

NINTEX

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of
Access to Information Act 2 of 2000 (as amended)

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended); |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

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; 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;
- 2.4 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.5 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.6 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.8 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
- 2.9 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. CONTACT DETAILS FOR ACCESS TO INFORMATION OF NINTEX

3.1. Chief Information Officer

Name: Amit Mathradas
Tel: (425) 324-2400
Email: privacy@nintex.com

3.2. Deputy Information Officer

Name: Christo Van Heerden
Tel: +27116751175
Email: privacy@nintex.com

3.3 General Contacts:

Address: 1st Floor, Fountain View House
Constantia Office Park
Cnr Hendrik Potgieter Road & 14th Avenue
Weltevredenpark, 1709 South Africa

Telephone: +27116751175

Email: privacy@nintex.com

Website: www.nintex.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE PAIA GUIDE (“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 in braille.
- 4.3. The aforesaid 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, electronic mail 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 PAIA¹ and section 56 of POPIA²;
 - 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
 - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5. the assistance available from the 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 Regulator or a decision of the head of a private body;
 - 4.3.7. the provisions of sections 14⁵ and 51⁶ 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 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part*

⁵ Section 14(1) of PAIA- *The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above*

⁶ Section 15(1) of PAIA- *The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

⁷ Section 15(1) of PAIA- *The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

⁸ Section 52(1) of PAIA- *The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹
- 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 the Information Officer;
 - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:
 - 4.6.1. English and Afrikaans

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding:

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

5. CATEGORIES OF RECORDS OF NINTEX WHICH ARE AVAILABLE WITHOUT HAVING TO REQUEST ACCESS

Below are the categories of records held by Nintex which are available without a person having to request access. These records are available on the website and a person may download or request via telephone or by sending an email or a letter.

Category of records	Types of the Record	Available on Website	Available upon request
Product Information	Information relating to Nintex products and services	X	X
Public facing policies and notices	Privacy Policy, Terms and Conditions, Notices, PAIA Manual, Modern Slavery Statement, and the like	X	X
General	Other information regarding Nintex and accessible at http://www.nintex.com	X	X

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

Nintex keeps information and documents in accordance with applicable legislation including but not limited to:

- 6.1.1 Basic Conditions of Employment Act, No. 75 of 1997, as amended;
- 6.1.2. Companies Act, No. 71 of 2008
- 6.1.3. Compensation for Occupational Injuries and Health Diseases Act, No.130 of 1993;
- 6.1.4. Employment Equity Act, No. 55 of 1998;
- 6.1.5. Income Tax Act, No. 95 of 1967;
- 6.1.6. Labour Relations Act, No. 66 of 1995;
- 6.1.7. Occupational Health & Safety Act, No. 85 of 1993;
- 6.1.8. Promotion of Access to Information Act, No. 2 of 2000;
- 6.1.9. Protection of Personal Information Act, No. 4 of 2013;
- 6.1.10. South African Reserve Bank Act, No. 90 of 1989;
- 6.1.11. Skills Development Act, No. 97 of 1998;
- 6.1.12. Skills Development Levies Act, No. 9 of 1999;
- 6.1.13. Unemployment Contributions Act, No. 4 of 2002;
- 6.1.14. Unemployment Insurance Act, No. 63 of 2001;
- 6.1.15. Value Added Tax Act, No. 89 of 1991;

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND

CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY NINTEX

Nintex holds records on the following categories and subject matters. However, please note that the inclusion of a category or subject matter in this Manual does not mean that a request for access to such records would be granted. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

- 7.1.1. Human Resources
- 7.1.2. Accounting Records
- 7.1.3. Payroll Records
- 7.1.4. BEE Statistics
- 7.1.5. Personnel Information
- 7.1.6. Personal Information
- 7.1.7. Employment Equity Reports
- 7.1.8. General Terms of Employment
- 7.1.9. Letters of Employment
- 7.1.10. Leave Records
- 7.1.11. PAYE Records and Returns
- 7.1.12. Performance Management Records
- 7.1.13. Policies, Procedures and Guidelines
- 7.1.14. UIF Returns
- 7.1.15. Retirement Benefit and Medical Aid Records
- 7.1.16. Finance and Administration
- 7.1.17. Annual Financial Statements
- 7.1.18. Banking Records
- 7.1.19. Correspondence
- 7.1.20. Invoices and Statements
- 7.1.21. Management Reports
- 7.1.22. Tax Records and Returns
- 7.1.23. Information Management and Technology
- 7.1.24. Agreements
- 7.1.25. Equipment Registers
- 7.1.26. Marketing and Communications
- 7.1.27. Brand Information Management
- 7.1.28. Operations
- 7.1.29. Access Control Records
- 7.1.30. Annual Reports
- 7.1.31. Statutory Documentation
- 7.1.32. Memoranda and Articles of Association
- 7.1.33. Share Registers
- 7.1.34. Share Certificates
- 7.1.35. Statutory Returns to Relevant Authorities
- 7.1.36. And as otherwise described in the Nintex Privacy Policy, which is available at:
<https://www.nintex.com/legal/privacy-policy/>

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

The purposes for which Nintex processes personal information includes but is not limited to:

- 8.1.1. rendering of services to Nintex customers;
- 8.1.2. employee administration;
- 8.1.3. transacting with Nintex suppliers and third-party service providers;
- 8.1.4. maintaining records;
- 8.1.5. recruitment;
- 8.1.6. general administration;
- 8.1.7. financial requirements;
- 8.1.8. compliance with legal and regulatory requirements; and
- 8.1.9. facilities management

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 and Prospective Customers	<ul style="list-style-type: none"> • General Identification and Contact Information • Financial Information • Banking Information • Browsing habits and click patterns on Nintex websites
Service Providers	<ul style="list-style-type: none"> • Entity Name and Contact Information • Company Registration Details • Banking Details • Financial Information • Tax Information
Employees, Contractors, and Consultants	<ul style="list-style-type: none"> • General Identification and Contact Information • Financial Information • Banking Information • Health/Medical Information • Sexual Orientation • Marital Status / Spouse • Demographic Information / Citizenship • Biometric Information • Ethnicity Information • Education Qualifications and Professional Registrations • Next of Kin Information • Employment History • Tax Information • Pension Fund Information • Criminal Checks • Performance and Disciplinary Information

8.3 The recipients or categories of recipients to whom the personal information may be supplied

- 8.3.1. Any firm, organisation or person that Nintex uses to collect payments and recover debts or to provide a service on its behalf;
- 8.3.2. Any firm, organisation or person that provides Nintex with products or services;
- 8.3.3. Any payment system Nintex uses;
- 8.3.4. Regulatory and governmental authorities, or other authorities, including tax authorities, where Nintex has a duty to share information;
- 8.3.5. Third parties to whom payments are made on behalf of employees;
- 8.3.6. Any other operator not specified;
- 8.3.7. Employees, contractors and temporary staff; and
- 8.3.8. Agents.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
<ul style="list-style-type: none"> • Employee Personal Information and Records • Licensing Information • Company Secretarial • Financial Records • Statutory Reports • Tax Records 	Regulatory and Governmental Authorities
<ul style="list-style-type: none"> • Contracts and Agreements • Banking Records • Tax Records • BBBEE Information • Employee Personal Information and Records 	Suppliers, Vendors, Subcontractors
<ul style="list-style-type: none"> • Employee Names, Identity Numbers and Demographics • Employee PAYE Information • Banking Details • Beneficiary Details 	Employee Benefits Administrators

8.4 Planned transborder flows of personal information

8.4.1. Section 72 of POPIA provides that personal information may only be transferred by a responsible party to a third party in a foreign country outside of the Republic of South Africa in the following circumstances:

- a) If the third party who is the recipient of the personal information is subject to a law, binding corporate rules or a binding agreement which provide an adequate level of protection that effectively upholds principles similar to the conditions for lawful processing under POPIA, including provisions relating to the further transfer of personal information from the recipient to third parties who are in a foreign country; or
- b) if the data subject consents to the transfer of their personal information; or
- c) If the transfer is necessary for the performance of a contractual obligation between the data subject and the responsible party; or
- d) if the transfer is necessary for the conclusion or performance of a contract between the responsible party and a third party, concluded in the interests of the data subject; or

- e) If the transfer is for the benefit of the data subject, and it is not reasonably practicable to obtain the consent of the data subject, and if it were, the data subject, would in all likelihood provide such consent.

8.4.2. Personal Information may be transmitted transborder to Nintex affiliates and suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. Nintex will endeavour to ensure that its affiliates and suppliers make all reasonable efforts to secure the data and Personal Information. Planned transfers include but are not limited to: Australia, India, EU, United Kingdom, United States

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Nintex maintains, operates, and regularly tests a comprehensive, documented information security program designed to protect the confidentiality, integrity, and availability of personal information. Nintex's information security program complies with applicable privacy and security laws and includes appropriate technical, administrative, physical, organizational, and operational measures and controls to ensure a level of security appropriate to the information security risk. These security measures include encryption, limiting access to personal information, technical access controls such as password and multi-factor authentication protections and other controls to limit access to personal information such as the use of firewalls, the use of anti-virus software, recording access logs and maintaining written policies and procedures. Nintex ensures that all personnel are trained as necessary in relation to our information security program.

9. AVAILABILITY OF THE MANUAL

- 9.1 A copy of the Manual is available-
 - 9.1.1 on www.nintex.com;
 - 9.1.2 South Africa office of Nintex for public inspection during normal business hours;
 - 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
 - 9.1.4 to the Information Regulator upon request.
- 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

The Information Officer of Nintex will on a regular basis update this manual.

Issued by

Amit Mathradas
Information Officer

Exhibit 1

Request Procedure

1. **Form of the Request.** Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Form 2 is included as Exhibit 3.

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

2. **Payment of the prescribed fees.** Section 54 of PAIA entitles Nintex to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annex B of Exhibit 1
 - a. There are two categories of fees which are payable:
 - i. The request fee: R140. The request fee is a form of administration fee to be paid by all requesters except personal requesters (for example a former employee is a personal requester), before the request is considered and is not refundable.
 - ii. The access fee: which is paid by all requesters in the event that a request for access is granted. This fee takes into account the costs involved by the private body in obtaining and preparing a record for delivery to the requester. These fees are set out in Exhibit 2 and found in Form 3 link [HERE](#).
 - b. When the request is received by the Information Officer, the officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).
 - c. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose (i.e. six hours), 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.
 - d. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.
 - e. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process 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 request form.
 - f. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.
3. **Timelines for consideration of a request for access**
 - a. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
 - b. The Information Officer will inform the requester of the decision, and the fees payable (if applicable).
 - c. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.
4. **Grounds for refusal of access and protection of information**
 - a. There are various grounds upon which a request for access to a record may be refused. These grounds can include:
 - i. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
 - ii. the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);

- iii. if disclosure would result in the breach of a duty of confidence owed to a third party;
 - iv. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - v. if the record was produced during legal proceedings, unless that legal privilege has been waived;
 - vi. if the record contains trade secrets, financial or sensitive information or any information that would put Media24 at a disadvantage in negotiations or prejudice it in commercial competition; and/or
 - vii. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Nintex.
- b. Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.
- c. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.
6. **Remedies available when request refused.** All complaints, by a requester or a third party, can be made to the Information Regulator or a court. The requester may submit a complaint in writing to the Information Regulator, alleging that the decision was not in compliance with the provisions of PAIA. A complaint form, Form 5 is available on the Regulator's website.

EXHIBIT 2

Fee Schedule

Item	Description	Amount
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	Printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • a flash drive (provided by the requester) • a compact disc (CD) if the requester provides the CD to us • a compact disc (CD) if we give the CD to the requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester) For a copy of an audio record on compact disc (CD) if the requester provides the CD to us For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R40.00 R40.00 R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the	R145.00 R435.00

Item	Description	Amount
	<p>record for disclosure</p> <p>The search and preparation fee cannot exceed</p>	
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

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:

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 <i>(when made on behalf of another person)</i>		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel. (B):	Facsimile:
	Cellular:	
Full names of person on whose behalf request is made <i>(if applicable)</i> :		
Identity Number		
Postal Address		

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><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></p>			
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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

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 <i>(calculated on one third of total amount per request)</i>	

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