

---

**MANUAL PUBLISHED IN TERMS OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT 2 of 2000**



This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) and applies to:

---

**INDEX**

1. Introduction & Purpose of this PAIA Manual
2. Objectives of this Manual
3. Information Regulator's Guide
4. Information available in terms of the POPIA
5. Contact details
6. Schedule of company records
7. Request procedure
8. Form of request
9. Grounds to refuse Access to information
10. Records Available without a request to access in terms of the PAIA
11. Prescribed fees
12. Remedies
13. Request for access to record
14. Objection to the processing of personal information
15. Outcome of request and of fees payable

---

**MANUAL PUBLISHED IN TERMS OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT 2 of 2000**

---

**1. INTRODUCTION & PURPOSE OF PAIA MANUAL**

- 1.1. LSM Distributors (Pty) Ltd (Co Reg No: 2005/017932/07) (hereinafter intermittently referred to as the “**Private Body**” and “**LSM**”) conducts business as the Importer, Distributor and Retailer of new Porsche, Bentley and Lamborghini motor vehicles, automotive components and lifestyle accessories for onward sale to customers.
- 1.2. LSM is also the sole and officially authorised pre-owned Porsche, Bentley and Lamborghini dealer in South Africa in the course of which LSM attends to the service, repair and maintenance of Porsche, Bentley and Lamborghini vehicles.
- 1.3. This Promotion of Access to Information Manual (“**the Manual**”) provides an outline of the type of records and the personal information it holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (as amended) (“**PAIA**”).
- 1.4. LSM’s obligations and responsibilities in respect personal information held by LSM, or a request for the correction of the personal information, in terms of the Protection of Personal Information Act 4 of 2013 (as amended) (“**POPIA**”) is dealt with in a separate policy.
- 1.5. All requests for access to information shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 10 of this manual.
- 1.6. This Manual is published on the company websites of LSM Distributors:

<https://dealer.porsche.com/za/johannesburg>

<https://dealer.porsche.com/za/pretoria/en-GB>

<https://dealer.porsche.com/za/capetown>

<https://dealer.porsche.com/za/umhlanga>

<https://johannesburg.bentleymotors.com/meia/en/home>

<https://www.lamborghini.com/en-en/dealerships/lamborghini-johannesburg#showroom>

*alternatively*, a copy can be requested from the Legal and Compliance Department (see contact details in section 3 of this Manual).

- 1.7. Guides to the PAIA can be obtained and queries directed to:

<b>PAIA</b>
<p><b>Address:</b> South African Human Rights Commission Promotion of Access to Information Act Unit Research and Documentation Department Private Bag 2700 Houghton Johannesburg 2041</p> <p><b>Website:</b> <a href="http://www.sahrc.org.za">www.sahrc.org.za</a> <b>Email:</b> <a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a></p>

## 2. **OBJECTIVES OF THIS MANUAL**

The objectives of this Manual are:

- 2.1. To provide a list of all records held by LSM;
- 2.2. To set out the requirements regarding who may request the information in terms of PAIA as well as the grounds on which the request may be denied;
- 2.3. To define the manner and form in which the request for information may be submitted; and
- 2.4. To comply with the additional requirements imposed by POPIA.

## 3. **INFORMATION REGULATOR'S GUIDE**

- 3.1. An official guide ("**Guide**") has been compiled which contains information to assist a person wishing to exercise the right of access to information in terms of the PAIA and POPIA. This guide is made available by the Information Regulator. Copies of the updated guide are available from the Information Regulator and the Information is free of charge.
- 3.2. Any request for public inspection of the Guide at the office of the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.
- 3.3. Any enquiries to the Information Regulator regarding the guide should be directed to:

Name: Shaun Harmse  
Designation: Senior Group Legal Advisor  
Telephone number: +27 11 540 5000  
E-mail address: [Info.officer@porsche.co.za](mailto:Info.officer@porsche.co.za)

#### 4. INFORMATION AVAILABLE IN TERMS OF THE POPIA

##### ➤ *What type of personal information does LSM collect?*

4.1. In terms of the POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by LSM will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

Please also refer to the LSM's Privacy Policy for further information, which can be accessed at:

<https://www.porsche.com/middle-east/southafrica/privacy-policy/>

4.2. It is recorded that the accessibility of the records listed below, may be subject to the grounds of refusal.

4.3. LSM collects "**personal information**", which is defined as information that may identify you or may be used to identify you. It may include your name; email and/or physical address; fixed or mobile phone number; location; online identifier; race or ethnic origin; gender; age; religious or philosophical beliefs; health or biometric information; culture; language; education; medical, financial, criminal or employment history, including allegations of commissioning offences and proceedings in respect of these allegations; your personal opinions, views or preferences; and another person's views or opinions about you.

Furthermore, LSM collected the following categories of personal information:

Categories of data subjects	Categories of personal information collected
Customers (including potential and previous customers)	Personal/special information, including for example: <ul style="list-style-type: none"><li>• Name and surname;</li><li>• Biometric information (like photographs);</li><li>• Surveillance information (e.g. CCTV footage);</li><li>• Customer contract details;</li><li>• Location information;</li><li>• Data collected through cookies and tracking technologies;</li><li>• Data collected through surveys and promotional competitions;</li><li>• Other information which LSM may infer about customers based on their interaction with our products and services</li></ul>

Suppliers, service providers, or contractors	<p>Supplier or supplier representative personal information, including for example:</p> <ul style="list-style-type: none"> <li>• Supplier contracts;</li> <li>• Supplier bank details; and</li> <li>• Third party information such as the Companies and Intellectual Property Commission (CIPC).</li> </ul>
Employees (Prospective, previous and existing employees)	<p>Employee personal information and special information, for example:</p> <ul style="list-style-type: none"> <li>• Employee education and psychometric records;</li> <li>• Contact details;</li> <li>• Race and gender;</li> <li>• Religion;</li> <li>• Trade union membership;</li> <li>• Employee medical information;</li> <li>• Employee disability information;</li> <li>• Employee biometric information;</li> <li>• Employee pension and provident fund information;</li> <li>• Employee bank details;</li> <li>• Employee tax and financial information;</li> <li>• Employee contacts;</li> <li>• Employee beneficiary information;</li> <li>• Employee vehicle registration.</li> </ul>
Employee Records	<ul style="list-style-type: none"> <li>• Employee performance records;</li> <li>• Payroll records;</li> <li>• Electronic access records;</li> <li>• Physical access records;</li> <li>• Surveillance records;</li> <li>• Health and safety records;</li> <li>• Training records;</li> <li>• Background checks; and</li> <li>• Employment history.</li> </ul>
Job applicants	<ul style="list-style-type: none"> <li>• Curriculum Vitae and application forms;</li> <li>• Criminal checks; and</li> <li>• Background checks</li> </ul>
Family members of employees	<ul style="list-style-type: none"> <li>• Personal information;</li> <li>• Medical and disability information; and</li> <li>• Personal information acquired for processing travel documents.</li> </ul>

Children of employees	<ul style="list-style-type: none"> <li>• Child's personal information processed e.g. birth certificate, etc;</li> <li>• Child's medical information and disability information; and</li> <li>• Child's information acquired for processing of travel documents.</li> </ul>
Visitors	<ul style="list-style-type: none"> <li>• Physical access records;</li> <li>• Electronic access records, scans and photographs; and</li> <li>• Surveillance records (e.g. CCTV footage and security voice recordings).</li> </ul>

➤ ***The purpose of processing personal information***

4.4. Depending on the category of personal information, which is collected, the purposes for processing may include:

- 4.4.1. the provision of information, products or services to data subjects;
- 4.4.2. communication with data subjects;
- 4.4.3. to improve our products or services;
- 4.4.4. conducting research and compiling research reports;
- 4.4.5. provision of support services to data subjects;
- 4.4.6. preparing aggregated and anonymised reports;
- 4.4.7. to manage accounts, receive services and process payments;
- 4.4.8. to assess the suitability of job applicants for employment;
- 4.4.9. the provision of information, products or services to data subjects;
- 4.4.10. communication with data subjects;
- 4.4.11. to improve our products or services;
- 4.4.12. conducting research and compiling research report
- 4.4.13. provision of support services to data subjects;
- 4.4.14. preparing aggregated and anonymised reports;
- 4.4.15. meeting legal obligations in respect of employment equity and to comply with other applicable laws; and

4.4.16. provision of effective advertising, including direct marketing.

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

4.5. Depending on the nature of the personal information, LSM may supply information or records to the following categories of recipients:

4.5.1. other companies within the LSM group;

4.5.2. LSM's business partners and affiliates;

4.5.3. other parties in response to legal process or when necessary to conduct or protect its legal rights;

4.5.4. other parties in connection with certain business transactions. In the event that LSM restructures or sells any of its businesses or assets, LSM may disclose data subjects' personal information to the prospective buyer of such business or assets or other transacting party;

4.5.5. companies that provide services to LSM or act on its behalf may have access to information about data subjects. These companies are limited in their ability to use information they receive in the course of providing services to LSM or data subjects; and

4.5.6. third parties where the data subject provides consent.

➤ ***Planned transborder flows of personal information***

4.6. LSM may need to transfer a data subject's information to service providers in countries outside South Africa, in which case LSM will fully comply with applicable data privacy and protection legislation. This may happen if the LSM's servers or suppliers and service providers are based outside South Africa, or if the LSM's services are hosted in systems or servers outside South Africa and/or if a data subject uses LSM's services while visiting countries outside this area. These countries may not have data-protection laws which are like those of South Africa.

4.7. If LSM transfers personal information outside of South Africa, LSM will make sure that the information is protected in the same way as if it was being used in South Africa. LSM will use one of the following safeguards:

4.7.1. transfer to another country whose privacy legislation ensures an adequate level of protection of personal information similar or equivalent to South Africa; or

4.7.2. put in place a contract with the third-party that means they must protect personal information to the same standards as South Africa.

➤ ***A general description of information security measures to be implemented by LSM***

4.8. LSM takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. LSM takes appropriate technical and organizational measures designed to ensure that personal information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

**5. CONTACT DETAILS**

5.1. Company contact details in terms of section 51 of the PAIA are as follows:

**LSM Distributors (Pty) Ltd**

***Physical Address:***

Corner Witkoppen & Wroxham Roads  
Paulshof  
2191  
Contact number: Tel: +27 11 540 5000

***Postal Address:***

P O Box 69993  
Bryanston  
2021

***Duly authorised person(s):***

*Information Officer in terms of the PAIA*

Name: Shaun Harmse  
Designation: Senior Group Legal Advisor  
Telephone number: +27 11 540 5000  
E-mail address: Info.officer@porsche.co.za

**6. SCHEDULE OF COMPANY RECORDS**

6.1. The Company record classification key is as follows:

<b>Classification No.</b>	<b>Access</b>	<b>Classification</b>
1	May be disclosed	Public Access Document
2	May <b>not</b> be disclosed	Request after commencement of criminal or civil proceedings [see section 7 of the PAIA]
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal Information of natural persons that belongs to the requestor of that information, or personal information of juristic persons represented by the

		requestor of that information [see section 61 of the PAIA]
5	May <b>not</b> be disclosed	Unreasonable disclosure of personal information or of Natural person [see 63(1) of the PAIA] or Juristic Person
6	May <b>not</b> be disclosed	Likely to harm the commercial or financial interests of third party [see section 64(a)(b) of the PAIA]
7	May <b>not</b> be disclosed	Likely to harm the Company or third party in contract or other negotiations [see section 64(c) of the PAIA]
8	May <b>not</b> be disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [see section 65 of the PAIA]
9	May <b>not</b> be disclosed	Likely to compromise the safety of individuals or protection of property [see section 66 of the PAIA]
10	May <b>not</b> be disclosed	Legally privileged document [see section 67 of the PAIA]
11	May <b>not</b> be refused	Environmental testing / investigation which reveals public safety / environmental risks [see section 64(2); s68(2) of the PAIA]
12	May <b>not</b> be disclosed	Commercial information of Private Body [see section 68 of the PAIA]
13	May <b>not</b> be disclosed	Likely to prejudice research and development information of the Company or a third party [see section 69 of the PAIA]
14	May <b>not</b> be refused	Disclosure in public interest [see section 70 of the PAIA]

6.2. Company records include (but are not limited to) the following:

Departmental records	Subject	Classification No.
Communications/Public Relations Department	Current Product Information	1,4
	Launches and Events Records	5,7,9,12
	Journalist records	5,12
	Media Releases	1
Health, Safety and Environmental Department	Environmental Policy	1
	Environmental Records	11,14
	Health and Safety Records (Employees, Contractors)	5,9

Human Resources Division	Employee Records	4,5,9
	Employment Contracts	4,5
	Personnel Guidelines, Policies and Procedures	12
	Employee Medical Records	4,5,8
	Employee Disability Insurance Records	4,5
	Employee Pension and Provident Fund Records	4,5
	Payroll Records	4,5
	Recruitment Records	4,5
Financial Division	Audited Financial Statements	12
	Tax Records (Company & Employees)	4,12
	Asset Register	12
	Supplier Records	5
	Fleet Insurance Records	5
Legal Services and Compliance Division	General Contract Documentation	6,12
	Company Guidelines, Policies and Procedures	12
	Intellectual Property Records	3
	Employee, customer and supplier information	10
	Immovable Property Records	12
	Statutory Records	12
Sales and Marketing Division	Product Brochures	1
	Product Sales Records	1
	Marketing and Future Product Strategies	12
	Customer Information and Database	5,12
Production / Logistics Division	Vehicle and Component Specification	12,3
	Importership Records	12,3
Customer Interaction Centre	Customer Records	5
Aftersales Department	Motor plans and Warranties	4,5
	Customer Records	4,5
	Service History and Vehicle History	4,5
IT Department	Processing, Testing and Development Records	5
Facilities Management Department	Physical Security Records (Visitors, Suppliers, Contractors, Employees)	5
	Electronic Access & Identity Management Records (Employees, Contractors)	5
	Time and Attendance Records	5

- 6.3. Please note that by recording a category or subject matter in this Manual *does not* imply that a request for access to such records will be automatically acceded to. **All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the PAIA.** In particular, there may be applicable grounds on refusal of such a request, as set out in the PAIA.

## 7. REQUEST PROCEDURE

### ➤ *Completion of the prescribed form*

- 7.1. Any request for access to a record in terms of the PAIA and this Manual must substantially correspond with Form 2 of Annexure A to Government Notice No. R.187 dated 15 February 2002 R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Any request for access to personal information under POPIA must be submitted in the form attached as Annexure “A”
- 7.2. A request for access to information which does not comply with the formalities as prescribed by PAIA or POPIA will be returned to you, but you can contact our Information Officer should you require assistance.
- 7.3. The POPIA provides that a data subject may, upon proof of identity, request LSM to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 7.4. The POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, LSM must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 7.5. Grounds for refusal of the data subject’s request are set out in the PAIA and are discussed below.
- 7.6. The POPIA provides that a data subject may object, at any time, to the processing of personal information by LSM, on reasonable grounds relating to his/her situation, unless legislation provides for such processing. A data subject that wishes to object to the processing of personal information must submit a request to the Information Officer at the physical address or electronic mail address as set out in the attached form hereto as Annexure “B”.
- 7.7. A data subject may also request LSM to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that LSM is no longer authorised to retain records in terms of POPIA’s retention and restriction of records provisions.

7.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure “C”.

➤ ***Proof of identity***

7.9. Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

➤ ***Payment of the prescribed fees***

7.10. There are two categories of fees which are payable:

- The request fee; and
- The access fee: This is calculated by considering reproduction costs, search and preparation costs, as well as postal costs.

7.11. Section 54 of the PAIA entitles LSM 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 Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

7.12. 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.

➤ ***Timelines for consideration of a request for access***

7.13. Generally, 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.

7.14. The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

7.15. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

➤ ***Form of request***

- 7.16. To facilitate the processing of your request, kindly:
- 7.16.1. Use the prescribed form on one of LSM's website(s) or as attached hereto as Annexure "A".
- 7.16.2. Address your request to the Information Officer(s) stipulated above.
- 7.16.3. The PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- 7.16.4. Provide sufficient details to enable LSM to identify:
- The record(s) requested;
  - The requestor (and, if an agent is lodging the request, proof of capacity);
  - The South African email address of the requestor;
  - The form of access required;
  - If the requestor wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof; and
  - The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## 8. **GROUNDS TO REFUSE ACCESS TO INFORMATION**

- 8.1. A private body such as LSM is entitled to refuse a request for information.
- 8.2. Mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63 of the PAIA) or a juristic person, as included in the PAIA Act, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- 8.3. Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of POPI Act;
- 8.4. Mandatory protection of the commercial information of a third party (section 64 of the PAIA) if the record contains:
- 8.4.1. trade secrets of the third party;
- 8.4.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third

party;

- 8.4.3. mandatory protection of confidential information of third parties (section 65 of the PAIA) if it is protected in terms of any agreement;
- 8.4.4. information disclosed in confidence by a third party to LSM, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 8.4.5. mandatory protection of the safety of individuals and the protection of property (section 66 of the PAIA);
- 8.4.6. mandatory protection of records that would be regarded as privileged in legal proceedings (section 67 of the PAIA).

## 9. **RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT**

- 9.1. Records of a public nature, typically those disclosed on the LSM website and in its various annual reports, may be accessed *without* the need to submit a formal application.
- 9.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

## 10. **PRESCRIBED FEES**

- 10.1. The following applies to requests (*other than* personal requests):
  - 10.1.1. A requestor is required to pay the prescribed fees as stipulated in the Regulations (as applicable at the relevant time) before a request will be processed.
  - 10.1.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
  - 10.1.3. The requestor may lodge an application to the court against the payment of the request fee and/or deposit.
  - 10.1.4. Records may be withheld until the fees have been paid.
  - 10.1.5. The fee structure is available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za) and attached hereto as Annexure "D".

## 11. REMEDIES

- 11.1. LSM does not have an internal appeal procedure regarding PAIA and POPIA requests.
- 11.2. As such, the decision made by the duly authorised persons in this regard, is final.
- 11.3. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or to the Information Regulator, for the desired relief.

**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  
person.

Request is made on behalf of another

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: <input type="text"/>
	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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b> <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			
<b>FORM OF ACCESS</b> <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	

<b>MANNER OF ACCESS</b> <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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<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:	

<b>FEES</b>
-------------

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**

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

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, 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:	



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.

Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**You requested:**

<p>Personal inspection of information at the registered address of [●] (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 are liable for the fess</p>	
---	--

OR

**You requested:**

Printed copies of the information (including copies of an 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	

**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:

**Fees payable with regards to your request:**

<b>Item</b>	<b>Cost per A4-size page or part thereof/item</b>	<b>Number of pages/items</b>	<b>Total</b>
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc	R40.00		
<ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images			
Transcription of an audio record, per A4- size page	R24.00		
Copy of an audio record on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc	R40.00		
<ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL</b>			

Deposit payable (if search exceeds six hours): Yes   
No

<input type="checkbox"/>	Hours of search	Amount of deposit (calculated on one third of total amount per request)	
--------------------------	-----------------	--	--

The amount must be paid into the following Bank account:

Name of bank: \_\_\_\_\_  
Name of account holder: \_\_\_\_\_  
Type of account: \_\_\_\_\_  
Account number: \_\_\_\_\_  
Branch code: \_\_\_\_\_  
Reference number: \_\_\_\_\_  
Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_

Signature of Information Officer

---