

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

**COMPANY NAME: PRESTIGEPOINT FINANCIAL
SERVICES(PTY)LTD**

**COMPANY REGISTRATION NUMBER:
2024/717485/07**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 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 PRESTIGEPOINT FINANCIAL SERVICES(PTY)LTD

3.1. Chief Information Officer

Name: Thushen Pather

Tel: +27820651990

Email: thushen@prestigepfs.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@prestigepfs.com

3.4 National or Head Office

Information Type	Details
Postal Address	270 Problem Mkhize Road, Durban 4001
Physical Address	270 Problem Mkhize Road, Durban 4001
Telephone	+27820651990
Email	thushen@prestigepfs.com

Website	Prestigepfs.com
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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 PAIA¹ and section 56 of POPIA²;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11³; and

4.3.3.2. access to a record of a private body contemplated in section 50⁴;

4.3.4. the assistance available from the IO of a public body in terms of PAIA

and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

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

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

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

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

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92¹¹.

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

⁶ Section 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.

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

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

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

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

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

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

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 THE COMPANY 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.

Category of Records	Types of the Record	Available on Website	Available upon Request
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
Add more if applicable.			

6. DESCRIPTION OF THE RECORDS OF INSERT FSP NAME WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION.

The following records are created, received, or retained by the Financial Services Provider in accordance with South African legislation. These records may be available upon request in line with the Promotion of Access to Information Act.

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
FSP Licence and Licence Conditions	Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS Act)
Representative Register	FAIS Fit and Proper Requirements (Board Notice 194 of 2017)
Records of Advice	FAIS General Code of Conduct; Board Notice 80 of 2003
Client Needs Analyses and Financial Plans	FAIS Act; General Code of Conduct
Signed Mandates and Client Agreements	FAIS Act; General Code of Conduct; Common Law (Contracts)
Conflict of Interest Management Policy	FAIS Act; General Code of Conduct
Complaints Register and Resolutions	FAIS Act; General Code of Conduct

Risk Management and Anti-Money Laundering Records	Financial Intelligence Centre Act 38 of 2001 (FICA)
Training and CPD Records (Key Individuals & Representatives)	FAIS Fit and Proper Requirements (BN 194 of 2017)
Internal Policies and Procedures	Companies Act; FAIS Act; POPIA
Employment Contracts and HR Records	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995
Payroll and Remuneration Records	Income Tax Act 58 of 1962; Basic Conditions of Employment Act
Tax and Financial Records	Companies Act; Income Tax Act 58 of 1962; VAT Act 89 of 1991
Marketing and Advertising Materials	Consumer Protection Act 68 of 2008; POPIA
IT Security and Access Control Logs	POPIA; Cybercrimes Act 19 of 2020
Add more (If applicable)	

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 Financial Services Provider, but may not cover all records or legal obligations. The actual categories of records held, and the applicable legislation, may vary depending on the nature, license category, business model, and operational structure of the FSP. 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 PRESTIGEPOINT FINANCIAL SERVICES(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.

Subjects on which the body holds records	Categories of Records
Strategic	Business plans, strategic proposals, risk management strategies, distribution strategies
Human Resources	Employment contracts, job descriptions, HR policies and procedures, payroll, leave records, CVs
Finance	Invoices issued, payment records, management accounts, tax returns, VAT submissions, audit reports
Compliance Management	Compliance monitoring plans, internal compliance reports, FAIS compliance files, conflict of interest registers
Client Onboarding & KYC	FICA documents, client identification records, onboarding checklists, source of funds declarations
Client Advice and Interaction	Records of advice, needs analyses, financial plans, signed mandates, suitability assessments
Complaints Handling	Complaints register, correspondence, outcomes and resolution reports, root cause analysis
Training & Development	FAIS CPD records, product training attendance, Fit and Proper training logs, staff development plans
Legal & Governance	PAIA Manual, POPIA compliance framework, contracts, service agreements, risk and compliance policies
Information & Technology	Cybersecurity policies, data backup records, access control

	logs, IT service provider agreements
Marketing & Communication	Company profiles, advertising campaigns, social media content, client communication templates
Licensing & Regulatory	FSCA licence and conditions, licence amendment records, representative registers, regulatory correspondence
Add more (If required)	

8. PROCESSING OF PERSONAL INFORMATION

Purpose of Processing Personal Information

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

Purpose
To render financial services, including giving advice and/or intermediary services as authorised under the FSP licence
To perform client onboarding, including Know-Your-Client (KYC) and anti-money laundering (AML) checks in compliance with FICA
To assess client needs and provide appropriate financial advice in terms of the General Code of Conduct
To maintain client records, including records of advice, product applications, and ongoing servicing information
To process applications for financial products (insurance, investments, etc.) with product suppliers
To communicate with clients regarding their financial products, service updates, and regulatory disclosures
To comply with legal and regulatory obligations (e.g., FSCA reporting, recordkeeping under FAIS, and complaints resolution)
To manage employee information for internal HR and payroll purposes
To manage relationships with product suppliers and other contracted third parties

To administer financial records and perform tax and accounting obligations
To handle queries, complaints, and enforce contractual rights
To recruit and evaluate prospective employees and representatives
To secure the integrity of IT systems and prevent unauthorised access
Insert Additional where required

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

Categories of Data Subjects	Personal Information that may be Processed
Clients (Individuals or Juristic Persons)	Names, identity numbers, registration numbers (for companies), contact details, marital status, income information, employment details, financial needs, risk profiles, records of advice, application forms, signed mandates, product choices, claims and complaints history
Representatives and Key Individuals	Full names, ID numbers, contact details, qualifications, regulatory status, Fit and Proper compliance records, employment details
Employees (internal staff)	Names, contact details, ID numbers, demographic information (e.g., race, gender), employment history, payroll information, leave records, performance data
Service Providers (e.g., IT, compliance, brokers)	Company name, registration and VAT numbers, contact details, banking information, signed service agreements
Product Suppliers	Contact persons' names, email addresses, operational and contractual documentation
Website Visitors / Enquiries	Names, phone numbers, email addresses, company name, and contents of enquiry messages
Job Applicants	Names, contact details, ID numbers, CVs, qualifications, employment history, references
Add more if required.	

8.2 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); authorised criminal vetting agencies
Credit and payment history (of clients where necessary)	Registered Credit Bureaus
B-BBEE Certificates and ownership details	Clients requesting due diligence information; B-BBEE verification agencies
Contact details of clients and representatives	Internal staff for service delivery; FSCA (in cases of regulatory reporting or investigation)
Employee details (for tax and UIF purposes)	South African Revenue Service (SARS); Department of Labour; authorised payroll administrators
Banking details (of service providers or employees)	Registered financial institutions for salary or invoice payment processing
FICA-related client data (KYC, source of funds, risk assessments)	Financial Intelligence Centre (FIC); authorised accountable institutions for reporting and compliance verification
Personal information submitted via the website	Internal administrative team; authorised IT service providers (under valid data processing agreements)
Add more detail where applicable.	

8.3 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.

Prestigepoint Financial Services(Pty)Ltd makes use of secure cloud-based platforms for data storage, communication, and operational purposes. As part of these operations, certain personal information may be stored or processed outside the borders of the Republic of South Africa.

Countries where personal information may be stored:

- **Ireland (European Union)** – via Microsoft 365 cloud services
- **United States of America** – through secure, compliant platforms such as Google Workspace, Dropbox, or other specialised Software-as-a-Service (SaaS) providers used by the FSP

Categories of personal information that may be stored abroad:

- Contact details (e.g. names, email addresses, telephone numbers)
- Client interaction and engagement records
- Compliance-related documentation and file notes
- Internal operational information
- Employment or HR-related documents (where relevant cloud services are used)
- **Add any other categories of Information applicable.**

All platforms utilised by **Prestigepoint Financial Services(Pty)Ltd** are required to comply with the **Protection of Personal Information Act (POPIA)** as well as applicable international data protection laws such as the **General Data Protection Regulation (GDPR)**. These platforms are carefully selected to ensure that personal information is protected through appropriate

contractual, technical, and organisational safeguards.

8.4 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.

Prestigepoint Financial Services(Pty)Ltd is committed to protecting the confidentiality, integrity, and availability of all personal information in its possession, in line with the **Protection of Personal Information Act (POPIA)** and applicable industry standards.

The following information security measures have been implemented, or are in the process of implementation:

- **Data encryption:** Personal information is protected by converting it into a secure code, both when it is stored and when it is sent, using trusted and widely used security methods.
- **Access controls:** Systems are protected by strong passwords and **role-based access control**, ensuring that only authorised personnel can view or process personal data.
- **Multi-factor authentication (MFA):** MFA is enabled across all major platforms and cloud services to prevent unauthorised access.
- **Anti-virus and anti-malware solutions:** All devices and servers are protected with **enterprise-grade anti-malware software**, updated regularly.
- **Network security and firewalls:** The FSP makes use of **firewalls, secure routers, and intrusion prevention systems** to monitor, restrict, and log incoming and outgoing network activity.
- **Secure data backups:** Encrypted backups are conducted regularly and stored in secure, access-controlled environments to ensure data recovery in the event of a system failure

or breach.

- **Staff training and awareness:** Employees receive **ongoing training** on POPIA, cybersecurity awareness, and secure handling of personal information.
- **Physical security:** Physical access to offices, servers, and devices is controlled through locks, access cards, and monitored access.
- **Incident response procedures:** A documented **incident response plan** is in place for managing security breaches, including containment, mitigation, notification, and recovery.

Please add more measures if applicable.

These measures are **reviewed regularly** and enhanced as necessary to ensure they remain effective in line with changes in the threat landscape, legal obligations, and organisational risk.

9 AVAILABILITY OF THE MANUAL

9.1 Availability of the PAIA Manual

A copy of this Manual is available:

9.1.1 on www.prestigepfs.com

9.1.2 at the head office of Prestigepoint Financial Services(Pty)Ltd, where it can be inspected during normal business hours

9.1.3 to any person upon request and payment of the prescribed fee

9.1.4 to the Information Regulator upon request

Access Fee for Copies

In accordance with the PAIA Regulations, a fee is payable for a physical copy of the Manual. This fee is based on the number of A4-size photocopies made and is calculated as set out in **Annexure B** of the Regulations.

9.2 UPDATING OF THE MANUAL

The head of **Prestigepoint Financial Services(Pty)Ltd** will on a regular basis update this manual.

Issued by

Thushen Pather

Director and Owner of Prestigepoint Financial Services(Pty)Ltd

10 Process for Requesting Access to Information from Prestigepoint Financial Services(Pty)Ltd

In accordance with the **Promotion of Access to Information Act (PAIA)**, individuals may request access to records held by private bodies such as **Prestigepoint Financial Services(Pty)Ltd**, provided that the access is required to **exercise or protect a right**. The following steps outline the access process:

Step	Description
Step 1: Submission of Request	<ol style="list-style-type: none">1. Complete the prescribed Access Request Form (Form 2) available from the Information Regulator or [Insert FSP Name].2. Submit the completed form to the designated Information Officer of Prestigepoint Financial Services(Pty)Ltd.3. Provide sufficient details of the record requested, the right to be exercised or protected, and reasons why the record is

	necessary.
Step 2: Assessment and Communication	<ol style="list-style-type: none"> 1. The Information Officer will review the request and verify the details and documents submitted. 2. The requester will be informed of any prescribed fees payable (request and/or access fees). 3. Once payment and all documentation are received, [Insert FSP Name] will make a decision within 30 days. 4. If approved, the requester will be advised of any additional access or reproduction fees.
Step 3: Provision of Information	<ol style="list-style-type: none"> 1. Upon acceptance of final costs, Prestigepoint Financial Servioces(Pty)Ltd will prepare the requested record(s). 2. The requester will be advised of the estimated delivery time. 3. Records will be provided in the format specified in the application form, where reasonably possible.

Annexures

The following forms are attached to this Manual for use when requesting access to records in terms of the Promotion of Access to Information Act (PAIA):

Annexure	Form Number	Title	Purpose
Annexure A	Form 2	Request for Access to Record	To be completed and submitted by any person requesting access to a record.
Annexure B	Form 3	Outcome of Request and Fees Payable	Issued by the Information Officer to communicate the outcome of the request and applicable fees.

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 <input type="text"/>
	Cellular		

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

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

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

Preferred language (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)	
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PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

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

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

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:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
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	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐

Yes

☐

No

Hours of search	Amount of deposit (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

