloete Incorporated** shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

**8. Organisation Control:**

**Miller Du Toit Cloete Incorporated** shall maintain its internal organisation in a manner that meets the requirements of this Manual.

**C.4.2. Miller Du Toit Cloete Incorporated** is doing this by implementing the following security measures:

- a) Staff awareness program
- b) Policies
- c) Procedure Guidelines
- d) Technical Security Measures
- e) Organisational Security Measures

## Part D: Forms

### D.1. Access Request Form [A S 51(1)(b)(iv) & 51(1)(e)]



J752

REPUBLIC OF SOUTH AFRICA

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 private body

The Head:

## B. Particulars of person requesting access to the record

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

Full names and surname:													
Identity number:													
Postal address:													
Telephone number:	( )							Fax number:	( )				
E-mail address:													

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

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

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

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

Full names and surname:													
Identity number:													

## D. Particulars of record

- (a) 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.
- (b) 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.

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



2. Reference number, if available:

3. Any further particulars of record:

## E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

--

#### F. Form of access to record

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

Disability:		Form in which record is required:	
Mark the appropriate box with an X.			

#### NOTES:

- (a) Compliance with your request for access 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.

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

	copy of record*		inspection of record		

#### 2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

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

3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or 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? Postage is payable.				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.

**1. Indicate which right is to be exercised or protected:****2. Explain why the record requested is required for the exercise or protection of the 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 \_\_\_\_\_ year \_\_\_\_\_

**Signature of Requester / Person on Whose Behalf Request is Made** \_\_\_\_\_

FEES	
S 51(1)(e) Prescribed Fees	

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY Section 54(7) of the Promotion of Access to Information Act No 2 of 2000. Regulation 11(3)**

1 PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)		
a	For every photocopy of an A4-size page or part thereof	R 1.25
b	For every printed copy of an A4-size page or part thereof held on a computer or in a electronic or machine-readable form	R .85
c	For a copy in a computer-readable form on	R 8.55
	(i) stiffy disc	R79.80
	(ii) compact disc	
d	(i) For a transcription of an aL record, for an A4-size page or part thereof	R45.60
	(ii) or a copy of an audio record	R68.40

e		R22.80
	(i) For a transcription of a record, for an A4-size page or part thereof	
	(ii) For a copy of an audio record	R34.20
f	To search for and prepare the record for disclosure - R34,20 for each hour or part thereof reasonably required for such search and preparation	

**Section 54(2) of the Promotion of Access to Information Act No 2 of 2000.**

**Regulation 11(3)**

2 PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)

- (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.

Section 54(7) of the Promotion of Access to Information Act No 2 of 2000.

Regulation 11(3)

PLEASE NOTE THAT ALL PRICES LISTED ABOVE ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)

The actual postage fee is payable when a copy of a record must be posted to a requester

## D.2. Objection to the Processing of Personal Information

### FORM 1

#### Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act, 2013 (ACT NO. 4 OF 2013)

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

*Note:*

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

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

**POPI ACT COMPLIANCE MANAGEMENT FRAMEWORK**

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

.....  
*Signature of data subject/designated person*

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

## 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: <span></span>
	Cellular:		



Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <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	
<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
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 \_\_\_\_\_ 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 And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

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

## ANNEXURE B: FORM 3 – REQUEST FOR ACCESS TO RECORD (REGULATION 8)

### 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 (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 B.	
--	--

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	

#### 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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

**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)	
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## POPI ACT COMPLIANCE MANAGEMENT FRAMEWORK

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The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_

*Information officer*

## ANNEXURE C: FORM 4 - INTERNAL APPEAL FORM (REGULATION 9)

## FORM 4

### INTERNAL APPEAL FORM

[Regulation 9]

Reference Number: .....

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?		Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)				
Full Names				



# POPI ACT COMPLIANCE MANAGEMENT FRAMEWORK

Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

<b>DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED</b> <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
<b>GROUND FOR APPEAL</b> <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	

State any other information that may be relevant in considering the appeal:	
---	--

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication (Please specify)

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

\_\_\_\_\_

**Signature of Appellant/Third party**

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FOR OFFICIAL USE

### OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received:			
			Yes

Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				No	
<b>OUTCOME OF APPEAL</b>					
Refusal of request for access. Confirmed?	Yes		New decision (if not confirmed)		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision (if not confirmed)		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision (if not confirmed)		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)		
	No				
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)		
	No				

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

\_\_\_\_\_

**Relevant Authority**

## ANNEXURE D: FORM 5: COMPLAINT FORM (REGULATION 10)



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**

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

Address: JD House, 27 Stiemens Street  
Braamfontein, Johannesburg, 2001

P.O. Box 31533

Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Email: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za)

## COMPLAINT FORM

### FORM 5

[Regulation 10]

#### NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za) or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents if you have them:**
  - a. Copy of the form to the Body requesting access to records;
  - b. The Body's response to your complaint or access request;
  - c. Any other correspondence between you and the Body regarding your request;
  - d. Copy of the appeal form, if your complaint relate to a public body;
  - e. The Body's response to your appeal;
  - f. Any other correspondence between you and the Body regarding your appeal;
  - g. Documentation authorizing you to act on behalf of another person (if applicable);
  - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

## 1. CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

- ☐ Complainant Personally
- ☐ Representative of Complainant
- ☐ Third Party

PREREQUISITES			
Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No
Have you applied to Court for appropriate relief regarding this matter?	Yes		No

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)	
PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
	Tel. (B)		Facsimile

Contact numbers	Cellular			
<b>PART B</b> <b>REPRESENTATIVE INFORMATION</b> <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>				
Full Names of Representative				
Nature of representation				
Identity Number / Registration Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
<b>PART C</b> <b>THIRD PARTY INFORMATION</b> <i>(Please attach letter of authorization)</i>				
Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				

Postal Address	
Street Address	
E-mail Address	

Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
<b>PART D</b> <b>BODY AGAINST WHICH THE COMPLAINT IS LODGED</b>				
Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
	Tel. (B):		Facsimile	

Contact Numbers	Cellular				
Reference Number given (if any)					
<b>PART E COMPLAINT</b>					
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>					
Date on which request for access to records submitted.					
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.					
Have you attempted to resolve the matter with the organisation?		Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)					
Did you appeal against a decision of the information officer of the public body?		Yes		No	
If yes, when did you lodge an appeal?					
Have you applied to Court for appropriate relief regarding this matter?		Yes		No	
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order if there is any.					
<b>PART F DETAILED TYPE OF ACCESS TO RECORDS</b>					
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>					
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.				
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.				
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.				
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed fee				
Repayment of the deposit (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.				
Disagree with time extension (Sections 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.				
Form of access denied (Section 29(3) or 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused				

Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision. Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.	
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.	
Partial access to record (Section 28(2) or 59(2) of PAIA)	Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.	
Fee waiver (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.	
Failure to disclose records	The Body decided to grant me access to the requested records, but I have not received them	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.	
Frivolous or vexatious request (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.	
Other (Please explain)		
<b>PART G EXPECTED OUTCOME</b> How do you think the Information Regulator can assist you? Describe the result or outcome that you seek		



## PART H AGREEMENTS

**The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:**

☐

*I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.*

☐

*The information in this Complaint Form is true to the best of my knowledge and belief.*

☐

*I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.*

☐

*I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*

☐

*If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.*

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

\_\_\_\_\_  
**Complainant/Representative/Authorised person of Third party**