

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act, 2000 (No. 2 of 2000, as amended)

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1. INTRODUCTION

- 1.1 Accountability is a web-based, membership-driven organisation.
- 1.2 Our members have access to an active credit database as held by the major Credit Bureaus.
- 1.3 Accountability also offers direct contact with registered debt collectors, and members can report consumer and commercial credit behaviour to registered Credit Bureaus. Thus, simplifying the debtor management process with quick turnaround times and minimal effort.
- 1.4 Services and products offered by Accountability are as follows:

Bank Account Verification	Default Listings
Bank Code Reports	Driving Licence Verification
Business Monitoring	ID verification with Photo
Commercial Credit Reports	International Credit Reports
Commercial Verification	Judgment Removals
Consumer Credit Reports	Principal Link
Consumer Criminal Check	Property Reports
Consumer Trace	Property Valuation Reports
Consumer Trace and Alert Request	Qualification Verifications
Credit Vision for Business	Sexual Offence Verification
Debt Collection	Statutory Commercial Search
Deed Searches	

The aforementioned list of services and products is not exhaustive and may change from time to time. Please visit Accountability's website for more details: <http://www.accountability.co.za>

- 1.5 Our services and products aim to assist our members in accurately determining potential clients' creditworthiness before extending them the required trade credit, and as such, reducing the risk caused by outstanding payments.

2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is useful to:

- 2.1 review categories of records held by Accountability that do not require a formal PAIA request to be submitted;
- 2.2 have a sufficient understanding of how to request access to a record held by Accountability, by providing a description of the subjects and the categories of records held on each subject;
- 2.3 know the description of our records 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 who will assist the public with the records they intend to access;
- 2.5 know the description of the guide, how to obtain access to it, and how to use it;
- 2.6 know if Accountability will process personal information and the purpose of processing personal information;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating to it;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if Accountability 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 Accountability has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. CONTACT DETAILS

3.1 Information Officer

Accountability Group (Pty) Ltd

Name Wendy Elaine Kemp
Email Wendy@accountability.co.za
Tel (+27)0 861 90 90 90
Fax (+27)0 861 90 90 91

Accountability Solutions (Pty) Ltd

Name Devon Anthony Kemp
Email Devon@accountability.co.za
Tel (+27)0 861 90 90 90
Fax (+27)0 861 90 90 91

3.2 Deputy Information Officer

Name Lüdwig Harvey
Title Compliance Officer
Email Ludwig@accountability.co.za
Tel (+27)0 861 90 90 90
Fax (+27)0 861 90 90 91

3.2 Access to information; general contacts

Email disputes@accountability.co.za

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, updated and made available the revised "Guide on how to use PAIA" ("Guide"), in an easily understandable form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

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

- 4.3 The aforementioned Guide contains the description of:

- 4.3.1. the objects of PAIA and POPIA;
- 4.3.2. the postal and street address, phone and fax number and, if available, email address of:
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 4.3.3. the manner and form of a request for:
 - 4.3.3.1. access to a record of a public body contemplated in section 11;
 - 4.3.3.2. access to a record of a private body contemplated in section 50;
- 4.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act, or failure to act, in respect of a right or 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 appeal or a decision by the Information Regulator or a decision of the Information Officer of a private body;
- 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15 and 52 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 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.
- 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 working hours.
- 4.5. The Guide can also be obtained:
 - 4.5.1. upon request to our Information Officer;
 - 4.5.2. from the website of the information Regulator (<https://www.justice.gov.za/infoereg/>).

RECORDS HELD BY ACCOUNTABILITY

5. CATEGORIES OF RECORDS WHICH ARE AUTOMATICALLY AVAILABLE

- 5.1. These are records of a public nature and/or records chosen to be voluntarily disclosed. Voluntarily disclosed records refer to, those disclosed on Accountability's Website, including marketing and advertising material, guides and public communications.
- 5.2. Access to these records does not require the submission of a formal application form but may be downloaded from our Website at <http://www.accountability.co.za> or requested by sending an email to the Information Officer.

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 6.1. Records held by Accountability regarding other legislation are listed in Annexure B.
- 6.2. Legislation listed may be applicable to our business industries and functions. Accordingly, this list is not exhaustive and may change from time to time as our services, business functions and legislation change.
- 6.3. Should a right of access to a record exist in terms of the legislation listed above or any other legislation, one is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.
- 6.4. If legislation requires Accountability to make specific records available, We will do so provided that:
 - 6.4.1. there is no other legislation or an agreement that prohibits Us from doing so,
 - 6.4.2. the access is requested by an interested party who is entitled to the information, and
 - 6.4.3. that it is done in terms of:
 - 6.4.3.1. the requirements, conditions and prescriptions of PAIA and any other legislation, and
 - 6.4.3.2. Accountability's internal policies and procedures.

6.5. Accordingly, the accessibility of the requested records may be subject to refusal.

7. CATEGORIES OF RECORDS HELD BY ACCOUNTABILITY

- 7.1. The categories of records held by Accountability on each subject are set out in **Annexure C**.
- 7.2. These categories are not exhaustive and may change from time to time.
- 7.3. Records held by Accountability are not readily available and may be subject to the grounds of refusal. Every request to access any of these records will be evaluated on a case-by-case basis in accordance with the provisions of this PAIA Manual and applicable legislation, as there may be relevant and reasonable grounds for the refusal of such a request.

8. PROCESSING OF PERSONAL INFORMATION

- 8.1. Accountability's Privacy Policy and any other relevant Policies can be perused in this regard to understand the following:
 - 8.1.1. Purpose of Processing Personal Information;
 - 8.1.2. Categories of Data Subjects;
 - 8.1.3. Recipients of Personal Information;
 - 8.1.4. Transfer of Personal Information; and
 - 8.1.5. Security.
- 8.2. Accountability's Privacy Policy and any other relevant Policy can be downloaded from our Website at <http://www.accountability.co.za> or requested by sending an email to the Information Officer.

9. REQUESTING A RECORD

- 9.1. The Request for Access to Record - Form 2 is annexed hereto at Annexure D which can also be downloaded from <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>
- 9.2. The Outcome of the Request and Fees Payable - Form 3 is annexed hereto at Annexure E which can also be downloaded from <https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf>

10. DECLINE OF REQUEST FOR ACCESS TO A RECORD

A request for access to a record may be declined based on the following grounds:

- 10.1. Section 63 provides for the mandatory protection of the privacy of a third party if the third party is a natural person.
- 10.2. Section 64 provides for the mandatory protection of the commercial information of a third party if the record contains:
 - 10.2.1. trade secrets such as financial, commercial, scientific or technical information whose disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 10.2.2. information supplied in confidence by a third party, which, if such information is disclosed, could put the third party at a disadvantage in negotiations or commercial competition;
- 10.3. Section 65 provides for the mandatory protection of certain confidential information of third parties if such disclosure would constitute a breach of a duty of confidence owed to such third party in terms of an agreement;

- 10.4. Section 66 provides for the mandatory protection of the safety of individuals, and the protection of property;
- 10.5. Section 67 provides for the mandatory protection of records privileged from production in a legal proceeding;
- 10.6. Section 68 provides for the protection of Accountability's commercial information which may include;
 - 10.6.1. trade secrets;
 - 10.6.2. financial, commercial, scientific or technical information which disclosure could likely cause harm or damage to the financial or commercial interests;
 - 10.6.3. information which, if disclosed, could put Accountability at a disadvantage in negotiations or commercial competition;
 - 10.6.4. a software program which is owned by Accountability and which is protected by copyright.
- 10.7. Section 69 provides for the mandatory protection of research information of Accountability or a third party, if its disclosure would place Accountability, the third party, or the subject matter of the research at a serious disadvantage.
- 10.8. All requests will be assessed on their own merits and in accordance with the applicable legal principles and legislation. Requests for information that are frivolous or vexatious, or which involve an unreasonable diversion of resources may also be refused.

11. RECORDS THAT DO NOT EXIST OR CANNOT BE FOUND

- 11.1. If records cannot be found or do not exist, the Information Officer will, by way of affidavit or affirmation, notify the requester that it is not possible to provide access to the specific record requested. The affidavit or affirmation will contain the following:
 - 11.1.1. A full account of all steps taken to find the record that has been requested and determine whether or not it exists.
 - 11.1.2. All communications with every person who conducted the search.
- 11.2. Records that do not exist or cannot be found as per section 55 are regarded as a decision to refuse a request.
- 11.3. If it is indicated that the record cannot be found, and the record in question is found thereafter, access to the record will be given unless access is refused on the grounds set out herein and/or the PAIA.

12. REMEDIES AVAILABLE WHEN A REQUEST FOR ACCESS TO A RECORD IS DECLINED

Should you be dissatisfied if your request for access to a record is declined, you may within 30 days of notification of the decision, apply to a Court for relief. For purposes of PAIA, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

13. AVAILABILITY OF THIS PAIA MANUAL

- 13.1. A copy of the Manual is available
 - 13.1.1. on our Website at <http://www.accountability.co.za>;
 - 13.1.2. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 13.1.3. to the Information Regulator upon request.



13.2. A fee for a copy of this PAIA Manual, as per Annexure D hereof, shall be payable per each A4-size photocopy made.

14. UPDATING OF THIS PAIA MANUAL

We reserve the right to modify this PAIA Manual as and when required to do so. The Privacy Policy posted at any time via the Accountability's Website shall be deemed to be the Privacy Policy then in effect.

15. ISSUED BY:

Name: Ludwig Harvey
Title: Compliance Officer

ANNEXURE A DEFINITIONS

"Accountability"	<p>Hereby refers to:</p> <ul style="list-style-type: none">a. Accountability Group (Pty) Ltd with:<ul style="list-style-type: none">i. registration no: 2008/012163/07,ii. a reseller credit bureau registered in terms of Section 43 of the National Credit Regulator ("NCR") with NCR no.: NCRCB33andb. Accountability Solutions (Pty) Ltd with<ul style="list-style-type: none">i. registration no.: 2017/365254/07, andii. registered with the Council of Debt Collectors under registration no: 0117675/1. <p>Both companies are incorporated in terms of the Republic of South Africa laws. This Agreement also refers to "We" and "Us".</p>
"Accountability's Website"	https://www.accountability.co.za/
"PAIA"	Means the Promotion of Access to Information Act, 2000 (No. 2 of 2000, as amended), together with all relevant regulations published.
"Personal Information"	Means Personal Information as defined in Section 1 of the POPIA.
"POPIA"	Means the Protection of Personal Information Act, 2013 (No. 4 of 2013, as amended) together with all relevant regulations published.
"Process" and "Processing"	Means Processing as defined in Section 1 of the POPIA.

ANNEXURE B

LIST OF LEGISLATION

- Basic Conditions of Employment Act, 1997 (No. 75 of 1997, as amended)
- Broad-Based Black Economic Empowerment Act, 2003 (No. 53 of 2003, as amended)
- Companies Act, 2008 (No. 71 of 2008, as amended)
- Compensation for Occupational Injuries and Diseases Act, 1993 (No. 130 of 1993, as amended)
- Competition Act, 1998 (No.89 of 1998, as amended)
- Constitution of South Africa Act, 1996 (No. 108 of 1996, as amended)
- Consumer Protection Act, 2009 (No. 68 of 2009, as amended)
- Copyright Act, 1987 (No. 98 of 1987, as amended)
- Customs and Excise Act, 1964 (No. 91 of 1964, as amended)
- Electronic Communications and Transactions Act, 2000 (No. 02 of 2000, as amended)
- Employment Equity Act, 1998 (No. 55 of 1998, as amended)
- Income Tax Act, 1962 (No. 58 of 1962, as amended)
- Intellectual Property Laws Amendment Act, (No 38 of 1997, as amended)
- Labour Relations Act, 1995 (No. 66 of 1995, as amended)
- Long Term Insurance Act, 1998 (No. 52 of 1998, as amended)
- National Credit Act, 2005 (No. 34 of 2005, as amended)
- National Road Traffic Act, 1996 (No. 93 of 1996, as amended)
- Occupational Health and Safety Act, 1993 (No. 85 of 1993, as amended)
- Prescription Act, 1943 (No. 18 of 1943, as amended)
- Prevention and Combating of Corrupt Activities Act, 2004 (No. 12 of 2004, as amended)
- Prevention of Constitutional Democracy Against Terrorist and Related Activities Act, 2004 (No. 33 of 2004, as amended)
- Prevention of Organised Crime Act, 1998 (No. 121 of 1998, as amended)
- Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (No. 4 of 2000, as amended)
- Protected Disclosures Act, 2000, (No. 26 of 2000, as amended)
- Promotion of Access to Information Act, 2000 (No 2 of 2000, as amended)
- Protection of Personal Information Act, 2013 (No. 4 of 2013, as amended)
- Regulation of Interception of Communications and Provision of Communication-related Information Act, 2002 (No. 70 of 2002, as amended)
- Short-Term Insurance Act, 1998 (NO. 53 of 1998, as amended)
- Skills Development Act, 1997 (No. 97 of 1997, as amended)
- Skills Development Levies Act, 1999 (No. 9 of 1999, as amended)
- South African Reserve Bank Act, 1989 (No. 90 of 1989, as amended)
- Trade Marks Act, 1993 (No. 194 of 1993, as amended)
- Transfer Duty Act, 1949 (No. 40 of 1949, as amended)
- Trust Property Control Act, 1988 (No. 57 of 1988, as amended)
- Unemployment Insurance Act, 2001 (No. 63 of 2001, as amended)
- Unemployment Insurance Fund Contributions Act, 2002 (No. 4 of 2002, as amended)
- Value-Added Tax Act, 1991 (No. 89 of 1991, as amended)

ANNEXURE C CATEGORIES OF RECORDS

Subject	Category
Companies' Records	<ul style="list-style-type: none"> • Company structure documents • Directors' interests • Memorandum of Incorporation and related documents • Minutes of meetings of the board of directors and shareholders • Other statutory records • Proxy forms • Records relating to the appointment of company directors, auditors, secretaries, public officers, and/or other officers • Registers of directors, shareholders, resolutions and other statutory registers • Share certificates • Shareholders agreements • Statutory returns • Trademark, trade name and domain name registrations • Trust deeds • Written resolutions
Consumer Credit Information	<ul style="list-style-type: none"> • Any records provided by a member • Any records provided by a third party that relate to a consumer • Consumer credit information as defined in the National Credit Act • Credit records • Identification records of consumers • Personal information collected through websites • Records pertaining to consumers
Customer-related Records	<ul style="list-style-type: none"> • Company structure documents • Directors' interests • Memorandum of Incorporation and related documents • Minutes of meetings of the board of directors and shareholders • Other statutory records • Proxy forms • Records relating to the appointment of company directors, auditors, secretaries, public officers, and/or other officers • Registers of directors, shareholders, resolutions and other statutory registers • Share certificates • Shareholders agreements • Statutory returns • Trademark, trade name and domain name registrations • Trust deeds • Written resolutions



Finance and Accounting Records	<ul style="list-style-type: none">• Accounting Records• Annual Financial Reports• Annual Financial Statements• Asset Registers• Banking details and bank account records• Correspondence• Debtors and Creditors statements and invoices• Financial agreements• General ledgers and subsidiary ledgers• General reconciliation• Insurance policies• Invoices and statements• Paid cheques• Purchase orders Remittances• Rental Agreements• Tax records and returns
Marketing Department	<ul style="list-style-type: none">• Advertising and promotional material• Articles and research• Conferences and functions• Marketing campaigns• Seminars and workshops
Human Resources	<ul style="list-style-type: none">• BEE statistics• Career development plans• Conditions of employment and other employment contracts• Disciplinary Code, Grievance Procedures and Hearings• Employee information• Employment equity plan and reports• Employment Records• Evaluation and performance records• Internal evaluations and performance records• Leave records and absence management records• Letters and communications• Medical scheme records• Offers of employment• PAYE records and returns• Pension/provident fund records• Personal records provided by employees• Policies and Procedures and codes• Records regarding employees provided by third parties• Salary records• SETA Records• Training records• UIF Returns
Income Tax Records	<ul style="list-style-type: none">• Documents issued to employees for income tax purposes• PAYE records• Records of payment made to SARS on behalf of employees• Regional services levies• Skills development levies• Tax returns• UIF• VAT records• Workmen's compensation



Internal Records	<ul style="list-style-type: none">• Databases• Information technology records• Internal and external correspondence• Internal audit and risk management records• Internal policies and procedures• Marketing records• Operational records• Product records• Records held by officials of the group• Securities and equities• Statutory records• Supervisory body-related records
IT Department	<ul style="list-style-type: none">• Agreements• Asset registers• Business continuity recovery plans• Documentation and manuals• Policies/standards/procedure• Project implementation plans• Strategy documentation
Operations	<ul style="list-style-type: none">• Client Registry• Details of Bankers• Purchase Records• Repair Records• Sales Records• Suppliers' Records
Procurement Department	<ul style="list-style-type: none">• Contractor, third parties, vendors and supplier agreements• Enterprise Development progress reports• Lists of third parties• Policies and procedures• Risk assessment questionnaires• Standard Terms and Conditions for the supply of services and products
Risk Management and Audit	<ul style="list-style-type: none">• Audit reports• Incident management• Risk and issue reports• Risk committee and other meeting minutes• Risk management frameworks• Risk remediation plans



Sales Department	<ul style="list-style-type: none">• Business requirements and project plans• Client business information• Customer details• Information and records provided by third parties and the customers• Legal documentation• Member agreements• Onboarding documentation• Proposal and tender documents• Risk management records• Service application information including member due diligence• Standard terms and conditions of supply of goods and/or services• Statement of works Service level tracking correspondence
Statutory and Administration	<ul style="list-style-type: none">• Annual Reports• Contractual Agreements• Documents of Incorporation• Lease Agreements• Licence Certificates• Memorandum• Minutes of Meetings• Professional Indemnity Schedule• Records relating to the appointment of Directors, accountants, auditors, secretaries, public officers and other registers• Statutory Registers• Trademarks
Website Services	<ul style="list-style-type: none">• Application Forms• Terms and Conditions



Annexure D
Request for Access to a Record – Form 2

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an **"X"**

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			



Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		

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	
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 <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	



FORM OF ACCESS

(Mark the applicable box with an "X")

Printed copy of record (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 reproduced 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 service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

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	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
Reason	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer



ANNEXURE E
OUTCOME OF REQUEST AND FEES PAYABLE - FORM 3

[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.

TO: _____ Reference number: _____

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 · To be provided by requestor	R40.00		
(ii) Compact disc · 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			
(i) Flash drive · To be provided by requestor	R40.00		
(ii) Compact disc · 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 (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer