PAIA MANUAL

Prepared and compiled in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

Rossgro FSS (Pty) Ltd

Registration number: 2024/114673/07

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1. Definitions

Term	Meaning
“Rossgro” or “the Company”	Rossgro FSS (Pty) Ltd registration number 2024/114673/07, the private body to which this Manual applies.
“Data Subject”	The person to whom personal information relates, as defined in section 1 of POPIA.
“Head”	In relation to Rossgro, the chief executive officer or equivalent officer, or any person duly authorised by that officer, or the person acting as such, as defined in section 1 of PAIA.
“Information Officer”	The Head of Rossgro, who is also the information officer for the purposes of POPIA.
“Deputy Information Officer”	A person designated in terms of section 17 of PAIA and section 56 of POPIA to assist the Information Officer.
“Information Regulator” or “Regulator”	The Information Regulator established in terms of section 39 of POPIA.
“Manual”	This manual, compiled by Rossgro in terms of section 51 of PAIA and POPIA.
“PAIA”	The Promotion of Access to Information Act 2 of 2000, including its regulations, as amended from time to time.
“Personal Information”	Information relating to an identifiable living natural person or, where applicable, an identifiable existing juristic person, as defined in POPIA.
“Personnel”	All directors, officers, employees, contractors and other persons who work for Rossgro.
“POPIA”	The Protection of Personal Information Act 4 of 2013, including its regulations, as amended from time to time.
“Processing”	Any operation or activity concerning Personal Information, whether or not by automated means, as defined in section 1 of POPIA.
“Private Body”	A person who carries or has carried on any trade, business or profession, a partnership, or any former or existing juristic person, as defined in section 1 of PAIA.
“Record”	Any recorded information, in any form, in the possession or under the control of Rossgro, as defined in section 1 of PAIA.
“Request”	A request for access to a Record, made in terms of section 53 of PAIA.
“Requester”	Any person, including a public body or an official of a public body, who makes a Request, or a person acting on behalf of that person.
“Responsible Party”	A public or private body or any other person which, alone or with others, determines the purpose of and means for Processing Personal Information, as defined in section 1 of POPIA.

2. Purpose of this Manual

2.1 This Manual is Rossgro's manual in terms of section 51 of PAIA. Wherever it refers to "Rossgro" or "the Company", it means: Rossgro FSS (Pty) Ltd.

2.2 This Manual helps the public to:

2.2.1 check the categories of Records Rossgro holds that are available without a formal Request;

2.2.2 understand how to make a Request, by reading the subjects on which Rossgro holds Records and the categories of Records held on each subject;

2.2.3 identify the Records Rossgro holds that are available in terms of other legislation;

2.2.4 find the contact details of the Information Officer and the Deputy Information Officer;

2.2.5 know about the Guide on how to use PAIA published by the Information Regulator and how to obtain it;

2.2.6 know whether Rossgro processes Personal Information, and the purpose of that Processing;

2.2.7 know the categories of Data Subjects and of information relating to them;

2.2.8 know the recipients, or categories of recipients, to whom Personal Information may be supplied;

2.2.9 know whether Rossgro plans to transfer Personal Information outside the Republic of South Africa; and

2.2.10 know whether Rossgro has appropriate security measures to protect the confidentiality, integrity and availability of Personal Information.

2.3 This Manual does not create a right of access. The right of access comes from PAIA. A Record listed in this Manual is not automatically available, and a Request can still be refused on a ground set out in PAIA.

3. Key contact details

3.1 All Requests must be addressed to the Information Officer using the details below.

Private body information	
Name	Rossgro FSS (Pty) Ltd
Trading name	Rossgro
Registration number	2024/114673/07
Physical address (head office)	Farm Rietkol, Die Laan, Eloff, 2211
Postal address	P.O. Box 2410, Delmas, 2210
Telephone number	013 665 1999
Website	https:/www.rossgro.co.za
Information Officer	
Name	Naude Rossouw
Designation	Managing Director
Telephone number	013 665 1999
E-mail address	Naude@rossgro.co.za
Deputy Information Officer	
Name	Melissa Venter
Telephone number	0727571353
E-mail address	melissa@rossgro.co.za
Access to information general contact	
E-mail address	Info@rossgro.co.za

4. Guide on how to use PAIA

4.1 The Information Regulator has, in terms of section 10(1) of PAIA, updated and made available a Guide on how to use PAIA ("the Guide"), in an easily comprehensible form and manner, for any person who wishes to exercise a right under PAIA or POPIA.

4.2 The Guide contains a description of:

4.2.1 the objects of PAIA and POPIA;

4.2.2 the postal and street address, phone number and, if available, e-mail address of the Information Officer of every public body and of every Deputy Information Officer of every public and private body;

4.2.3 the manner and form of a Request for access to a Record of a public body and of a private body;

4.2.4 the assistance available from the Information Regulator in terms of PAIA and POPIA;

4.2.5 all remedies in law available regarding an act or failure to act in respect of a right or duty under PAIA and POPIA, including how to lodge an internal appeal, a complaint to the Information Regulator and an application to court;

4.2.6 the provisions requiring public and private bodies to compile a manual, and how to obtain access to a manual;

4.2.7 the provisions allowing public and private bodies to disclose categories of Records voluntarily;

4.2.8 the notices on fees to be paid in relation to Requests for access; and

4.2.9 the regulations made in terms of section 92 of PAIA.

4.3 The Guide can be inspected, or copied, at the offices of Rossgro and of the Information Regulator during normal working hours.

4.4 The Guide can also be obtained:

4.4.1 on request to the Information Officer; and

4.4.2 from the website of the Information Regulator at https://inforegulator.org.za.

4.5 The contact details of the Information Regulator are:

Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone number	010 023 5200
Toll free number	0800 017 160
General enquiries	enquiries@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za

5. Records available without a request

5.1 The Records in this table are available without a formal Request in terms of PAIA. A reproduction fee in terms of Annexure A may apply to copies.

Category of records	Types of records	Availability
Corporate information	Company profile, general information on Rossgro and its services and products.	On request to the Information Officer. Website
Marketing material	Brochures, product information and other promotional material.	On request to the Information Officer. Website
Privacy and access to information	This PAIA Manual and Rossgro's privacy notice.	On request to the Information Officer. Website

6. Records available under other legislation

6.1 Rossgro keeps Records as required by the legislation below. Access to these Records is governed by that legislation, in addition to PAIA. The list is not exhaustive.

Category of records	Types of records	Applicable legislation
Governance records	Memorandum of Incorporation, registration documents, information on directors and shareholders, securities registers, minutes and resolutions.	Companies Act 71 of 2008
Employment records	Employment contracts and conditions of service, personnel files, payroll, leave and remuneration records, UIF, pension and provident fund records, disciplinary and grievance records, employment equity plans and reports, skills development and training records, health and safety records, injury on duty records.	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995 Employment Equity Act 55 of 1998 National Minimum Wage Act 9 of 2018 Skills Development Act 97 of 1998 Skills Development Levies Act 9 of 1999 Unemployment Insurance Act 63 of 2001 Unemployment Insurance Contributions Act 4 of 2002 Compensation for Occupational Injuries and Diseases Act 130 of 1993 Occupational Health and Safety Act 85 of 1993 Pension Funds Act 24 of 1956 Immigration Act 13 of 2002
Financial and tax records	Annual financial statements, accounting records, tax returns, VAT, PAYE, SDL and UIF records.	Companies Act 71 of 2008 Income Tax Act 58 of 1962 Value-Added Tax Act 89 of 1991 Tax Administration Act 28 of 2011
Agricultural and animal health records	Flock and bird health records, vaccination and medication records, movement and disease reporting records, feed records, production and product standards records.	Animal Diseases Act 35 of 1984 Meat Safety Act 40 of 2000 Agricultural Product Standards Act 119 of 1990 Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act 36 of 1947
Environmental and water records	Water use authorisations, environmental authorisations and waste management records.	National Water Act 36 of 1998 National Environmental Management Act 107 of 1998 National Environmental Management: Waste Act 59 of 2008

Category of records	Types of records	Applicable legislation
Privacy and information records	PAIA Manual, privacy notices, records of electronic communications and transactions.	Promotion of Access to Information Act 2 of 2000 Protection of Personal Information Act 4 of 2013 Electronic Communications and Transactions Act 25 of 2002
Commercial and compliance records	B-BBEE status and supplier information, consumer transactions and complaints, client due diligence and anti-corruption records.	Broad-Based Black Economic Empowerment Act 53 of 2003 Consumer Protection Act 68 of 2008 Financial Intelligence Centre Act 38 of 2001 Prevention and Combating of Corrupt Activities Act 12 of 2004

6.2 Rossgro has made every reasonable effort to list the applicable legislation, but the list may be incomplete. If Rossgro becomes aware of other legislation that provides for access to Records, this Manual will be updated.

6.3 A Requester who believes a right of access exists under any legislation, whether or not it is listed here, must identify the specific legislative provision in the Request.

7. Subjects and categories of records held

7.1 The table below lists the subjects on which Rossgro holds Records and the categories of Records held on each subject. The list is not exhaustive. A Record that is listed here may not exist, and listing a Record does not mean access will be granted.

Subject	Categories of records
Corporate and company secretarial	Memorandum of Incorporation, registration documents, directors' and shareholders' records, securities registers, minutes, resolutions, statutory returns, trademarks and other intellectual property.
Finance and accounting	Annual financial statements, accounting records, audit reports, bank statements, asset registers, budgets, invoices, receipts and source documents for creditors and debtors.
Tax	Income tax, VAT, PAYE, SDL and UIF returns, assessments and correspondence with SARS.
Human resources and employees	Personnel files, employment contracts, payroll, leave and remuneration records, benefits records, performance and disciplinary records, grievances, employment equity plans and reports, skills development and training records, recruitment records.
Health and safety	Risk assessments, incident and injury on duty records, health and safety committee records, compensation claims, inspection reports and certificates.

Subject	Categories of records
Farm and production operations	Flock and bird records, production and performance records, feed and input records, veterinary, vaccination and medication records, biosecurity and disease control records, farm and house maintenance records.
Environmental and water	Water use authorisations and monitoring records, environmental authorisations, waste records and related correspondence with authorities.
Customers and sales	Customer agreements, orders, delivery and sales records, customer correspondence, complaints.
Suppliers and procurement	Supplier agreements, quotations, tenders, purchase orders, supplier due diligence and B-BBEE records.
Property, assets and operations	Title deeds, lease agreements, asset and vehicle records, maintenance records, internal and external correspondence.
Insurance	Insurance policies, claims and correspondence with insurers and brokers.
Legal and compliance	Contracts, litigation and dispute records, CCMA and bargaining council records, licences, permits and regulatory correspondence, PAIA and POPIA compliance records.
Information technology and security	Software licences, systems and access records, IT policies, CCTV footage and access control records.

8. Processing of personal information

8.1 Rossgro is a Responsible Party in terms of POPIA. It processes Personal Information lawfully and in a reasonable manner that does not infringe the privacy of the Data Subject, and only for the purposes set out in this section.

8.2 Purpose of Processing Personal Information

Categories of Data Subjects	Purpose of Processing
Customers (prospective, new and existing)	To supply products and services and perform contracts. To manage the commercial relationship, including invoicing, credit control and accounting. To comply with legal and regulatory obligations. To respond to correspondence and, where permitted, for marketing.
Employees (permanent, temporary and part-time) and job applicants	To recruit, and to conclude and perform employment contracts. To administer payroll, benefits, leave and other HR functions. To comply with labour, tax, health and safety, employment equity and other legislation. To manage discipline, grievances, training and skills development.
Suppliers, service providers, contractors and business partners	To manage the supplier relationship and perform contracts. To process payments and manage invoices. To comply with legal, procurement and B-BBEE requirements.
Directors and shareholders	To maintain company secretarial records and comply with the Companies Act and tax legislation.
Visitors to premises and farm sites	For access control, safety, biosecurity and security, including CCTV footage.
Website users	To operate, secure and improve the website.

8.3 **Categories of Data Subjects and of information relating to them**

Categories of Data Subjects	Personal Information that may be processed
Customers and related parties	Identifying information: name, trading name, registration number or identity number. Contact information: e-mail, postal and physical address, telephone numbers. Transaction information: contact person and designation, VAT number, delivery addresses. Financial information: banking and account details, credit information.
Employees and job applicants	Identifying information: full name, identity, passport or work permit number, employee number, date of birth, gender. Contact information: telephone numbers, e-mail, physical and postal address, emergency contact details. Remuneration information: banking details, salary, deductions, tax and benefit information. Employment information: contracts, personnel file, leave, disciplinary and performance records. Background information: curriculum vitae, qualifications, work history, references, criminal record checks where relevant to the position. Information required by legislation: race, gender and disability for employment equity, health and injury on duty information, union membership where applicable.
Suppliers, service providers and business partners	Identifying information: name, trading name, registration number or identity number. Contact information: e-mail, postal and physical address, telephone numbers. Transaction information: contact person, VAT number, invoicing details. Financial information: banking and account details.
Directors and shareholders	Name, identity number, contact details, shareholding and directorship information, tax information.
Visitors to premises and farm sites	Name, contact details, vehicle registration, time of entry and exit, CCTV footage.
Website users	Technical information such as IP address and device information, and any information submitted through the website.

8.4 Rossgro processes special Personal Information, such as health information, race and trade union membership, only where POPIA permits it, for example to comply with employment equity, health and safety and compensation legislation.

8.5 **Recipients or categories of recipients to whom Personal Information may be supplied**

Category of Personal Information	Recipients or categories of recipients
Tax and VAT information of customers, suppliers and employees	South African Revenue Service
Employee information for statutory compliance and payroll	Department of Employment and Labour, UIF, Compensation Fund, payroll service providers, pension and provident fund administrators, medical aid schemes
Identity details for criminal record checks	South African Police Service, criminal record verification agencies
Qualifications for verification	South African Qualifications Authority, qualification verification agencies
Credit and payment history	Credit bureaux and credit verification agencies
Records of animal health, production and product standards	Regulatory authorities such as the Department of Agriculture and state veterinary authorities, and auditors and certification bodies
Personal Information of customers, suppliers and employees generally	Rossgro's professional advisers (attorneys, auditors, accountants, HR and labour law consultants), insurers and brokers, banks, IT, cloud storage and productivity service providers, and other service providers where a transaction requires it

8.6 **Planned transborder flows of Personal Information**

8.6.1 Rossgro does not generally transfer Personal Information outside the Republic of South Africa.

8.6.2 Rossgro uses cloud-based software and storage services, and these providers may store data on servers outside South Africa. Rossgro takes reasonable steps to ensure those providers protect Personal Information adequately.

8.6.3 Any transfer outside South Africa will only take place in accordance with section 72 of POPIA, which requires, for example, that the recipient is bound by law, binding corporate rules or an agreement that provides an adequate level of protection, or that the Data Subject consents, or that the transfer is necessary to perform a contract.

8.7 **General description of information security measures**

8.8 Rossgro applies reasonable technical and organisational measures to protect Personal Information against loss, damage, unauthorised access and unlawful Processing. The measures include:

8.8.1 **Technical measures:** firewalls, anti-virus and anti-malware protection, software updates, regular backups, password protection and user access control on a need-to-know basis.

8.8.2 **Organisational measures:** documented policies and procedures, confidentiality obligations on Personnel, training and awareness for Personnel, and written agreements requiring operators and service providers to apply adequate security safeguards.

8.8.3 **Physical measures:** restricted access to offices and farm sites, visitor controls, CCTV where applicable, and secure storage and disposal of records containing Personal Information.

8.9 Rossgro reviews these measures regularly. Security compromises will be dealt with and reported as POPIA requires.

9. Request procedure

9.1 How to make a Request

9.1.1 A Requester must complete Form 2 (Annexure B) and send it to the Information Officer at the address or e-mail address in section 3.

9.1.2 The Requester must give enough detail for the Information Officer to identify the Record, the Requester, the form and manner of access wanted, and the postal address, e-mail address or fax number to which the outcome must be sent.

9.1.3 The Requester must identify the right they want to exercise or protect and explain why the Record is required for that purpose.

9.1.4 The Requester must attach proof of identity.

9.1.5 A Request made on behalf of another person must be accompanied by proof of the capacity in which the Requester is acting, to the reasonable satisfaction of the Information Officer.

9.1.6 A Requester who cannot complete the form because of illiteracy or disability may make the Request orally. The Information Officer will complete the form on the Requester's behalf and give the Requester a copy.

9.2 Fees

9.2.1 A Requester, other than a personal Requester, must pay the request fee in Annexure A before the Request is processed. A personal Requester is a person asking for a Record that contains Personal Information about that person.

9.2.2 If the Request is granted, the Requester must also pay the access fee in Annexure A. If the search for and preparation of the Record will take more than six hours, the Information Officer may require a deposit of one third of the estimated access fee.

9.2.3 A Record will only be released once proof of payment is received. If the Request is refused, any deposit is refunded.

9.3 Decision on a Request

9.3.1 The Information Officer will decide on a Request within 30 days of receiving it, and will notify the Requester of the outcome and any fees payable on Form 3 (Annexure C).

9.3.2 The Information Officer may extend the 30-day period once, by up to a further 30 days, where the Request is for a large number of Records, requires a search through a large number of Records, requires consultation, or the Record is held at a remote site. The Requester will be notified in writing of any extension and the reasons for it.

9.3.3 If the Information Officer does not decide within the period, the Request is deemed to be refused.

9.3.4 If a Record cannot be found or does not exist, the Information Officer will notify the Requester by affidavit or affirmation that it is not possible to give access to the Record.

9.3.5 If a Request relates to information about a third party, the Information Officer will notify that third party as PAIA requires before deciding.

9.3.6 If access is refused, the Information Officer will give the reasons, including the provision of PAIA relied on, and will tell the Requester about the remedies in section 11.

9.3.7 If part of a Record may be refused and the rest cannot, access will be given to the part that may be disclosed.

9.4 **Requests under POPIA**

9.4.1 A Data Subject who wants to ask for access to, or the correction or deletion of, their own Personal Information, or who wants to object to its Processing, must use the forms prescribed in the POPIA regulations and send them to the Information Officer.

10. Grounds for refusal of access

10.1 Rossgro may or must refuse access to a Record on the grounds set out in Chapter 4 of Part 3 of PAIA. These include:

10.1.1 protection of the privacy of a third party who is a natural person, including a deceased person, where disclosure would be unreasonable;

10.1.2 protection of commercial information of a third party, such as trade secrets and financial, commercial or technical information that could harm that third party;

10.1.3 protection of certain confidential information of a third party, where disclosure would breach a duty of confidence owed to that third party;

10.1.4 protection of the safety of individuals and the protection of property;

10.1.5 protection of Records that are privileged from production in legal proceedings, unless the person entitled to the privilege has waived it;

10.1.6 protection of the commercial information of Rossgro, including trade secrets and information whose disclosure could harm Rossgro's commercial or financial interests or put it at a disadvantage in contract or other negotiations;

10.1.7 protection of research information of a third party or of Rossgro, where disclosure would expose the research or the person conducting it to serious disadvantage; and

10.1.8 Requests that are manifestly frivolous or vexatious, or that would substantially and unreasonably divert Rossgro's resources.

10.2 A ground for refusal does not apply if disclosure would reveal evidence of a substantial contravention of, or failure to comply with, the law, or an imminent and serious public safety or environmental risk, and the public interest in disclosure clearly outweighs the harm contemplated by the ground.

11. Remedies available to a requester

11.1 Rossgro does not have an internal appeal procedure. The decision of the Information Officer is final, subject to the remedies below.

11.2 A Requester who is unhappy with a decision, or with the failure to decide, may lodge a complaint with the Information Regulator, using the form prescribed by the PAIA regulations. The complaint must be lodged within 180 days of the decision. The contact details of the Regulator are in section 4.

11.3 A Requester may also apply to a court with jurisdiction for appropriate relief against a decision of the Information Officer.

12. Availability of this Manual

12.1 This Manual is available:

12.1.1 for inspection at the head office of Rossgro, at the address in section 3, during normal business hours;

12.1.2 on the Rossgro website at https:/www.rossgro.co.za;

12.1.3 to any person on request to the Information Officer, on payment of the prescribed reproduction fee in Annexure A; and

12.1.4 to the Information Regulator on request.

13. Updating this Manual

13.1 The Information Officer will review this Manual at least once a year, and whenever Rossgro's details, Records or Processing practices change in a way that affects it. Each revision will be recorded in the table below.

Version	Date	Description	Approved by
1.0	18 March 2026	First issue of the Manual	Naude Rossouw

Issued by:

Naude Rossouw, Information Officer, Rossgro

Date: 18 March 2026

Signature: _____

Annexure A: Applicable fees

The fees below are those prescribed by the PAIA regulations at the date of this Manual. Rossgro will charge the prescribed amounts in force when the Request is received.

Item	Description	Amount
1.	The request fee payable by every Requester (other than a personal Requester)	R140.00
2.	Photocopy or printed black and white copy of an A4-size page	R2.00 per page or part thereof
3.	Printed copy of an A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (i) flash drive (to be provided by the Requester) (ii) compact disc: if provided by the Requester (iii) compact disc: 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 the quotation from the service provider.
6.	For a copy of visual images	Service to be outsourced. Will depend on the quotation from the service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio recording on: (i) flash drive (to be provided by the Requester) (ii) compact disc: if provided by the Requester (iii) compact disc: 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 the search and preparation. Not to exceed a total of:	R145.00 R435.00
10.	Deposit, if the search exceeds six hours	One third of the amount per Request calculated in terms of items 2 to 8
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

Annexure B: Form 2, Request for access to records

[Regulation 7]

NOTE:

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

TO: The Deputy Information Officer, Rossgro FSS (Pty) Ltd
Address: Farm Rietkol, Die Laan, Eloff, 2211
E-mail address: melissa@rossgro.co.za

Mark with an "X":

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

A. PARTICULARS OF REQUESTER	
Full names	
Identity number	
Capacity in which the Request is made (when made on behalf of another person)	
Postal address	
Street address	
E-mail address	
Contact numbers: Tel. (B)	
Facsimile	
Cellular	

B. PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE (if applicable)	
Full names	
Identity number	
Postal address	
Street address	
E-mail address	
Contact numbers: Tel. (B)	
Facsimile	
Cellular	

C. PARTICULARS OF RECORD REQUESTED
Provide full particulars of the Record to which access is requested, including the reference number if known, to enable the Record to be located. If the space is inadequate, continue on a separate page and attach it to this form. All additional pages must be signed.
Description of the Record or relevant part of the Record:
Reference number, if available:
Any further particulars of the Record:

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

E. FORM OF ACCESS (mark the applicable box with an "X")	
Printed copy of the Record (including copies of any visual images, transcriptions and information held on computer or in an electronic or machine-readable form)	☐
Written or printed transcription of visual images	☐
Transcription of soundtrack (written or printed document)	☐
Copy of the Record on flash drive (including visual images and soundtracks)	☐
Copy of the Record on compact disc (including visual images and soundtracks)	☐
Copy of the Record saved on cloud storage server	☐

F. MANNER OF ACCESS (mark the applicable box with an "X")	
Personal inspection of the Record at the registered address of the private body (including listening to recorded words, 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 or file transfer	☐

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED
If the space is inadequate, continue on a separate page and attach it to this form. The Requester must sign all additional pages.
Indicate which right is to be exercised or protected:
Explain why the Record requested is required for the exercise or protection of that right:

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

FOR OFFICIAL USE	
Reference number	
Request received by (name and surname of Information Officer)	
Date received	
Access fees	
Deposit (if any)	

_____

Signature of Information Officer

Annexure C: Form 3, Outcome of request and fees payable

[Regulation 8]

NOTE:

1. If your Request is granted, the amount of the deposit (if any) is payable before your Request is processed, and the requested Record or portion of the Record will only be released once proof of full payment is received.
2. Please use the reference number below in all future correspondence.

Reference number: _____

TO: _____

_____

Your Request dated _____ refers.

1. You requested:

Personal inspection of information at the registered address of the 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 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 in Annexure A.

OR

2. You requested:

Printed copies of the information (including copies of any visual images, transcriptions and information held on computer or in an electronic or machine-readable form)	☐
Written or printed transcription of visual images	☐
Transcription of soundtrack (written or printed document)	☐
Copy of information on flash drive (including visual images and soundtracks)	☐
Copy of information on compact disc (including visual images and soundtracks)	☐
Copy of the Record saved on cloud storage server	☐

3. To be submitted by:

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 or file transfer	☐

Preferred language: _____ (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 reason:

4. Fees payable with regard to your request:

Item	Description	Amount	Number of pages or items	Total
1.	The request fee payable by every Requester	R140.00		
2.	Photocopy or printed black and white copy of an A4-size page	R2.00 per page		
3.	Printed copy of an A4-size page	R2.00 per page		
4.	Copy in computer-readable form on flash drive or compact disc	R40.00 to R60.00		
5.	Transcription of visual images, per A4-size page	Per quotation		
6.	Copy of visual images	Per quotation		
7.	Transcription of an audio record, per A4-size page	R24.00		
8.	Copy of an audio recording on flash drive or compact disc	R40.00 to R60.00		

Item	Description	Amount	Number of pages or items	Total
9.	Search and preparation, per hour or part thereof after the first hour (maximum R435.00)	R145.00		
10.	Deposit, if the search exceeds six hours	One third of items 2 to 8		
11.	Postage, e-mail or other electronic transfer	Actual expense		
TOTAL				

5. Deposit payable (if the search exceeds six hours): Yes ☐ No ☐

Hours of search	
Amount of deposit (one third of the total amount per Request)	

The amount must be paid into the following bank account:

Name of bank	Details on Request
Name of account holder	
Type of account	
Account number	
Branch code	
Reference number	
Submit proof of payment to	

Signed at _____ this _____ day of _____ 20_____

_____

Information Officer