



3G MOBILE (PTY) LTD

(Registration Number: 2006/007512/07)

PAIA MANUAL

Published for DNI Group as a Private Body in terms of section 51 of the Promotion of Access to Information Act 2 of 2000.



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1. INTRODUCTION

3G Mobile (Pty) Ltd is a mobile device distributor and replacement specialist, providing smartphone, tablets and related accessories to the retail market ("3G Mobile").

This manual is published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (the "PAIA Act") [the "Manual"] and provides an outline of the type of records and personal information which 3G Mobile holds and processes. The Manual also explains how to submit requests for access to these records in terms of the PAIA Act. In addition to explaining how to access, or object to, personal information held by 3G Mobile, or request correction of the personal information, in terms of sections 23 and 24 of the Protection of Personal Information Act 4 of 2013 (the "POPI Act"), the Manual also explains how to submit requests for access to these records in terms of the PAIA Act.

The objective of the PAIA Act is to give effect to the constitutional right to access to information, which information is held by a public or private body and which information is required for the exercise or protection of any rights. The PAIA Act recognises the right entrenched in section 32 of the Constitution of the Republic of South Africa, 1996 and aims to foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information.

Accordingly, this PAIA Manual aims to establish and foster a culture of compliance with prevailing data protection legislation, which in turn gives rise to an environment within which the rights to access to information are actively protected and promoted.

Section 9 of the PAIA Act dictates that the right to access to information is not an unlimited right and is subject to certain limitations, which include limitations which balance the rights which data subjects have to access information against other rights which data subjects and interested parties have, whether it be in terms of the Constitution of the Republic of South Africa, 1996 or otherwise. Some of these rights which the right to access to information are weighed up against are aimed at protecting the fundamental right to privacy and maintaining the confidentiality (whether it be commercial or individual confidentiality) of interested parties so as to maintain acceptable levels of governance.



1.1 Availability and Purpose of this PAIA Manual

This PAIA Manual is published on 3G Mobile's website or alternatively, a copy can be requested from the Information Officer or Deputy Information Officer, which copy may also be inspected at 3G Mobile's physical address set forth in paragraph 2 below.

The primary purpose of this PAIA Manual is to facilitate requests for access to information held by 3G Mobile, which requests shall be made in accordance with the prescribed procedures and at the rates provided for in section 5 of this PAIA Manual. In addition to the above, the further purposes of this PAIA Manual, are to describe the records held by DNI Group and to clearly articulate the grounds upon which access to any such records may be refused.

1.2 Availability of guides to the PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed to:

POPI and PAIA Acts
<p>The office of the Information Regulator:</p> <p><u>Physical Address:</u></p> <p>JD House 27 Stiemens Street Braamfontein Johannesburg Gauteng</p> <p>Website: www.justice.gov.za/inforeg/ E-mail: inforeg@justice.gov.za</p>



2 CONTACT DETAILS

Contact details in terms of section 51 of PAIA:

Chief Executive Officer:	Haim Orlovik
Information Officer:	Malcolm Galvin
Postal address:	Postnet Suite 610, Private Bag X9, Benmore Gardens, Gauteng, 2010
Registered address:	Cell C Warehouse, CNR Maxwell Drive and Pretoria Road, Woodmead Business Park, Buccleuch, Gauteng, 2090
Telephone:	+27 011 608 0603
Functional Mailbox:	info@3gmobile.com
E-mail address:	malcolm.galvin@3gmobile.com
Website:	https://3gmobile.com

General Information:

Name of private body:	3G Mobile Proprietary Limited
Industry:	Telecommunication
Registration number:	2006/007512/07
VAT registration number:	4400227056



Applicable Legislation:

The following legislation, amongst others which may become applicable from time to time including any subsequent amendment thereto, is applicable to and observed by DNI Group pursuant to undertaking its day-to-day operations:

Item No:	Legislative Reference:	Act:
1	No. 75 of 1997	The Basic Conditions of Employment Act
2	No. 53 of 2003	The Broad-Based Black Economic Empowerment Act
3	No. 71 of 2008	The Companies Act
4	No. 130 of 1993	Compensation for Occupational Injuries and Diseases Act
5	No. 25 of 2002	The Electronic Communications and Transactions Act
6	No. 55 of 1998	The Employment Equity Act
7	No. 37 of 2002	The Financial Advisory and Intermediary Services Act
8	No. 58 of 1962	The Income Tax Act
9	No. 66 of 1995	The Labour Relations Act
10	No. 2 of 2000	The Promotion of Access to Information Act
11	No. 4 of 2013	The Protection of Personal Information Act
12	No. 63 of 2001	The Unemployment Insurance Act
13	No. 89 of 1991	The Value Added Tax Act
14	No. 85 of 1993	The Occupational Health and Safety Act
15	No. 97 of 1998	The Skills Development Act
16	No. 9 of 1999	The Skills Development Levies Act
17	No. 4 of 2000	Promotion of Equality and Prevention of Unfair Discrimination Act
18	No. 91 of 1964	The Customs and Excise Act 91 of 1964

3 COMPANY RECORDS

3.1 Availability of 3G Mobile's Records

The provisions of the PAIA Act, specifically the provisions of section 50 of the Act, dictate that a requester for access to information must be afforded access to any record of 3G Mobile if the following requirements are met:



- where a particular record is required for the exercise or protection of any rights (Section 50(1)(a) of PAIA);
- where a requester complies with the procedural requirements set forth in the PAIA Act relating to a request for access to particular records (Section 50(1)(b) of PAIA); and
- where access to that particular record is not refused in terms of any of the grounds for refusal to access contemplated in terms of Chapter 4 of the PAIA Act (Section 50(1)(c) of PAIA).

The below table sets forth the categories and subcategories of records which 3G Mobile processes. Each category and subcategory of records set out below may be subject to any one (or a number) of the grounds upon which 3G Mobile may refuse access to records. These grounds for refusal are set out in Chapter 4 of the PAIA Act, as well as described in the table at 3.2 below.

Personnel Records
Personnel refers to any person who works for or provides services to or on behalf of 3G Mobile and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of 3G Mobile. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:
<ul style="list-style-type: none">• Any personal records provided to 3G Mobile by our personnel
<ul style="list-style-type: none">• Any records a third party has provided to 3G Mobile about any of their personnel
<ul style="list-style-type: none">• Conditions of employment and other personnel-related contractual and quasi-legal records
<ul style="list-style-type: none">• Internal evaluation records



- Training schedules and materials
- Other internal records and correspondence related to a particular individual

Customer-Related Records

Please be aware that 3G Mobile is very concerned about protecting the personal information of any Data Subjects as defined in terms of the Protection of Personal Information Act, 4 of 2013). Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer records may include the following:

- Any records a customer has provided to 3G Mobile or a third party acting for or on behalf of 3G Mobile
- Contractual information
- Customer needs assessments
- Personal records of customers
- Credit information and other research conducted in respect of customers
- Any records a third party has provided to 3G Mobile about customers
- Confidential, privileged, contractual and quasi-legal records of customers
- Customer evaluation/review records
- Customer profiling
- Performance research conducted on behalf of customers or about customers
- Any records a third party has provided to 3G Mobile either directly or indirectly



<ul style="list-style-type: none">Records generated by or within 3G Mobile pertaining to customers, including transactional records
Technical Records
<ul style="list-style-type: none">Technical reports
<ul style="list-style-type: none">Technical data
<ul style="list-style-type: none">Plans, new products and services, brands and trademarks forming part of the intellectual property rights of 3G Mobile
Third Parties
Records are kept in respect of other third parties, including without limitation contractors, suppliers, agents and/or service providers. In addition, certain third parties may possess records, which can be said to belong to 3G Mobile and in such instances those third parties process such records for and on behalf of 3G Mobile in their capacities as process operators and subject to prescribed contractual terms. The following records fall under this category:
<ul style="list-style-type: none">Personnel, customer or 3G Mobile records which are held by another third party as opposed to being held by 3G Mobile
<ul style="list-style-type: none">Records held by 3G Mobile pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customers
Other Records
Further records are held including:



<ul style="list-style-type: none">▪ Information relating to 3G Mobile's own business activities
<ul style="list-style-type: none">▪ Research carried out on behalf of a client by 3G Mobile or commissioned from a third party for a customer
<ul style="list-style-type: none">▪ Research information belonging to 3G Mobile, whether carried out itself or commissioned from a third party

3.2 Access to Health or Other Records

If a request for access to health or other records provided by a health practitioner, in their capacity as such, relates to the physical, mental health, or well-being of the requester, or if the request has been made on behalf of the person to whom the record relates ("the relevant person"), and 3G Mobile's Information Officer is of the opinion that the disclosure of the record to the relevant person might cause harm to his or her physical, mental health or well-being, 3G Mobile's Information Officer may, before giving access to such record consult with a health practitioner who has been nominated by the relevant person.

If the relevant person is below the age of 16 years, a person having parental responsibilities for the relevant person must make the above nomination and if the relevant person is incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.

If, after being given access to the relevant record, the health practitioner consulted is of the opinion that the disclosure of the record to the relevant person, would be likely to cause serious harm to his or her physical, mental health or well-being, the Information Officer may only grant access to the relevant record if the requester proves that adequate provision is made for such counselling or arrangements as are reasonably practicable before, during or after the disclosure of the record to limit, alleviate or avoid such harm to the relevant person. Before access to the record is given to a requester, the person responsible for such counselling or arrangement must be given access to the record.

3.3 Grounds for Refusal of Access to Records

Upon receipt of a request for access to information, 3G Mobile will be required to consider such a request in light of the provisions of section 50 of the PAIA Act. Subject



to such consideration, 3G Mobile will be required to either grant such a request or refuse such a request. If 3G Mobile elects to refuse access to a particular record, such refusal will be subject to 3G Mobile's interpretation of the various prescribed grounds for refusal as set forth in Chapter 4 of the PAIA Act and in the table below:

Ground(s) For Refusal	Description and Explanation of Ground(s) for Refusal
Mandatory protection of privacy of third party who is a natural person [Section 63 of PAIA]	3G Mobile may refuse access to a record if the disclosure of that record would involve the unreasonable disclosure of personal information relating to a third party, including a deceased individual.
Mandatory protection of commercial information of third party [Section 64 of PAIA]	<p>3G Mobile may refuse a request for access to a record if the record comprises of or is constituted by the following information relating to a third party –</p> <ul style="list-style-type: none">• Trade secrets of a third party;• Financial, commercial, scientific or technical information, other than trade secrets, of a third party, which if disclosed is likely to cause harm to the commercial or financial interests of the third party;• Information which has been supplied in confidence by a third party, the disclosure of which could reasonably be expected to place the third party at a disadvantage in contractual or other negotiations or is likely to prejudice the third party in commercial competition.
Mandatory protection of certain confidential information of a third party [Section 65]	3G Mobile may refuse access to a record which if disclosed would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or contractual relationship.



<p>Mandatory protection of safety of individuals and protection of property [Section 66]</p>	<p>3G Mobile may refuse a request for access to records if its disclosure could reasonably be expected to endanger the life or physical safety of an individual, or if its disclosure would be likely to prejudice or impair the security of:</p> <ul style="list-style-type: none">• a building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property;• method(s), system(s), 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.
<p>Commercial information of Private Body [Section 68]</p>	<p>3G Mobile may refuse a request for access to a record if the record contains (or comprises of):</p> <ul style="list-style-type: none">• Trade secrets of the Private Body;• Financial, commercial, scientific or technical information, other than trade secrets of the Private Body, the disclosure of which would be likely to cause harm to the commercial or financial interests of the Private Body;• Information, the disclosure of which could reasonably be expected to put the Private Body at a disadvantage in contractual or other negotiations or prejudice the Private Body in commercial competition;• A computer programme (as defined in section 1(1) of the Copyright Act 98 of 1978 as amended) owned by the Private Body, except insofar as it is required to give access to a record to which access is granted in terms of the PAIA Act.



Mandatory protection of research information of third party, and protection of research information of private body [Section 69]	3G Mobile may refuse a request for access to a record if the record contains information about research being or to be carried out by or on behalf of a third party/private body, the disclosure of which would be likely to expose the third party/private body, a person that is (or will be) carrying out the research on behalf of the third party/private body, or the subject matter of the research to serious disadvantage.
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4 PROCESSING OF PERSONAL INFORMATION

Pursuant to promoting responsible information processing practices within its organisation, as well as in its capacity as responsible party contemplated in terms of the provisions of the POPI Act, 3G Mobile takes any activities relating to the protection and processing of personal information (as defined in terms of the provisions of section 1 of the POPI Act) very seriously. To promote the constitutional right to privacy, as well as to play its part in promoting the rights protected in terms of the POPI Act, 3G Mobile undertakes to, in so far as is required of it, observe the requirements and conditions for the lawful processing of personal information.

4.1 The purposes for which personal information is processed

3G Mobile may process personal information for a variety of purposes, which may include, but is not limited to, the following purposes:

Sales to the general market and insurance partners
Legislation
Business activities with suppliers and third-party service providers
Employee relations and remuneration

4.2 Categories of data subjects and personal information processed

The categories of data subjects and personal information processed by 3G Mobile may include, but is not limited to, the following:

Customers – recording of information, such as contact details and roles, forecasts and pricing, to communicate and provide services.
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Suppliers – store information, such as bank details, to manage to the supplier relationship.
Operators – transferred data to specialised service providers that enable the organisation to operate effectively.
Employees – information collected and stored includes ID numbers, bank account details and demographics in order to manage the employment relationship.

4.3 The processing of personal information and categories of recipients with whom personal information is shared

Subject to any relevant terms and conditions of use which may be applicable when a data subject engages with DNI Group, we may share the personal information of any data subject we process for any of the purposes outlined in section 4.1 above, with the following third parties, whether such third parties qualify as “responsible parties” in terms of section 1 of the POPI Act or not:

- any 3G Mobile Group Company from time to time;
- any relevant service providers and suppliers;
- any relevant regulatory authorities who may govern 3G Mobile in undertaking its operations;
- any approved service provider, contractor or supplier with whom 3G Mobile has an agreement;
- any approved business partners who provide products and services to 3G Mobile; and
- any approved service providers or authorised agents who perform services on 3G Mobile’s behalf.

3G Mobile processes personal information in order to facilitate and enhance the delivery of products and services to its customers, foster a legally compliant workplace environment, as well as safeguard the personal information relating to any data subjects which it in fact holds. We undertake to process any personal information in a manner which promotes the constitutional right to privacy, retains accountability and data subject participation. In any circumstances where we process the personal information of data subjects, 3G Mobile maintains appropriate privacy notices where the purposes of the processing of any personal information and the processing takes place, is recorded and communicated to data subjects.



4.4 Information security measures to protect personal information

We have, and continue to, implement reasonable, technical and organisational measures for the protection of personal information processed by 3G Mobile. We at all times take reasonable and appropriate security measures to secure the integrity and confidentiality of personal information in our possession in order to guard against:

- the loss of, damage to or unauthorised destruction of personal information;
- the unlawful access or processing of personal information; or
- the wilful manipulation of personal information.

We will take steps to ensure that any third-party process operators (as defined in terms of section 1 of the POPI Act) who process personal information on behalf of 3G Mobile apply adequate safeguards as outlined above.

4.5 Trans-border flows of personal information

3G Mobile will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements or if the relevant data subject consents to the transfer of their personal information to third parties in any foreign jurisdictions.

We will take reasonable steps to ensure that any third-party process operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold the principles for reasonable and lawful processing of personal information as contemplated in terms of the POPI Act.

4.6 Personal information received from third parties

When 3G Mobile receives personal information from any third party on behalf of a data subject, we require confirmation that such a third party has written consent from the data subject indicating that said data subject is aware of the contents of this PAIA Manual and DNI Group 's Privacy Policy, and do not have any objection to our processing their personal information accordingly.



5 PRESCRIBED REQUEST FORMS AND FEES

5.1 How to gain access to records held

Records which are held by 3G Mobile may be accessed by requests for such access to information and documentation in the prescribed manner and subject to certain requirements being met. In this regard a requester is any person making a request for access to a record held by 3G Mobile, and there are two types of requesters:

- A Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester and 3G Mobile will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. In this regard, the prescribed fees for the reproduction of this information requested may be charged.

- Other Requester

This requester (other than a personal requester) is entitled to request access to information on third parties. 3G Mobile is, however, not obliged to voluntarily grant access and the requester must fulfil the procedural requirements for access in terms of the PAIA Act, including the payment of a request and access fee.

Requests for access to records must be made by completing the prescribed Form A and paying the requester's fee. Where such access is granted in terms of this PAIA Manual, the information and documentation will be made available at the offices of 3G Mobile (the particulars of which appear in section 2 above) or in the manner requested, should this be reasonable and possible. The manner of access will include:

- Perusal with copying of material if needed and at the prescribed fee for copies;
- Access to visual, audio visual material with a transcription, dubbing, copying or both, if required.



To facilitate the processing of any request by a requester for information or documentation in terms of this PAIA Manual, requesters are required to follow the procedure set forth herein below:

- i. Use the prescribed Form A attached hereto as **Annexure A**, alternatively found on 3G Mobile's website.
- ii. Address your request to the Information or Deputy Information Officer.
- iii. Provide sufficient detail to enable 3G Mobile or any authorised person dealing with a request to identify:
 - a) The record(s) requested;
 - b) The requestor (and, if an agent is lodging the request on behalf of someone, proof of capacity and authorisation);
 - c) The South African postal address, email address or fax number of the requestor;
 - d) The form of access required;
 - e) If the requester wishes to be informed of the decision in any manner (in addition to being informed in writing) the manner and particulars thereof;
 - f) The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required in order to exercise or protect the right.

5.2 Prescribed fees

The following applies to requests (other than personal requests):

- i. A requestor is required to pay the prescribed fees (R50.00) before a request will be processed.
- ii. If the preparation of the record requested requires more than the prescribed hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- iii. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- iv. Records may be withheld until the fees have been paid.

The detailed Fee Structure as prescribed in terms of section 54 of the PAIA Act is attached hereto as **Annexure B** and is also available on DNI Group's website.



5.3 Access to prescribed forms and fees

Prescribed forms and fees are published on DNI Group 's website or, alternatively, copies can be requested from the Information Officer or Deputy Information Officer (see contact details in section 2). Prescribed forms and fees can be found on DNI Group 's website.

6 REMEDIES & DECISION

6.1 Internal Remedies

3G Mobile does not have an internal appeal procedure regarding PAIA and POPI Act requests for access to information. As such, the decision made by the Information Officer, is final.

If a request is denied and the requester is dissatisfied with the Information Officer's decision, the requestor will be required to exercise such external remedies at their disposal if a request for information is refused.

6.2 External Remedies

A requestor who is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision apply to a competent Court, with jurisdiction over these applications in terms of the PAIA Act, for appropriate relief.

6.3 Time Afforded to respond

6.3.1 3G Mobile is required to, within 30 (thirty) days of receipt of a request, decide whether to grant or decline the request and, if required, provide the requester with reasons to that effect.

6.3.2 The 30 (thirty) day period stipulated in paragraph 6.3.1 above, may be extended for a further period of not more than 30 (thirty) days if the request is for a large amount of information, or the request requires an extensive search for information which cannot reasonably be obtained within the originally stipulated 30 (thirty) day period.



6.3.3 In circumstances contemplated in paragraph 6.3.2, 3G Mobile will notify the requester in writing should an extension be sought.

COMPILED BY 3G Mobile

Malcolm Galvin

3G Mobile CIO: Malcolm Galvin

DATE:



ANNEXURE A

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

Information Officer:	Deputy Information Officer:
Address:	Address:
Email:	Email:
Telephone Number:	Telephone 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:	
	Facsimile:	
	Cellular:	
Full names of person on whose behalf request is made (<i>if applicable</i>)		
Identity Number		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel:	
	Facsimile:	

	Cellular:	
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>		
Description of record or relevant part of the record		
Reference number, if available		
Any further particulars of record		
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>		
Record is in written or printed form		
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		
FORM OF ACCESS <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		
MANNER OF ACCESS <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 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 (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
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:

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 <ul style="list-style-type: none"> To be provided by requestor 	R40.00		
ii) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00 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:			
iii) Flash drive <ul style="list-style-type: none"> To be provided by requestor 	R40.00		
iv) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual Costs		
TOTAL:			



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

☐ Yes

☐ No

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

Signature of Information Officer