

Promotion of Access to Information Manual

Date: 10 April 2026

This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA") and to address requirements of the Protection of Personal Information Act, 4 of 2013 ("POPI").

1 Introduction and Purpose

- 1.1 Ice Mobile is registered as a profit company in terms of the Companies Act, 71 of 2008 under registration number: 2010/005474/07. Ice Mobile provides telecom marketing and automated voice related content marketing.
- 1.2 Ice Mobile has prepared this manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**") and to address requirements of the Protection of Personal Information Act 4 of 2013 ("**POPIA**"). PAIA seeks to give effect to the provisions of section 32 of the Constitution, which provides that everyone has the right of access to any information held by another person that is required for the exercise or protection of any rights. Where a request is made in terms of PAIA to a private body, it is required to disclose the information (a) if the requester is able to show that the record is required for the exercise or protection of any rights; and (b) there are no grounds of refusal in PAIA applicable.
- 1.3 The objectives of this manual are to:
 - 1.3.1 list the categories of records held by Ice Mobile which are available without a person having to submit a formal PAIA request;
 - 1.3.2 provide a sufficient understanding of how to make a request for access to a record of Ice Mobile by describing the subjects on which Ice Mobile holds records and the categories of records held on each subject;
 - 1.3.3 set out the categories of records of Ice Mobile which are available in accordance with any other legislation;
 - 1.3.4 provide the relevant contact details of the Information Officer and Deputy Information Office of Ice Mobile;
 - 1.3.5 set out the purpose of processing of personal information by Ice Mobile and the description of the categories of data subjects and of the information relating thereto;
 - 1.3.6 set out the recipients or categories of recipients to whom the personal information may be supplied;
 - 1.3.7 inform persons that Ice Mobile does plan to transfer and process personal information outside of the Republic of South Africa and the categories of recipients to whom the personal information may be provided; and
 - 1.3.8 set out Ice Mobile's security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2 Information Regulator Guide

2.1 The Information Regulator (established in terms of POPIA) has compiled an official guide which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. Copies of the updated Guide are available in all official languages from the Information Regulator free of charge.

2.2 The contact details of the Information Regulator are as follows:

Physical address: The Information Regulator (South Africa), Woodmead North Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191, Gauteng Province, South Africa

Postal address: PO Box 31533, Braamfontein, 2017

Telephone number: +27 80 001 7160 / +27 10 023 5200

PAIA Complaints email: PAIAComplaints@inforegulator.org.za

POPIA Complaints email: POPIAComplaints@inforegulator.org.za

General enquiries email: enquiries@inforegulator.org.za

2.3 Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator, during normal working hours.

2.4 The Guide can also be obtained:

2.4.1 upon request to the Information Officer;

2.4.2 from the website of the Information Regulator, <https://inforegulator.org.za>.

3 Key Contact Details for Access to Information of Ice Mobile

3.1 Chief Information Officer

3.1.1 Ice Mobile has duly authorised and appointed the information officer below:

Name: Courtney Renier Wilson

Telephone: +27 (0) 10 010 0423

E-mail: info@ice-mobile.co.za

3.1.2 The Information Officer appointed in terms of PAIA is the same person appointed as the Information Officer in terms of POPIA. The Information Officer oversees the functions and responsibilities as required for in terms of both PAIA as well as the duties and responsibilities in terms of section 55 of POPIA.

3.1.3 The Information Officer may appoint, where it is deemed necessary, deputy information officers, as allowed in terms of section 17 of the Act as well as section 56 of POPIA. This is in order to ensure Ice Mobile's fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of POPIA.

3.1.4 Ice Mobile has duly authorised and appointed the deputy information officer below:

Deputy Information Officer: Mr. Anthony Ekerold

Telephone: +27 83 35 95 250
 E-mail: anthony@ekeroldattorneys.co.za

- 3.1.5 All requests for information in terms of PAIA and POPIA must be addressed to the Deputy Information Officer marked for his attention.

3.2 Head Office and Access to Information

- 3.2.1 Physical Address: Rich Rewards Group
 Block B
 Carlswald Close
 137 Seventh Road
 Midrand
 South Africa
 1682
- 3.2.2 Postal Address: The same as above
- 3.2.3 Telephone: +27 10 010 0423
- 3.2.4 E-mail: info@ice-mobile.co.za
- 3.2.5 Website Address: www.ice-mobile.co.za

4 Categories of Records of Ice Mobile which are available without a person having to request access

- 4.1 Notice is hereby given of the following description of the categories of records of Ice Mobile that are voluntarily disclosed or automatically available without a person having to request access to them, the types of these records, and how they can be accessed. Certain of these records are only voluntarily disclosed or automatically available to members without request whilst other records are voluntarily disclosed or automatically available to all persons without request:

All information housed under the public areas of the www.ice-mobile.co.za website is automatically available and accessible for downloading, subject to our website disclaimer. No formal Request for Access is required to access this information. The aforesaid automatically available information is available on the www.ice-mobile.co.za website.

- 4.2 The notice in clause 4.1 above shall be updated as soon as practically possible after any amendment to the description occurs and made available:
- 4.2.1 to the Information Regulator; and
- 4.2.2 on the website, www.ice-mobile.co.za.

5 Description of the Records held by Ice Mobile

The following table identifies the subjects of records held by Ice Mobile together with a description of the categories of those records (section 51(1)(b)(iv) of PAIA) together with a description of the other legislation in terms of which they are available (section 51(1)(b)(iii) of PAIA):

Subjects of Records and Applicable Legislation	Category of Records
Statutory Company Information <i>Companies Act, 71 of 2008</i>	• Incorporation documents; • MOI; • Minute books; • Resolutions; • Registers of directors and officers; • Share registers and other statutory registers; • Statutory returns to relevant authorities; • Statutory records; and • Records relating to appointment of directors, auditors, company secretary, public officer and other officers.
Financial and Accounting Records <i>Companies Act, 71 of 2008</i>	• Annual Financial Statements; • Accounting Records (inclusive of books of account); • Administrative Records; • Banking Records; • Audit reports; • Invoices; • Supporting schedules and documentation to books of account; and • Asset registers.
Tax Records <i>Income Tax Act, 58 of 1962, Value-Added Tax Act, 89 of 1991, Tax Administration Act, 28 of 2011, Skills Development Act, 97 of 1998, Unemployment Insurance Act, 63 of 2001, Compensation for Occupational Injuries and Diseases Act, 130 of 1993</i>	• Income tax returns and other documentation; • Provisional tax returns and supporting schedules; • Dividend tax returns and supporting schedules; • PAYE records; • Skills Development Levies records; • UIF and Workmen's compensation; and • Value-added tax records.
Employee Records <i>Employment Equity Act, 55 of 1998, Basic Conditions of Employment Act, 75 of 1997, Broad Based Black Economic Empowerment Act, 53 of 2003, Occupation Health and Safety Act 85 of 1993, Promotion of Equality Prevention of Unfair Discrimination Act, 4 Of 2000, Skills Development Act, 97 of 1998, Unemployment Insurance Act, 63 of 2001, Unemployment Insurance Contributions Act, 4 of 2002, Labour Relations Act, 66 of 1995, Pension Fund Act, 24 of 1956, Compensation for Occupational Injuries and Diseases Act, 130 of 1993</i>	• Arbitration awards; • CCMA records; • Code of conduct; • Employee tax records; • Confidentiality agreements; • Disciplinary records and internal evaluations; • Employee personal details; • Employment conditions and policies; • Employment contracts;

	• Internal correspondence; • Internal records, policies, procedures and agreements; • Leave records, including sick leave and family responsibility leave supporting documents; • Operating manuals; • Employee medical aid records; • Employee banking records; • Personnel records provided by personnel; • Remuneration and benefits records; • Service records; and • Training schedules and material.
Customer Records / Third Party Records <i>Value-Added Tax Act, 89 of 1991, Electronic Communications Act, 36 of 2005, National Credit Act, 34 of 2005</i>	• Customer agreements (including but not limited to subscription and affiliate agreements and non-disclosure agreements); • Customer Information and records; • Debtors' information; • Code of conduct; • Supplier agreements; and • Transactional records and supporting information.
Exchange Control <i>Exchange Control Regulations, 1961</i>	• Exchange control applications; • Exchange control approvals; • Correspondence relating to the foregoing;
Personal Information Records <i>Protection of Personal Information Act, 4 of 2013</i>	• PAIA manual; • Privacy Policy; • Personal information policies; • Personal Information compliance audit records; • Personal information of employees, clients, service providers, potential job candidates; and • Certificate of Information Officers.

6 Records available in terms of POPIA

6.1 Personal information is collected and processed by Ice Mobile for the specified purpose ordinarily disclosed when the information is collected. For more information on the purposes for which personal information is collected and processed, please refer to Ice Mobile's privacy policy (which is available at: <https://ice-mobile.co.za/privacy-policy/>) ("the Privacy Policy").

6.2 Ice Mobile collects the following personal information:

Data Subject	Type of Personal Information	Purpose	Recipients or Categories of Recipients to whom the personal information may be supplied
Employees	Name and contact details, identity numbers and documents, employment history, qualifications, references, banking details, payroll information, payment records, employment contracts, medical aid records, performance assessments, disciplinary records, leave records, training records, marital status, criminal records, CVs.	Verification of prospective employees' information for purposes of recruitment, to register employees on Ice Mobile's payroll, payments to employees, compliance with applicable labour laws, maintain necessary employment records.	Directors, employees, group or related entities, customers, medical service providers, insurance companies, pensions and provident funds, wellness or health providers, banks, contractors / vendors / suppliers / service providers, third party service providers, statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies, public bodies which Ice Mobile engages with to discharge legal and public duties and or trading obligations including SARS, National Treasury and the Department of Labour, courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules, anyone making a successful request for access in terms of PAIA or POPIA.
Directors	Name and contact details, identity numbers and documents	Deliver notices to directors, maintain Ice Mobile's statutory compliance.	Shareholders, directors, employees, group or related entities, customers, banks, contractors / vendors / suppliers / service providers, third party service providers, statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies, public bodies which Ice Mobile engages with to discharge legal and public duties and or trading

			obligations including SARS, CIPC, SARB, National Treasury and the Department of Labour, courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules, anyone making a successful request for access in terms of PAIA or POPIA.
Service Providers	Company registration details, income tax and VAT registration details, BEE certificates, payment details including bank accounts, invoices, contractual agreements, addresses, contact details, any records provided by service providers to Ice Mobile and records generated by Ice Mobile internally relating to the services provided.	Verification of information, to register or engage with suppliers, including payment of invoices.	Directors, employees, group or related entities, customers, banks, contractors / vendors / suppliers / service providers, third party service providers, statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies, public bodies which Ice Mobile engages with to discharge legal and public duties and or trading obligations including SARS, SARB and National Treasury, courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules, anyone making a successful request for access in terms of PAIA or POPIA.
Consultants or contractors	Dependant on the nature of the consultant or contractor but may include information identified under employees or service providers.	Same purposes listed above.	Directors, employees, group or related entities, customers, insurance companies, banks, contractors / vendors / suppliers / service providers, third party service providers, statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies,

			public bodies which Ice Mobile engages with to discharge legal and public duties and or trading obligations including SARS, SARB, National Treasury and the Department of Labour, courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules, anyone making a successful request for access in terms of PAIA or POPIA.
Customers	Name and contact details, identity numbers and documents, registration numbers, date of birth or registration.	Create and maintain an account for each customer, provide the customer with access to Ice Mobile's software and for billing purposes.	Directors, employees, group or related entities, banks, contractors / vendors / suppliers / service providers, third party service providers, statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information, enforcement agencies, public bodies which Ice Mobile engages with to discharge legal and public duties and or trading obligations including SARS, SARB, National Treasury and the Department of Labour, courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules, anyone making a successful request for access in terms of PAIA or POPIA.
Shareholders and Beneficial Owners	Name and contact details, identity numbers and documents or registration numbers, date of birth or registration, registration or founding documents.	Maintain securities register and statutory compliance.	Directors, employees, group or related entities, customers, insurance companies, banks, contractors / vendors / suppliers / service providers, third party service providers, statutory oversight bodies, regulators or judicial

			commissions of enquiry making a request for personal information, enforcement agencies, public bodies which Ice Mobile engages with to discharge legal and public duties and or trading obligations including SARS, CIPC, National Treasury and the Department of Labour, courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules, anyone making a successful request for access in terms of PAIA or POPIA.
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6.3 **Planned transborder flows of personal information**

Ice Mobile may from time to time disclose personal information that it processes to employees, directors, subsidiaries or third-party service providers outside of South Africa, such as cloud service providers. Personal information will only be transferred to those countries that have similar data privacy laws in place or where the recipient of the personal information is bound contractually to a no lesser set of obligations than those imposed by POPIA and our confidentiality and security requirements.

6.4 **General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

Ice Mobile implements the following measures to ensure the confidentiality, security, integrity and availability of personal information in its possession:

- 6.4.1 limiting access to information to those persons who require access to the information on a need-to-know basis in accordance with the purpose for the processing of that information;
- 6.4.2 firewalls, authentication software, intrusion detection systems and unique user profiles;
- 6.4.3 use of anti-virus protection software and anti-malware solutions and protocols;
- 6.4.4 physical controls;
- 6.4.5 secure setup of hardware and software making up the IT infrastructure;
- 6.4.6 outsourced service providers who are contracted to implement security controls; and
- 6.4.7 information security policy.

7 Right to Refuse Access to Information

- 7.1 It must be noted that the action of applying for access to information does not guarantee access thereto. Each application for access to information will be considered on its own merits.
- 7.2 Ice Mobile has the right to refuse access to records where:
- 7.2.1 the record would unreasonably disclose personal information about a natural person, including a deceased individual (unless written permission for access is granted);
 - 7.2.2 the record contains one of the following:
 - 7.2.2.1 financial, commercial, scientific or technical information whereby the disclosure thereof could likely cause harm to the financial or commercial interests of a third party or Ice Mobile;
 - 7.2.2.2 information about research by a third party or Ice Mobile which could put that third party or the entity at a disadvantage in a negotiation or prejudice him in competition, unless written consent is given;
 - 7.2.2.3 access would put the entity in breach of a duty of confidence which we owe a third party unless that third party gives written consent for access to be granted;
 - 7.2.2.4 access could be expected to endanger someone's life or physical safety, prejudice or impair the security of a building, structure, system, means of transport or other property;
 - 7.2.2.5 the record is privileged from being produced as evidence in legal proceedings, unless the person protected has waived that protection;
 - 7.2.2.6 if the request is for access to your personal information and you could not provide adequate proof of identity to Ice Mobile; and
 - 7.2.2.7 requests for information that are frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

8 Procedure for Requesting Records

8.1 Form of request

- 8.1.1 The requester is required to use the prescribed Form 2 annexed hereto as **Annexure A** to submit a request for access to a record held by Ice Mobile. The request is required to be made to the address or e-mail address of the Information Officer and should be clearly addressed to the Information Officer.
- 8.1.2 The Form 2 must be completed in accordance with the following:
- 8.1.2.1 The form must be completed in English with type or print in BLOCK LETTERS.
 - 8.1.2.2 Answer every question. If a question does not apply, state "N/A" in response to that question. If there is nothing to disclose in reply to a particular question state "N/A" in response to that question. In the event of insufficient space in which to answer a question, additional information may be provided on an additional folio, to be attached to the form.

- 8.1.2.3 A certified copy of a legally acceptable form of identity must be attached to authenticate identity of the Requester.
- 8.1.2.4 In the event of third-party Requester, the person must attach to the form a certified legally acceptable form of identity of the person on whose behalf the request is lodged together with the proof of the capacity in which the third party is acting and a certified copy of the identity document or other legal form of identity of the third party.
- 8.1.2.5 The requester is required to provide sufficient particularity on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access to the record is required and if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- 8.1.2.6 The requester is required to state the right that he or she is seeking to exercise or protect and provide a written explanation as to why the requested record is required for the exercise or protection of that right.
- 8.1.3 The Information Officer will consider the request and will provide the Requester with his decision in accordance with the prescribed form 3 annexed hereto as **Annexure B**.
- 8.1.4 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed **Form 1 (objection)** or **Form 2 (correction or deletion)**, annexed hereto as **Annexure C** and **Annexure D**, respectively.
- 8.2 **Prescribed Fees**
- 8.2.1 There are two categories of fees payable:
- 8.2.1.1 The request fee is an administration fee that is payable on submission of the request for access and must be paid before the request for access is considered (unless the request is to access the Requester's personal information in which event there is no fee). The request fee is not refundable if the request for access has been granted but is refundable if the request is denied.
- 8.2.1.2 The Access Fee is payable prior to the Requester gaining access to the records in the requested form. The access fee is intended to reimburse Ice Mobile for the costs involved in reproduction of documents, searching, and preparing the record requested and for any time reasonably required (more than the prescribed hours) to search and prepare the record.
- 8.2.2 The current fees are set out in **Annexure E** and may change from time to time as set out in the Regulations.
- 8.3 **Applicable time-periods**
- 8.3.1 Ice Mobile will inform the requester its decision of whether to grant the request or not within 30 (thirty) days after receipt of the request.
- 8.3.2 If all reasonable steps have been taken to find a requested record requested and there are reasonable grounds for believing that the record cannot be found, or does not exist, the Information Officer will, by way of affidavit or affirmation, notify the requester that it is not possible to give access to that record.

- 8.3.3 The period provided in clause 8.3.1 above may be extended for a period of a further 30 (thirty) days should the request be for a large number of records or requires an extensive search through a number of records which would unreasonably affect the day to day workings of Ice Mobile.

9 Availability of this Manual

A copy of this manual is available:

- 9.1 at www.ice-mobile.co.za;
- 9.2 at the head office of Ice Mobile for public inspection during normal business hours;
- 9.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.4 to the Information Regulator upon request.

10 Updating of this Manual

The directors of Ice Mobile will, on a regular basis, update this manual.

PRESCRIBED REQUEST FORM

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

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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: <table border="1"><tr><td></td></tr></table>	
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 <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

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

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____, 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

Annexure "B"

PRESCRIBED OUTCOME FORM

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

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

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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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	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	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)	
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The amount must be paid into the following Bank account:

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

Signed at _____ this _____ day of _____ 20 _____

 Information officer

PREScribed OBJECTION FORM

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 2(1)]

Note:

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

Reference Number....

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (if the responsible party is a natural):	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION (Please provide detailed reasons for the objection)

Signed at this day of20.....

.....
Signature of data subject (applicant)

PRESCRIBED REQUEST FORM

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

Note:

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

Reference Number....

Mark the appropriate box with an "x".

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT	
	Surname:	
	Full names:	
	Identity number:	
	Residential, postal or business address:	
		Code ()
	Contact number(s):	
	Fax number:	
	E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY	
	Name and surname of responsible party (if the responsible party is a natural person):	
	Residential, postal or business address:	
		Code ()
	Contact number(s):	
	Fax number:	
	E-mail address:	

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

* *Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject

Annexure “E”

PRESCRIBED FEES

Item	Description	Amount
1.	The request fee payable by every Requester	R140.00
2.	Photocopy / printed black & white copy of A4 size 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 in a computer-readable form on: - (iii) Flash drive (to be provided by Requester) (iv) Compact disc • If provided by Requester • If provided to the Requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4 size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by Requester) (vi) Compact Disk • If provided by Requester • 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. To not exceed a total cost of: -	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.