







































11.2.3. For a copy in a computer-readable form on:

11.2.3.1. compact disc R70,00

11.2.3.2. For visual images:

11.2.3.2.1. a transcription of visual images, for an A4-size page or part thereof 40,00

11.2.3.2.2. For a copy of visual images R60,00

11.2.3.3. For an audio record:

11.2.3.3.1. For a transcription of an audio record, for an A4-size page or part thereof R20,00

11.2.3.3.2. For a copy on an audio record R30,00

11.3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

11.4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

11.4.1. Fees are:

11.4.1.1. For every photocopy of an A4-size page or part thereof R1,10

11.4.1.2. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75

11.4.1.3. For a copy in a computer-readable form on:

11.4.1.3.1. compact disc R70,00

11.4.1.4. For a transcription of visual images:

11.4.1.4.1. for an A4-sized page or part thereof R40,00

11.4.1.4.2. For a copy of visual images R60,00

11.4.1.5. For a transcription of an audio record:

11.4.1.5.1. For an A4-size page or part thereof R20,00

11.4.1.5.2. For a copy of an audio record R30,00

- 11.4.1.6. To search for and prepare the record for disclosure, R50,00 for each hour or part of an hour reasonably required for such search and preparation.
- 11.4.2. For purposes of section 54(2) of the Act, the following applies:
  - 11.4.2.1. Six hours as the hours to be exceeded before a deposit is payable; and
  - 11.4.2.2. one third of the access fee is payable as a deposit by the requester.
- 11.4.3. The actual postage is payable when a copy of a record must be posted to a requester.

### **13. POPI**

#### 12.1. Conditions for lawful processing

- 12.1.1. POPI has eight conditions for lawful processing and include:
  - 12.1.1.1. Accountability
  - 12.1.1.2. Processing limitation
  - 12.1.1.3. Purpose specification
  - 12.1.1.4. Further processing limitation
  - 12.1.1.5. Information quality
  - 12.1.1.6. Openness
  - 12.1.1.7. Security safeguards
  - 12.1.1.8. Data subject participation
- 12.1.2. The Company is involved in the following types of processing:
  - 12.1.2.1. Collection
  - 12.1.2.2. Recording
  - 12.1.2.3. Organization

- 12.1.2.4. Structuring
- 12.1.2.5. Storage
- 12.1.2.6. adaptation or alteration
- 12.1.2.7. retrieval
- 12.1.2.8. consultation
- 12.1.2.9. use
- 12.1.2.10. disclosure by transmission
- 12.1.2.11. dissemination or otherwise making available
- 12.1.2.12. alignment or combination
- 12.1.2.13. restriction
- 12.1.2.14. erasure
- 12.1.2.15. destruction

12.1.3. The Company processes information for the following purposes:

- 12.1.3.1. to provide services to its Clients in accordance with terms agreed to by the Clients;
- 12.1.3.2. to undertake activities related to the provision of services, such as
  - 12.1.3.2.1. to fulfil domestic legal, regulatory and compliance requirements
  - 12.1.3.2.2. to verify the identity of Customer representatives who contact the Company or may be contacted by The Company;
  - 12.1.3.2.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;
  - 12.1.3.2.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;

- 12.1.3.2.5. to enforce or defend the Company or the Company affiliates' rights;
  - 12.1.3.2.6. to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company's and the Company affiliates' products and services;
  - 12.1.3.3. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
  - 12.1.3.4. any additional purposes expressly authorised by The Company's client;
  - 12.1.3.5. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.
- 12.2. The Company processes personal information the following categories of Data Subjects:
- 12.2.1. Juristic persons –
    - 12.2.1.1. Corporate clients
    - 12.2.1.2. Suppliers
  - 12.2.2. Natural persons –
    - 12.2.2.1. Individuals
    - 12.2.2.2. Staff
    - 12.2.2.3. Clients
    - 12.2.2.4. Suppliers
- 12.3. The Company process the following categories personal information:
- 12.3.1. Client profile information;
  - 12.3.2. Bank account details;
  - 12.3.3. Payment information;
  - 12.3.4. Client representatives;
  - 12.3.5. Names;

- 12.3.6. Email Addresses;
  - 12.3.7. Telephone numbers;
  - 12.3.8. Facsimile numbers;
  - 12.3.9. Physical addresses;
  - 12.3.10. Tax numbers;
  - 12.3.11. Identity Numbers;
  - 12.3.12. Passport Numbers;
- 12.4. Recipients of Personal Information:
- 12.4.1. The Company, the Company's affiliates, their respective representatives
- 12.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.
- 12.6. The Company implements numerous Security measures to protect personal information that is stored electronically and physically.
- 12.6.1.1. The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.
  - 12.6.1.2.** The Company have also implemented various policies for additional security for personal information stored both physically and electronically.
- 12.6.2.** The personal information that is stored physically is protected as follows:
- 12.6.2.1.** Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.
  - 12.6.2.2.** Such physical data records will be 'locked-away' and secured when not in use.

12.7. The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.

**12.8.** Objection to the processing of personal information by a data subject:

**12.8.1.** Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as annexure “B”.

**12.9.** Request for correction or deletion of personal information:

**12.9.1.** Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as annexure “C”.

SIGNATURE INFORMATION OFFICER: 

DATE: 11 Nov 2021



J752

REPUBLIC OF SOUTH AFRICA

**FORM C**  
**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
 (Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))  
 [Regulation 10]

**A. Particulars of private body**

The Head:

**B. Particulars of person requesting access to the record**

(a) The particulars of the person who requests access to the record must be given below.  
 (b) The address and/or fax number in the Republic to which the information is to be sent must be given.  
 (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: .....

Identity number: 

--	--	--	--	--	--	--	--	--	--	--	--

Postal address: .....

Telephone number: (.....) ..... Fax number: (.....) .....

E-mail address: .....

Capacity in which request is made, when made on behalf of another person:

**C. Particulars of person on whose behalf request is made**

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: .....

Identity number: 

--	--	--	--	--	--	--	--	--	--	--	--



**D. Particulars of record**

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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**E. Fees**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees:

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**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: _____	Form in which record is required: _____
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request for access in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

<b>1. If the record is in written or printed form:</b>					
	copy of record*		inspection of record		
<b>2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>					
	view the images		copy of the images*		transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
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**G. Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form.  
**The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:

.....

.....

.....

.....

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

.....

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**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at ..... this day..... of .....year .....

.....  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE

**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, 2018**  
**[Regulation 2]**

*Note:*

1. Affidavits or other documentary evidence as applicable in support of the objection may 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.
3. Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject: Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

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Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/designated person*

**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, 2018  
[Regulation 3]***Note:*

1. *Affidavits or other documentary evidence as applicable in support of the request may 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.*
3. *Complete as is applicable.*

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
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	

This gazette is also available free online at [www.gpwonline.co.za](http://www.gpwonline.co.za)

Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)</b>

Signed at ..... this ..... day of .....20.....

.....  
Signature of data subject/ designated person

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