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PAIA MANUAL

Prepared and compiled on 2 December 2025 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended)

Reg no: 2006/033864/07 Vat No: 4630233502
Directors: B Blom Kotze and L Pentz

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1. LIST OF ACRONYMS AND ABBREVIATIONS

TERM	DEFINITION
"Data Subject"	Means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA
"Deputy Information Officer"	Means a Deputy Information Officer designated in terms of section 56 of the POPIA
"Information Officer"	Means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that office; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act
"Information Regulator"	Means the Information Regulator established in terms of section 39 of POPIA
"Manual"	Means this manual compiled by PRODUCER ALLY (PTY) LTD in terms of PAIA and POPIA
"PAIA"	Means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time
"Personal Information"	Means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA
"Personnel"	Means all partners, director, officers, employees, individual contractors and other personnel of PRODUCER ALLY (PTY) LTD
"POPIA"	Means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time
"Processing"	Means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA
"Private Body"	Means any former or existing juristic person, as contemplated in the Act and POPIA
"Record"	Means a record as contemplated in PAIA and includes Personal Information
"Requester"	Means, in relation to a Private Body, (i) Any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of the Private Body; or (ii) A person acting on behalf of such person as contemplated in the Act
"Responsible Party"	Means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA
"Regulator"	Information Regulator

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2. PURPOSE OF THE PAIA MANUAL

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to PRODUCER ALLY (PTY) LTD.

This PAIA Manual is intended to ensure that Producer Ally complies with the Act and to foster a culture of transparency and accountability within Producer Ally by giving effect to the right of information.

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

i) limitations aimed at the reasonable protection of privacy;
ii) commercial confidentiality; and
iii) effective, efficient and governance

and in a manner which balances that right with other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual is useful for the public to:-

2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.3 know the description of the records of the body which are available in accordance with any other legislation;

2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;

2.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;

2.6 know if body will process personal information and the purpose of processing personal information;

2.7 know the description of the categories of data subjects and the information or categories of information relating thereto;

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2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAIL FOR ACCESS TO INFORMATION OF THE PRIVATE BODY

3.1 Information Officer

Name: Benita Blom Kotze
Telephone Number: 041 581 4040 / 083 226 9846
Email: pop@producera.co.za

3.2 Deput Information Officer

Name: Rene van Heerden
Telephone Number: 041 581 4040 / 083 439 7682
Email: pop@producera.co.za

3.3 Access to information general contacts

Email: pop@producera.co.za

3.4 Head Office

Physical Address: 29 van Eck Street, Lorraine, Gqeberha, 6070
Postal Address: P O Box 211191, The Fig Tree, Port Elizabeth, 6033
Telephone: 041 581 4040
Email: pop@producera.co.za
Website: www.producerally.co.za

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4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1 The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

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

4.3 The aforesaid Guide contains descriptions of:-

- 4.3.1 the objects of PAIA and POPIA;
- 4.3.2 the postal and street address, phone number and email address of-
  - 4.3.2.1 the Information Officer of every public body, and
  - .3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
- 4.3.3 the manner and form of a request for-
  - 4.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
  - 4.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;
- 4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Information Regulator in term so PAIA and POPIA;
- 4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging;
  - 4.3.6.1 an internal appeal;
  - 4.3.6.2 a complaint to the Regulator; and
  - 4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appear or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of Section 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of Section 15 and 52 or PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of Sections 22 and 54 or PAIA regarding fees to be paid in relation to requests for access; and
- 4.3.10 the regulations made in terms of Section 92 of PAIA.

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the Office of the Regulator, during normal business hours.

4.5 The Guide can also be obtained-

4.5.1 upon request to the Information Officer;

4.5.2 from the website of the Information Regulator (https://inforegulator.org.za/).

5. CATEGORIES OF RECORDS OF THE PRIVATE BODY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Information that is obtainable via the Producer Ally website about Producer Ally is automatically available and need not be formally requested in terms of this Manual.

The following categories of records are automatically available for inspection:

CATEGORY OF RECORDS	TYPES OF RECORD	AVAILABLE ON WEBSITE	AVAILABLE UPON REQUEST
Service Information	Service Range	Yes	Yes
Public Facing Polices	Privacy Notice PAIA Manual	Yes	Yes
Business Information	Physical Address Contact Information Trading Hours Company Vision, Mission & Goal Directors Information Staff and Departments	Yes	Yes

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6. DESCRIPTION OF THE RECORDS OF THE PRIVATE BODY WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Records are kept in accordance with legislation applicable to Producer Ally which includes but is not limited to, the following:

CATEGORY OF RECORDS	APPLICABLE LEGISLATION
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act of 2000
Business	Consumer Protection Act, 68 of 2008 Value Added Tax Act, 89 of 1991 Income Tax Act, 58 of 1962 Protection of Personal Information Act, 4 of 2013
Labour Law Compliance	Basic Conditions of Employment Act, 75 of 1997 Labour Relations Act, 66 of 1995 Compensation for Occupational Injuries and Diseases Act, 130 of 1993 Unemployment Insurance Act, 63 of 2001
Skills Development	Employment Equity Act, 55 of 1998 Skills Development Act, of 1997 Skills Development Levy Act, 9 of 1999 Broad Based Economic Empowerment Act, 53 of 2003
Other	Constitution of the Republic of South Africa, 108 of 1996

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

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7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE PRIVATE BODY

This clause serves as a reference to the records that Producer Ally holds in order to facilitate a request in terms of The Act.

Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with sections 62 to 69 of The Act

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Producer Ally will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly and implicitly, at the time the data is collected.

SUBJECTS ON WHICH PRODUCER ALLY HOLDS RECORDS	CATEGORIES OF RECORDS
Strategic Documents, Plans or Proposals	Incorporation Documents Memorandum of Incorporation Minutes of Meetings
Human Resources	HR Policies and Procedures Advertised Posts Employee Records Contract of Employment
Operational Documents and Records	Policies regarding business plan or activities Customer data base and relevant information / documentation Company Profile Sales Records Training Records
Financial Records	VAT Records TAX Records PAYE Records UIF Records SDL Records Management Accounts and Audited Financial Statements Tax invoices Quotes Weekly / Monthly / Quarterly / Annual Statements Debit / Credit Notes Bank Account Records

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8. PROCESSING OF PERSONAL INFORMATION

8.1 PURPOSE OF PROCESSING PERSONAL INFORMATION

CATEGORIES OF DATA SUBJECTS	PURPORSE FOR PROCESSING PERSONAL INFORMATION
Employees	Draft Employee Contracts To make contact Internal HR Resource Purposes Record Keeping Employment Equity Purposes BEE Compliance Labour Law Compliance; Registration for UIF Payment of Salaries / Wages PAYE Purposes SARS / TAX Purposes Auditing Purposes
Service Providers	Purchase Orders Payment Purposes Auditing Purposes
Clients	Service Delivery Invoicing / Quotations Record Keeping To make contact Auditing Purposes Trade References and Credit Checks Processing of export documents

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8.2 DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION THAT MAY BE PROCESSED
Customers / Clients	Company Name Registration and VAT Number CIPC Details Main Place of Business Physical Address Bank Details Contact Number Email Address
Service Providers	Company Name Registration and VAT Number CIPC Details Physical Address Bank Details Contact Number Email Address
Employees	Full Name and Surname ID Number Bank Details Residential Address Previous Employment Marital Status Contact Number Qualifications Gender and Race Medical Certificate

8.3 THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

CATEGORY OF PERSONAL INFORMATION	RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED
Identity Number and Names for UIF Registration	Department of Labour
Staff Personal Information relating to employment, misconduct and Tax	South African Revenue Services Our Payroll Service Provider and Labour Consultants
Client Accounts	Legal Services
All Income and Expenses	Auditor / Accountant

Director's Information for credit agreements	Suppliers and Bank Institutions

8.4 PLANNED TRANSBORDER FLOWS OR PERSONAL INFORMATION

N/A

8.5 GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY PRODUCER ALLY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION

Producer Ally takes extensive information security measures to ensure the security, confidentiality, integrity and availability of personal information in our possession. This is supported by appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Producer Ally utilises the following measures to ensure information security:

- Password protection on computers
- Antivirus software
- Microsoft Authenticator
- Locked cabinet
- Lockes store room
- Locked office
- Controlled access
- Alarm system
- Security gates
- Burglar bars
- CCTV Monitoring

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the manual is available at:

9.1.1 the Head office of PRODUCER ALLY (PTY) LTD for public inspection during normal business hours
9.1.2 to any person upon request upon the payment of a reasonable prescribed fee
9.1.3 to the Information Regulator upon request
9.1.4 the Manual of the Private Body is available at the premises of the Private Body as well as on the website *(www.producerally.co.za)* of the Private Body.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

10.1 The head of PRODUCER ALLY (PTY) LTD will on a regular basis update this manual.

11. REQUEST PROCEDURES and FACILITATION

11.1 Procedural requirements:

Records held by Producer Ally may be accessed by request only once the pre-requisites for access have been met.
The requester must fulfil the pre-requisites for access in terms of The Act, including the payment of a requested access fee.

i. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record;
ii. The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of the required fee(s) and a deposit, if applicable, to the Information Officer at the postal or physical address or email address as stated herein;
iii. The prescribed form must be completed with sufficient information to enable the Information Officer to identify:
    - The record/records requested;
    - The identity of the requester;
    - Which form of access is required, if the request is granted; and
    - Supply the postal or physical address and/or the email address of the requester to which the information or copies are to be sent;
iv. The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right;
v. Producer Ally will process the request within a period of 30 (thirty) business days from the date of receipt of the request unless the requester has stated special reason acceptable to the Information Office for the information to be delivered sooner;
vi. The Information Officer shall advise the requester whether access is granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.
vii. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer;
viii. If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally;
ix. The required fees must be paid before any further processing can take place;
x. The Information Officer's response may be delayed if it is found that information required from the requester is outstanding on the request and will remain delayed until

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the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information.

11.2 Refusal of Access to Records

i. The main grounds on which Producer Ally may refuse a request for information relate to the:
- Mandatory protection of privacy of a third party who is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party if the records contain
  - trade secrets of that third party;
  - financial, commercial, scientific or technical information disclosure of which could likely cause harm to the financial or commercial interests of the third party;
  - Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of an agreement;
- Mandator protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings.

ii. The commercial activities of Producer Ally which may include:
- Trade secrets of Producer Ally;
- Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Producer Ally;
- Information which, if disclosed, may put Producer Ally at a disadvantage in terms of commercial competition;
- Any software or hardware or any computer program owned by Producer Ally and protected copyright.

iii. The research information of Producer Ally or a third party, if its disclosure would reveal the identity of Producer Ally, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

iv. Requests which are clearly frivolous or vexatious and which divert from usual resources.

Each request for information will be assessed by Producer Ally Information Officer on its own merits and in accordance with reasonable and applicable legal principles.

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11.3 Lost records

If a requested record cannot be found or if the record does not exist, the Information Officer shall make an affidavit or other acceptable declaration to such effect notifying the requester that it is not possible to give access to the request.
Additional to the Act, the www.sahrc.org.za website provides guidelines and details to request information or lodge an appeal.

12. PRESCRIBED FEES

The Act refers to two types of fees, namely the request fee which is a form of administration fee payable by all requesters except personal requesters and the access fee which is payable by all requesters in the event that the request is granted. This fee includes the cost of obtaining and preparing a record for delivery to the requester. Detailed information relating to the fees payable if a request is granted is described by the Information Regulator in Form 3 (Annexure C) – "Outcome of Request and Fees Payable", which is also available on the Information Regulators website.

When the Information Officer receives the request, such Office shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the records has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicate.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Office concerned must repay the deposit to the requester.

The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

13. DECISION

Producer Ally will within 30 days of receipt of the request, decide whether to grand or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.
The 30 day period within which Producer Ally has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Producer Ally and the information cannot reasonably be obtained within the original 30 day period Producer Ally will notify the requester in writing should an extension be sought.

Issued by: Benita Blom Kotze (Director)

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ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by Producer Ally (Pty) Ltd

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy of computer-readable from on: (i) Flash Drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual record, per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	For a copy of audio recording on: i) Flash drive (to be provided by the requestor ii) Compact Disk: a. If provided by requester b. If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

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FORM 2 (ANNEXURE B)

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)

Email address: _____

Fax number: _____

Mark with "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 (when made on behalf of another person)	
Postal Address	
Street Address	
Email Address	

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Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				
Street Address				
Email Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record	
Reference number *(if available)*	

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Any further particulars of record	

TYPE OF RECORD *(Mark the applicable box with an "X")*	
Record is in written or printed form	
Record comprises virtual images (*this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "X")*	
Printed copy of record (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 record on flash drive (*including virtual images and soundtracks)*	
Copy of record on compact disc drive (*including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "X")*	
Personal inspection of record at registered address of public/private body (*including listening to recorded words, information which can be reproduces in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier services to street address	

Port Elizabeth: (+27) 41 581 4040 – 29 van Eck Street, Lorraine, Gqeberha, 6070
Durban: (+27) 31 556 4196 – 12 Frosterley Cres, Unit 3, Frosterley Park, La Lucia, 4320
Cape Town: (+27) 21 979 4870 - The Crest Estate Office Park, Unit 1,
154 Goedemoed Rd, Durbanville, Cape Town, 7550

Facsimile of information in written or printed format (*including transcriptions)*	
Email of information (*including soundtracks if possible)*	
Cloud share/file transfer	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right	

FEES
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. 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	

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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 _____ on 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

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FORM 3 (ANNEXURE C)

OUTCOME OF REQUEST AND 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 A.

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)*	

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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 services to street address	
Facsimile of information in written or printed format (*including transcriptions)*	
Email 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:

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154 Goedemoed Rd, Durbanville, Cape Town, 7550

4. Fees payable with regard to your request:

Item	Description	Amount	Number of pages/items	Total:
1.	The request fee payable by every requester	R140.00		
2.	Photocopy/printed black & white copy of A4-page	R2.00 per page or part thereof		
3.	Printed copy of A4-size page	R2.00 per page or part thereof		
4.	For a copy of computer-readable from on: (iii) Flash Drive (to be provided by the requestor) (iv) Compact Disk: c. If provided by requester d. If provided to the requester	 R40.00 R40.00 R60.00		
5.	For a transcription of visual record, per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R24.00		
8.	For a copy of audio recording on: iii) Flash drive (to be provided by the requestor iv) Compact Disk: c. If provided by requester d. If provided to the requester	 R40.00 R40.00 R60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R145.00 R435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			