

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

- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 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
- 2.10 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. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF FSPCOMPLY (PTY) LTD

#### 3.1. Chief Information Officer

Name: Shaina Kuresha Khan  
Tel: +27753793566  
Email: shaina@fspcomply.com

Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA. – The organization does not have a Deputy Information Officer*

#### 3.3 Access to information general contacts

Email: *info@fspcomply.com*

#### 3.4 National or Head Office

Information Type	Details
Postal Address	42 Rushbrook Road, Moseley Park, Sarnia, Pinetown.
Physical Address	42 Rushbrook Road, Moseley Park, Sarnia, Pinetown.
Telephone	+27753793566
Email	Info@fspcomply.com
Website	www.fspcomply.com

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE 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 PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

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 11<sup>3</sup>; and

4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

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-

<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

<sup>4</sup> 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*

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 14<sup>5</sup> and 51<sup>6</sup> 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 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92<sup>11</sup>.

<sup>5</sup> 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.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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

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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 - ZULU

4.6.2 – ENGLISH



## 5. CATEGORIES OF RECORDS OF FSPCOMPLY (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

*NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.*

<b>Category of Records</b>	<b>Types of the Record</b>	<b>Available on Website</b>	<b>Available upon Request</b>
Company Information	Company profile, registration details, BEE certificate	X	X
Products & Services	Service brochures, product descriptions, pricing info	X	X
Public Policies	Privacy Policy, PAIA Manual, POPIA Compliance Statement	X	X
Marketing Materials	Newsletters, promotional content, presentations	X	X
Legal Disclosures	Terms and Conditions, Disclaimer notices	X	X
Annual Reports /	Company overview,		X

Summaries	summary of annual performance (if shared)		
Contact Information	Phone numbers, emails, office locations	X	X
Career Opportunities	Job postings, application procedures	X	X
Training Material (if public)	Basic training outlines or overviews		X

## 6. DESCRIPTION OF THE RECORDS OF FSPCOMPLY (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

**NB:** Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA Compliance Framework	Protection of Personal Information Act 4 of 2013
Compliance Service Agreements with FSPs	Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS Act) + Common Law (Contract)
Compliance Monitoring Plans	FAIS Act & Board Notice 80 of 2003 (General Code of Conduct)
FSP File Notes & Monitoring Reports	FAIS Act; General Code of Conduct; Fit and Proper Requirements (BN 194 of 2017)
Conflict of Interest	FAIS Act; General Code of Conduct

Management Feedback	
Risk Assessments of FSP  Clients	FAIS Act; Financial Intelligence Centre Act 38 of 2001  (FICA, if applicable)
Training Logs & CPD Tracking  (Staff)	FAIS Fit and Proper Requirements, 2017
Internal Policies &  Procedures	Companies Act; POPIA; PAIA
Financial and Tax Records	Companies Act; Income Tax Act 58 of 1962; VAT Act 89 of 1991
Employment Contracts &  Staff Records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Invoices and Billing Records	Companies Act; Income Tax Act; VAT Act
Complaints Management  Process	FAIS General Code of Conduct
Cybersecurity & Access  Control Records	Protection of Personal Information Act (POPIA);  Cybercrimes Act 19 of 2020

*The above list of records and corresponding legislation is not exhaustive and is provided for general information purposes only. It reflects commonly applicable legislative requirements for a FAIS compliance practice but may not cover all records or legal obligations. The actual categories of records held, and their applicable legislation, may vary based on the specific nature, structure, and services of the practice. This list is subject to change and should not be interpreted as legal advice.*

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY FSPCOMPLY (PTY) LTD.

**NB:** Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .

<b>Subjects on which the body holds records</b>	<b>Categories of Records</b>
<b>Strategic</b>	Business plans, service offerings, strategic proposals, client engagement strategy
<b>Human Resources</b>	Employment contracts, HR policies and procedures, job descriptions, leave records, CVs
<b>Finance</b>	Invoices issued, payment records, tax returns, VAT submissions, management accounts
<b>Compliance Services</b>	Compliance monitoring plans, compliance reports, FSP file notes, conflict of interest reviews
<b>Client Management</b>	Signed service level agreements (SLAs), onboarding documents, communication records
<b>Client Information</b>	- FSP client profiles and registration documents - Signed Compliance Service Agreements - Due diligence records and risk assessments - Compliance monitoring reports and file notes - Meeting minutes and correspondence - Internal checklists and audit results - Records related to compliance breaches and remedial actions
<b>Training &amp; Development</b>	CPD records, training materials, attendance registers, development plans
<b>Legal &amp; Governance</b>	PAIA Manual, POPIA compliance documents, internal policies and procedures, contracts

<b>Information &amp; Technology</b>	Cybersecurity policy, access logs, data storage records, IT service agreements
<b>Marketing &amp; Communication</b>	Company profiles, newsletters, social media content, branding materials

## 8. PROCESSING OF PERSONAL INFORMATION

### Purpose of Processing Personal Information

NB: Describe the purpose or reasons for processing personal information in your organisation.

### Description of the Categories of Data Subjects and of the Information or Categories of Information Relating Thereto

<b>Categories of Data Subjects</b>	<b>Personal Information that may be Processed</b>
<b>Clients (FSPs and Representatives)</b>	Names of key individuals, FSP licence numbers, identity or registration numbers, contact details, qualifications, Fit & Proper status, compliance history, signed agreements
<b>Employees (internal staff)</b>	Names, contact details, ID numbers, gender, race, employment history, qualifications, remuneration details, leave records, performance reviews
<b>Service Providers</b>	Company name, registration and VAT numbers, contact details, banking information, BEE certificates, signed contracts
<b>Client Representatives</b>	Full names, ID numbers, contact details, employment status, qualifications, CPD records, regulatory status
<b>Website Visitors / Enquiries</b>	Names, email addresses, phone numbers, company names, message contents (submitted via contact forms)
<b>Job Applicants</b>	CVs, names, ID numbers, contact details, qualifications, employment history, references

### 7.2 The Recipients or Categories of Recipients to Whom the Personal Information May Be

## Supplied

Category of Personal Information	Recipients or Categories of Recipients to Whom the Personal Information May Be Supplied
Identity numbers and names (for Fit & Proper and FSP vetting)	Financial Sector Conduct Authority (FSCA)
Qualifications and CPD records	South African Qualifications Authority (SAQA); FSCA
Criminal records (for Fit & Proper checks)	South African Police Service (SAPS); Criminal record vetting agencies
Credit and payment history (of clients where necessary)	Registered Credit Bureaus
B-BBEE Certificates and ownership details	Clients requesting due diligence information; verification agencies
Contact details of clients and representatives	Internal staff for service delivery; FSCA (where compliance requires reporting)
Employee details (for tax and UIF)	South African Revenue Service (SARS); Department of Labour
Banking details (of service providers or employees)	Registered financial institutions for processing payments
Personal information submitted via website	Internal administrative team; IT service providers (with proper data processing agreements in place)

## 8.2 Planned transborder flows of personal information

*NB: Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.*

**FSPCOMPLY** makes use of secure cloud-based platforms for data storage and communication, some of which may store personal information outside the borders of the Republic of South Africa. At present, personal information may be stored in the following countries:

- **Ireland (EU)** – via Microsoft 365 cloud services
- **United States of America** – through secure, compliant platforms such as Google Workspace or other specialised Software-as-a-Service (SaaS) providers used in our operations

**Categories of personal information that may be stored abroad include:**

- Contact details (e.g. names, email addresses, telephone numbers)
- Client interaction and engagement records
- Compliance-related documentation
- Internal operational information

All platforms utilised are required to comply with POPIA and international data protection standards (such as the GDPR), thereby ensuring that personal information is handled with the necessary care and legal safeguards.

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

*NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information*



*under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.*

**FSPCOMPLY** is committed to ensuring the confidentiality, integrity, and availability of all personal information under its control. The following security measures have been implemented, or are in the process of implementation:

- **Data encryption:** All stored and transmitted data is encrypted using industry-standard encryption protocols (e.g. AES-256, TLS 1.2/1.3)
- **Access controls:** Systems are secured using password protection and role-based access to ensure that only authorised personnel can access personal information
- **Multi-factor authentication (MFA):** Enabled on all major platforms to enhance login security
- **Anti-virus and anti-malware software:** Regularly updated, enterprise-grade solutions are in place across all devices and systems
- **Network security and firewalls:** Firewalls and intrusion prevention systems are used to monitor and manage network traffic
- **Secure data backups:** Regular encrypted backups are maintained and stored securely
- **Staff awareness and training:** Ongoing training is provided to staff to ensure awareness of POPIA requirements and information security best practices
- **Incident response:** A formal incident response procedure is in place to address data breaches or security incidents in a timely manner

These safeguards are routinely reviewed and updated in line with changes to technology, legal requirements, and risk assessments.

## 9 AVAILABILITY OF THE MANUAL

9.2 A copy of the Manual is available-

9.2.1 on [www.fspcomply.com](http://www.fspcomply.com)

8.2.1 head office of the FSPCOMPLY (PTY) LTD for public inspection during normal business hours;

8.2.2 to any person upon request and upon the payment of a reasonable prescribed fee; and

8.2.3 to the Information Regulator upon request.

8.3 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.

## 9 UPDATING OF THE MANUAL

The head of a FSPCOMPLY (PTY) LTD will on a regular basis update this manual.

*Issued by*

*Skhan*

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**Shaina Khan**

**Director and Owner of FSPCOMPLY (PTY) LTD**

## Process for Requesting Access to Information from FSPCOMPLY

In accordance with the Promotion of Access to Information Act (PAIA), individuals have the right to request access to records held by private bodies, such as **FSPCOMPLY**, if such access is required to exercise or protect a right. The process outlined below explains the steps involved in submitting and processing an access to information request.

Step	Description
<b>Step 1: Submission of Request</b>	1. The applicant must complete the prescribed access request form (Form 2).2. The completed form must be submitted to the designated Information Officer.3. The applicant must provide clear and adequate details of the record being requested, the

	right they wish to enforce, and reasons explaining why the record is required to exercise or protect that right.
<b>Step 2: Assessment and Communication</b>	<p>1. Upon receipt of the request, <b>FSPCOMPLY</b> will review the application and verify all accompanying documentation.</p> <p>2. <b>FSPCOMPLY</b> will inform the applicant of any fees applicable to the request.</p> <p>3. Once payment and all necessary forms are received, <b>FSPCOMPLY</b> will make a decision and notify the applicant – within 30 days – whether the request has been approved or declined.</p> <p>4. If the request is approved, <b>FSPCOMPLY</b> will calculate any further access or reproduction charges, which must be settled before the information is released.</p>
<b>Step 3: Provision of Information</b>	<p>1. Once the applicant agrees to the full cost, <b>FSPCOMPLY</b> will begin collating and preparing the requested information.</p> <p>2. <b>FSPCOMPLY</b> will notify the applicant of the estimated timeframe and expected delivery date.</p> <p>3. The information will be provided in the format specified in the original application form.</p>

# 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: <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			

**FORM OF ACCESS**  
*(Mark the applicable box with an "X")*

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**  
*(Mark the applicable box with an "X")*

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**

*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.*

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>FEEES</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**



**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 ( <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> ) 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 ( <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 information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
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 ( <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> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

**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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• 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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

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