



PAIA Manual

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**ACCESS TO INFORMATION MANUAL OF ADVANTAGE LEARNING TECHNOLOGIES (PTY) LTD
(REGISTRATION NUMBER: 2012/224730/07) (“ADVANTAGE LEARN”) IN COMPLIANCE WITH
SECTIONS 51 AND 52 OF THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF
2000) (“PAIA”)**

This Manual is owned by Advantage Learning Technologies (Pty) Ltd.
The processes contained herein forms part of the organisation’s internal control structures and procedures. As the Head of the organisation, I James Lees hereby confirm the adoption of the processes set out in this document.




Head signature: _____ .

Date: **29/05/2021** _____ .

Document review

The PAIA Manual is a working document that must be reviewed on an annual basis. Any amendments must be indicated on the document review roster and relevant staff members must be informed of any updates.

Review Date	29/05/2021
Comments / Amendments	Manual published
Next Review Date	20/01/2022
Responsible Person Signature	

Staff confirmation sheet

I confirm that I have read and understand the contents of this document and that I am aware of my duties in respect thereof

Name	Date	Signature

Definitions

PAIA means the Promotion of Access to Information Act 2 of 2000.

POPI means the Promotion of Personal Information Act 4 of 2013.

Information Regulator means the Regulator established in terms of Section 39 of POPI.

Person means a natural person or a juristic person.

Private body means:

- a natural person who carries or has carried on any trade, business or profession, but only in such capacity
- a partnership which carries or has carried on any trade, business or profession; or
- any former or existing juristic person, but excludes a public body

Public body means:

- any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- any other functionary or institution when:
 - exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
 - exercising a public power or performing a public function in terms of any legislation

Head, in relation to, a private body means:

- in the case of a natural person, that natural person or any person duly authorised by that natural person;
- in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership;
- in the case of a juristic person:

- the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer;
- or the person who is acting as such or any person duly authorised by such acting person

Information Officer means the head of a private body.

Deputy Information Officer means the person to whom any power or duty conferred or imposed on an Information Officer by POPI has been delegated.

Requester in relation to a private body, means any person, including, but not limited to public body or an official thereof, making a request for access to a record of the organisation or a person acting on behalf of such person.

Personal Requester means a requester seeking access to a record containing personal information about the requester.

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; information relating to the education or the medical, financial, criminal or employment history of the person; any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; the views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Request for access means a request for access to a record of the organisation in terms of section 50 of PAIA.

Record means any recorded information regardless of the form or medium, in the possession or under the control of the organisation irrespective of whether or not it was created by the organisation.

Data Subject means the person to whom personal information relates.

Third Party in relation to a request for access to a record held by the organisation, means any person other than the requester.

Processing means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.

Purpose of the PAIA Manual

The Promotion of Access to Information Act, 2000, gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State or any other person (or private body), when that information is required for the exercise or protection of any rights.

The purpose of PAIA is to:

- foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, and to
- actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights

The organisation recognises everyone's right to access to information and is committed to provide access to the organisation's records where the proper procedural requirements as set out by PAIA, POPI and GDPR have been met. The organisation's PAIA manual is compiled in accordance with section 51 of the Act and contains the following provisions:

Annexure A : Contact Details & Business Type

This section provides the organisation's postal and street address, phone and fax number and, if available, the e-mail address of the head of the organisation.

Annexure B : Section 10 PAIA Guide

This section provides a description of the guide referred to in Section 10 of PAIA and how you may obtain access to it

Annexure C : Statutory Records

This section provides a description of the various statutes in terms of which the organisation is required to maintain records

Annexure D : Availability of Records

This section provides a list of records held by the organisation along with an indication of whether the record is freely available or only accessible by way of a formal request in terms of the provisions of PAIA. The section also provides a description of the category of data subject(s) to who the respective records relates along with an indication of the purpose for which the record is being kept. Records that are indicated as “Freely Available” can be accessed by contacting the Deputy Information Officer (see Annexure A), without having to follow any formal procedures. Records that are indicated as a “PAIA Request”, requires the requester to lodge a formal request as provided for in Annexure E

Annexure E : Request Procedure

This section sets out the procedure required to obtain access to a record indicated as a “PAIA Request” in Annexure D.

Annexure F : Prescribed Fees

This section sets out the fees that are payable to the organisation prior to processing a request to obtain access to a record held by the organisation.

Annexure G : Information Officer Appointment

This section provides for the formal recognition of the appointment of the Information Officer where so required.

Annexure G : Deputy Information Officer Appointment

This section provides for the formal appointment of a Deputy Information Officer where so required.

Duties of an information officer

The Information Officer and/or the Deputy Information Officer of the organisation are responsible for:

- Publishing and proper communication of the manual i.e. creating policy awareness
- The facilitation of any request for access
- Providing adequate notice and feedback to the requester
- Determining whether to grant a request for access to a complete/full record or only part of a record
- Ensuring that access to a record, where so granted, is provided timeously and in the correct format
- Reviewing the policy for accuracy and communicating any amendments

Right of Access

The Information Officer and/or Deputy Information Officer may only provide access to any record held by the organisation to a requester if:

- The record is required for the exercise or protection of any right, and
- The requester complies with the procedural requirements relating to a request for access to that record, and
- Access to that record is not refused in terms of any of the grounds for refusal listed below

Grounds for Refusal

The Information Officer and/or Deputy Information Officer must assess whether there are any grounds for refusing a request for access. Where any grounds for refusal are found, a request for access will not be granted.

However, despite finding any grounds for refusal, access to the record(s) will be provided where:

- the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law or imminent and serious public or environmental risk, and
- the public interest in disclosing record, will clearly outweigh the harm contemplated in the provision in question.

Where there are no grounds for refusal, request for access will be granted.

If a request for access is made with regards to a record containing information that would justify a ground for refusal, every part of the record which

- does not contain, and
- can reasonably be severed from any part that contains, any such information must, despite any other provision of PAIA, also be disclosed

The grounds for refusal, or absence thereof, are set out below:

A: Mandatory Protection of privacy of a Third Party who is a Natural Person

Grounds for Refusal:

The disclosure would involve the unreasonable disclosure of personal information about a third party that is a natural person (including a deceased individual)

No Grounds for Refusal:

- The record consists of information that concerns an individual who has already consented in writing to its disclosure to the requester concerned
- The record consists of information that is already publicly available
- The record consists of information that was given to the organisation by the individual to whom it relates and the individual was informed by or on behalf of the organisation, before it is given, that the information belongs to a class of information that would or might be made available to the public
- The record consists of information about an individual's physical or mental health, or well-being, who is under the care of the requester and who is under the age of 18; or incapable of understanding the nature of the request, and if giving access would be in the individual's best interest

- The record consists of information about an individual who is deceased and the requester is the individual's next of kin or making the with the written consent of the individual's next of kin
- The record consists of information about an individual who is or was an official of the organisation and which relates to the position or functions of the individual, including, but not limited to the title, work address, work phone number, the classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual and the name of the individual on a record prepare by the individual in the course of employment

B: Mandatory Protection of Commercial Information of a Third Party

Grounds for Refusal:

- The record consists of information that contains trade secrets of a third party
- The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party
- The record consists of information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations or to prejudice that third party in commercial competition

No Grounds for Refusal:

- The record consists of information about a third party who has consented who has already consented in writing to its disclosure to the requester concerned
- The record consists of information about the results of any product or environmental testing or other investigation supplied by a third party or the results of any such testing or investigation carried out by or on behalf of a third party and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation)

C: Mandatory Protection of certain Confidential Information of a Third Party

Grounds for Refusal:

The record consists of information the disclosure of which would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement

D: Mandatory Protection of Safety of Individuals and Protection of Property

Grounds for Refusal:

- The record consists of information that if disclosed could reasonably be expected to endanger the life or physical safety of an individual
- The record consists of information that if disclosed would likely prejudice or impair the security of a building, a structure or system, a computer or communication system, a means of transport, any other property
- The record consists of information that if disclosed would likely prejudice or impair the security of methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public, or the security of property

E: Mandatory Protection of Records privileged from Production in Legal Proceedings

Grounds for Refusal:

- The record consists of information privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege

F: Commercial Information of the Organisation

Grounds for Refusal:

- The record consists of information that contains trade secrets of the organisation
- The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of the organisation, the disclosure of which would likely cause harm to the commercial or financial interests of the organisation
- The record consists of information, the disclosure of which, could reasonably be expected to put the organisation at a disadvantage in contractual or other negotiations or prejudice the organisation in commercial competition
- The record is a computer program as defined in section 1(1) of the Copyright Act (Act 98 of 1978), owned by the organisation, except insofar as it is required to give access to a record to which access is granted in terms of PAIA

No Grounds for Refusal:

- The record consists of information about the results of any product or environmental testing or other investigation supplied by
- the organisation or the results of any such testing or investigation carried out by or on behalf of the organisation and its disclosure
- would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other
- investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing
- methods of testing or other investigation)

G: Mandatory Protection of Research Information of a Third Party and the Organisation**Grounds for Refusal:**

- The record consists of information that contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research to serious disadvantage
- The record consists of information that contains information about research being or to be carried out by or on behalf of the organisation, the disclosure of which would be likely to expose the organisation, a person that is or will be carrying out the research on behalf of the organisation, or the subject matter of the research to serious disadvantage

Notice

Where a request for access has been received the Information Officer and/or Deputy Information Officer will notify the requester of receipt and the prescribed fee (if any) that is payable prior to processing the request. Please refer to Annexure F for a full breakdown of fees payable. Personal requesters will not be charged a request fee.

The notice must state:

- The amount of the deposit payable (if any)

Advantage Learning Technologies (Pty) Ltd

CK: 2012/224730/07 | The Green Door, 298 Cato Road, Glenwood, Durban, KwaZulu-Natal, 4001 | (071) 5004951 | info@advantagelearn.com | www.advantagelearn.com

- That the requester may lodge a complaint with the Information Regulator or an application with a court against the tender or payment of the request fee, or the tender or payment of a deposit, as the case may be
- The procedure (including the period) for lodging the complaint with the Information Regulator or the application

Except to the extent that the provisions regarding third party notification may apply, the Information Officer and/or Deputy Information Officer to whom the request is made, must as soon as reasonably possible, but in any event within 30 days, after the request has been received in the prescribed format:

- Decide in accordance with PAIA whether to grant the request, and
- Notify the requester of the decision and, if the requester stated that he or she wishes to be informed of the decision in any other manner, inform him or her in that manner, if it is reasonably possible

If the request for access is granted, the notice must state:

- The access fee (if any) to be paid upon access
- The form in which access will be given, and
- That the requester may lodge a complaint with the Information Regulator or an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or the application

If the request for access is refused, the notice must:

- State adequate reasons for the refusal, including the relevant provision of PAIA that was relied on
- Exclude, from any such reasons, any reference to the content of the records' and
- State that the requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or the application

Should all reasonable steps have been taken to find a record requested, and there are reasonable grounds for believing that the record:

- Is in the organisation's possession, but cannot be found, or
- Simply does not exist,

the head of the organisation must, by way of affidavit or affirmation, notify the requester that it is not possible to provide access to that record. The affidavit or affirmation must provide full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communication with every person who conducted the search on behalf of the head.

Annexure A: Contact details & business type

Organisation Contact Details

Postal address:	The Green Door, Unit 2, Daventry Gardens, 298 Cato Road, Glenwood, Durban, KwaZulu-Natal, South Africa, 4001
Street address:	The Green Door, Unit 2, Daventry Gardens, 298 Cato Road, Glenwood, Durban, KwaZulu-Natal, South Africa, 4001
Phone number:	+27 (071) 500 4951
Email address:	info@advantagelearn.com

Head of organisation

Full names & last name:	James Lees
Email address:	james@advantagelearn.com

Information officer

Full names & last name:	James Lees
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Email address:	james@advantagelearn.com
Phone number:	+27 (071) 500 4951

Deputy information officer

Full names & last name:	N/A
Email address:	N/A
Phone number:	N/A

Business type

The organisation conducts its main type of business in the Education & Information Technology sectors.

Annexure B: Section 10 PAIA Guide

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. Where a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures at the rates provided.

Requesters are referred to the guide in terms of section 10 of the Act which has been compiled by the South African Human Rights Commission. The guide contains information for the purposes of exercising Constitutional rights.

The guide is available in all South African official languages free of charge and any person may request a copy of the guide.

A copy of the guide may be obtained by contacting the South African Human Rights Commission at:

- Postal Address: The South African Human Rights Commission, PAIA Unit, Private Bag 2700, Houghton, 2041
- Telephone Number: +27(0)11 877 3600
- Fax Number: +27(0)11 403 0625
- Website: www.sahrc.org.za

Annexure C: Statutory records

The organisation maintains statutory records and information in terms of the following legislation:

Auditing professions act	Yes
Basic Conditions of Employment Act	Yes
Closed Corporations Act	No
Companies Act	Yes
Consumer Protection Act	Yes
Copyright Act	Yes
Electronic Communications and Transactions Act	Yes
Employment Equity Act	Yes
Financial Advisory & Intermediary Services Act	No
Financial Institutions (Protection of Funds) Act	No
Financial Intelligence Centre Act	No
Friendly Societies Act	No
Income Tax Act	Yes
Labour Relations Act	Yes
Long-term Insurance Act	No
Medical Schemes Act	No
National Credit Act	No
Pension Funds Act	No

Short-term Insurance Act	No
Unemployment Insurance Act	Yes
Value Added Tax Act	Yes
South African Schools Act No 84 of 1996 (As Amended By BELA Act 15 Of 2011)	Yes
Basic Education Laws Amendment Act No.15 of 2011	Yes
South African Council for Educators Act No 31 Of 2000 (As Amended By BELA Act 15 Of 2011)	Yes
National Education Policy Act No 27 Of 1996 (As Amended By BELA Act 15 Of 2011)	Yes
Employment of Educators Act No.79 of 1998 (As Amended By BELA Act 15 Of 2011)	Yes
General and Further Education and Training Quality Assurance Act No 58 of 2001 (As Amended By BELA Act 15 Of 2011)	Yes

Annexure D: Availability of records

The organisation maintains the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to who the record relates are set out below:

Public Affairs

Category:	Record:	Availability:	Purpose:	Data subject:
Public Affairs	Public Product Information	Freely Available	Convey Public Information	Organisation

Public Affairs	Public Corporate Records	Freely Available	Convey Public Information	Organisation
Public Affairs	Media releases	Freely Available	Convey Public Information	Organisation
Public Affairs	Published Newsletters	Freely Available	Convey Public Information	Organisation
Public Affairs	Magazine Articles	Freely Available	Convey Public Information	Organisation

Regulatory & Administrative

Category:	Record:	Availability:	Purpose:	Data subject:
Regulatory & Administrative	Permits, Licenses or Authorities	Freely Available	Statutory Requirement	Organisation
Regulatory & Administrative	Conflict of Interest Management Policy	Freely Available	Statutory Requirement	Organisation
Regulatory & Administrative	Complaints Policy	Freely Available	Statutory Requirement	Organisation
Regulatory & Administrative	Health & Safety Plan	PAIA Request	Statutory Requirement	Organisation
Regulatory & Administrative	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Organisation
Regulatory & Administrative	Minutes of Board or Directors Meetings	PAIA Request	Statutory Requirement	Organisation
Regulatory & Administrative	Register of Shareholders	PAIA Request	Statutory Requirement	Organisation
Regulatory & Administrative	Register of Board of Directors	PAIA Request	Statutory Requirement	Organisation
Regulatory & Administrative	Internal correspondence	PAIA Request	Internal communications	Organisation

	(e-mails/Slack messages/memos)			
Regulatory & Administrative	Insurance Policies held by organisation	PAIA Request	Risk management	Organisation

Human Resources

Category:	Record:	Availability:	Purpose:	Data subject:
Human Resources	Employment Applications	PAIA Request	Internal Referencing	Employees
Human Resources	Employment Contracts	PAIA Request	Contractual Agreement	Employees
Human Resources	Personal Information of Employees	PAIA Request	Internal Referencing	Employees
Human Resources	Employment Equity Plan	PAIA Request	Statutory Requirement	Organisation
Human Resources	Medical Aid Records	PAIA Request	Internal Referencing	Employees
Human Resources	Pension Fund Records	PAIA Request	Internal Referencing	Employees
Human Resources	Disciplinary Records	PAIA Request	Statutory Requirement	Employees
Human Resources	Performance Management Records	PAIA Request	Internal Referencing	Employees
Human Resources	Salary Records	PAIA Request	Internal Referencing	Employees
Human Resources	Employee Benefit Records	PAIA Request	Internal Referencing	Employees
Human Resources	PAYE Records	PAIA Request	Statutory Requirement	Employees

Human Resources	Seta Records	PAIA Request	Statutory Requirement	Employees
Human Resources	Disciplinary Code	PAIA Request	Statutory Requirement	Organisation
Human Resources	Leave Records	PAIA Request	Internal Referencing	Employees
Human Resources	Training Records	PAIA Request	Internal Referencing	Employees
Human Resources	Training Manual	PAIA Request	Internal Referencing	Organisation

Financial

Category:	Record:	Availability:	Purpose:	Data subject:
Financial	Financial Statements	PAIA Request	Internal Referencing	Organisation
Financial	Financial and Tax Records	PAIA Request	Statutory Requirement	Organisation
Financial	Asset Register	PAIA Request	Internal Referencing	Organisation
Financial	Management Accounts and Reports	PAIA Request	Internal Referencing	Organisation
Financial	Vouchers, Cash Books and Ledgers	PAIA Request	Internal Referencing	Organisation
Financial	Banking Records and Statements	PAIA Request	Internal Referencing	Organisation
Financial	Electronic Banking Records	PAIA Request	Internal Referencing	Organisation

Marketing

Category:	Record:	Availability:	Purpose:	Data subject:
Marketing	Market Information	PAIA Request	Internal Referencing	Organisation
Marketing	Product Brochures	PAIA Request	Internal Referencing	Organisation
Marketing	Advertisements	PAIA Request	Internal Referencing	Organisation
Marketing	Field Records	PAIA Request	Internal Referencing	Organisation
Marketing	Performance Records	PAIA Request	Internal Referencing	Organisation
Marketing	Product / Service Sales Records	PAIA Request	Internal Referencing	Organisation
Marketing	Marketing Strategies	PAIA Request	Internal Referencing	Organisation

Client/Customer

Category:	Record:	Availability:	Purpose:	Data subject:
Client/Customer	Customer / Client Database	PAIA Request	Internal Referencing	Customers
Client/Customer	Customer / Client agreements	PAIA Request	Internal Referencing	Customers
Client/Customer	Customer / Client Files	PAIA Request	Internal Referencing	Customers
Client/Customer	Customer / Client Instructions	PAIA Request	Internal Communications	Customers
Client/Customer	Customer / Client Correspondence	PAIA Request	External Communications	Customers
Client/Customer	Customer /Client Personal Data	PAIA Request	Internal Referencing	Customers

User

Category:	Record:	Availability:	Purpose:	Data subject:
User	User Database	PAIA Request	Internal Referencing	Users
User	User agreements	PAIA Request	Internal Referencing	Users
User	User Files	PAIA Request	Internal Referencing	Users

User	User Instructions	PAIA Request	Internal Communications	Users
User	User Correspondence	PAIA Request	External Communications	Users
User	User Personal Data	PAIA Request	Internal Referencing	Users

Third Party

Category:	Record:	Availability:	Purpose:	Data subject:
Third Party	Rental agreements	PAIA Request	Contractual Agreement	Third Party
Third Party	Franchise agreements	PAIA Request	Contractual Agreement	Third Party
Third Party	Non-disclosure agreements	PAIA Request	Risk Management	Third Party
Third Party	Letters of Intent	PAIA Request	Contractual Agreement	Third Party
Third Party	Supplier Contracts	PAIA Request	Contractual Agreement	Third Party
Third Party	Affiliate & Partner Agreements	PAIA Request	Contractual Agreement	Third Party

Annexure E: Request procedure

To facilitate the processing of your request, kindly complete and submit the Information Request Form and send it to the e-mail address indicated in Annexure A.

A link to the the Information Request Form can be found at:

www.advantagelearn.com/legal

The Deputy Information Officer or Information Officer will notify the requester that a request for access has been received and that the prescribed fee (if any) is payable prior to processing the request. Please refer to Annexure F for a full breakdown of fees payable. Personal requesters will not be charged a request fee.

Once the request has been processed, the Deputy Information Officer or Information Officer will inform you of the outcome of your request and any additional fees that may fall due.

Please be advised that PAIA provides a number of grounds on which a request for access to information must be refused. These grounds mainly comprise instances where:

- the privacy and interests of other individuals are protected
- where such records are already otherwise publicly available
- instances where public interest are not served
- the mandatory protection of commercial information of a third party
- the mandatory protection of certain confidential information of a third party

When completing the form below please:

- indicate the identity of the person seeking access to the information
- provide sufficient particulars to enable the deputy information officer to identify the information requested
- specify the format in which the information is required
- indicate the contact details of the person requiring the information
- indicate the right to be exercised and/or to be protected, and specify the reasons why the information required will enable the person to protect and/or exercise the right
- where the person requesting the information wishes to be informed of the decision of the request in a particular manner, state the manner and particulars to be so informed

- if the request for information is made on behalf of another person, submit proof that the person submitting the request, has obtained the necessary authorisation to do so.

Annexure F: Prescribed fees

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

- A requester is required to pay a preliminary request fee before a request will be processed
- If the preparation of the record requested requires more than the prescribed hours (six), an additional deposit shall be paid (of not more than one third of the access fee which would be payable if the request was granted)
- A requestor may lodge an application with a court against the render / payment of the request fee and/or deposit
- Records may be withheld until the fees have been paid
- The fee structure is available on the South African Human Rights Commission's website at <https://www.sahrc.org.za/index.php/understanding-paia>

No.	Description	Fee
1.	The fee for a copy of the manual as contemplated in regulation 9(2)(c), for every photocopy of an A4-size page or part thereof	R1.10
2.	The fees for reproduction referred to in regulation 11(1) are as follows:	-
	a) For every photocopy of an A4 size page or part thereof	R1.10
	b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
	c) For a copy in a computer-readable form on stiffy disc	R7.50
	d) For a copy in a computer-readable form on compact disc	R70.00
	e) For a transcription of visual images, for an A4 size page or part thereof	R40.00
	f) For a copy of a visual image	R60.00
	g) For a transcription of an audio record	R20.00
	h) For a copy of an audio record	R30.00
3.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	R50.00
4.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(3):	-
	a) For every photocopy of an A4 size page or part thereof	R1.10
	b) For a printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
	c) For a copy in a computer readable form on stiffy disc	R7.50
	d) For a copy in a computer readable form on compact disc	R70.00
	e) For a transcription of visual images, for an A4 size page or part thereof	R40.00
	f) For a copy of a visual image	R60.00
	g) For a transcription of an audio record, for A4 size page or part thereof	R20.00
	h) For a copy of an audio record	R30.00
5.	The actual postage fee is payable when a copy of a record must be posted to a requester	-
6.	For purposed of section 54(2) of the Act, the following applies:	-
	a) Six hours as the hours to be exceeded before a deposit is payable	-
	b) One third of the access fee is payable as a deposit by the requester	-

Annexure G: Deputy Information Officer Appointment

In terms of the Protection of Personal Information Act the head of a private body is the designated Information Officer for that private body. The Information Officer may delegate any power or duty conferred or imposed in terms of POPI to the Deputy Information Officer.

The organisation has appointed a Deputy Information Officer to facilitate any requests to access records held by the organisation. This delegation does not prohibit the person who made the delegation from exercising power concerned or performing the duty concerned himself or herself. The delegation may at any time be withdrawn or amended in writing by the person who made the delegation.

The Deputy Information Officer need not have any specific qualifications but must have a thorough knowledge of the organisation's functional departments and business processes.

The Deputy Information Officer has the authority to approach all staff members of the organisation and to request all records held by the organisation. Where a manager is of the opinion that access to a record should not be granted to the Deputy Information Officer, reasons for this decision shall be given to the Information Officer who will make a final decision on the matter.

Together with the Information Officer, the Deputy Information Officer is responsible for:

- Publishing and proper communication of the manual i.e. creating policy awareness
- The facilitation of any request for access
- Providing adequate notice and feedback to the requester
- Determining whether to grant a request for access to a complete/full record or only part of a record
- Ensuring that access to a record, where so granted, is provided timeously and in the correct format Reviewing the policy for accuracy and communicating any amendments

As the Head of the organisation, I _____
hereby appoint

as the Organisation's Deputy Information Officer

_____.

Head Signature

_____.

Date

_____.

Deputy Information Officer Signature

_____.

Date