

**OBIQUALAND TOURS CC**

**t/a**

**WELLINGTON WINE WALK**

**REGISTRATION NUMBER:**

**1999 / 065264 / 23**

**MANUAL IN TERMS OF**

**THE PROMOTION OF  
ACCESS TO INFORMATION  
ACT 2 OF 2000**

**Date of Compilation: July 2025**

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## 1. INTRODUCTION

- 1.1. Obiqualand Tours CC t/a Wellington Wine Walk (hereafter “**Wellington Wine Walk** ”) is a South African-based close corporation offering guided walking tours in the Wellington Region, Western Cape. These tours include wine tastings, fauna and flora informative talks and historical talks relating to the history of the farms in and around Wellington.
- 1.2. This manual is made available in accordance with section 51 of Promotion of Access to Information Act 2 of 2000, as amended from time to time (“**PAIA**”). The purpose of the legislation is to give effect to the constitutional right of access to information held by any private or public body that is required for the exercise or protection of any rights. Where a request is made in terms of PAIA, the body to which the request is made is obliged to release the information, except where PAIA or other legislation expressly provides that the information may or must not be released.
- 1.3. Prior to any requests for access to information being granted, the Requester, must comply with all relevant requirements in PAIA.
- 1.4. A Requester, is any person, including, but not limited to a public body or an official thereof, making a request for access to a record of that private body; or a person acting on behalf of such person.

## 2. COMPANY CONTACT DETAILS

<b>Members</b>	Carol-ann Jeffrey  Elaine Marguerite Wegelin
<b>Postal Address:</b>	PO BOX 28  Wellington
<b>Street Address:</b>	15 Stephanie Street  Wellington
<b>Telephone Number:</b>	083 532 4131 / 083 235 5570
<b>Website:</b>	<a href="http://www.winewalk.co.za">www.winewalk.co.za</a>

### Information Officer Details

**Information Officer:** Carol-ann Jeffrey  
**Email:** info@winewalk.co.za  
**Contact Number:** 083 532 4131

### 3. THE PROMOTION OF ACCESS TO INFORMATION ACT

- 3.1. PAIA grants a Requester access to records of a private body, if the requested record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the prescribed fees provided. The forms and prescribed are dealt with in Paragraph 7 and 8 of this manual.
- 3.3. Requesters are referred to the Guide compiled by the Information Regulator in terms of Section 10 of PAIA to assist persons in using and understanding PAIA. The Guide is available from the Information Regulator and may be accessed at [https://info regulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English\\_20210905.pdf](https://info regulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf)
- 3.4. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:
  - 3.4.1. English;
  - 3.4.2. Afrikaans.
- 3.5. Should you have any queries in this regard, please contact the Information Regulator directly at:

The Office of the Information Regulator of South Africa

Address: Woodmead North Office Park, 54 Maxwell Dr, Woodmead, Johannesburg, 2191

Telephone Number: 010 023 5200

E-mail: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)

Website: [www.info regulator.org.za](http://www.info regulator.org.za)

**4. CATEGORIES OF RECORDS OF WELLINGTON WINE WALK WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

These documents are available upon request to the Information Officer and no request fee is payable, however, if copies are required it will be charged in accordance with the Prescribed Fees, as set out in Annexure B.

Category of records	Type of Record	Available on Website	Available upon request
PAIA Manual	This manual in terms of PAIA	X	X
Privacy Policy	Policy drafted in accordance with the Protection of Personal Information Act	X	X
Company Records	All documents related to the close corporation which is readily available on CIPC		X

**5. DESCRIPTION OF THE RECORDS OF WELLINGTON WINE WALK WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Wellington Wine Walk also retains records and documents in terms of legislation listed below. These records and information may be made available on request subject to this Manual, unless disclosure is prohibited in terms of legislation, agreement or otherwise. The request must be made in terms of PAIA and in accordance with the procedure more fully set out in paragraph 7 below.

Applicable Legislation	Category of records	Availability
Promotion of Access to Information Act 2 of 2000	PAIA Manual	At Principal Place of Business and automatically available on Request
Protection of Personal Information Act 4 of 2013	Privacy Policy	Automatically available on Request

Close Corporations Act 69 of 1984	Company Records	All records on CIPC is automatically available on Request; All other records must be requested in terms of PAIA
Companies Act 71 of 2008	Company Records	All records on CIPC is automatically available on Request; All other records must be requested in terms of PAIA
Income Tax Act 56 of 1962	Records held in terms of the Income Tax Act	Request in terms of PAIA
Tax Administration Act 28 of 2011	Records held in terms of the Tax Administration Act	Request in terms of PAIA
Value Added Tax Act 89 of 1991	Records held in terms of the Value Added Tax Act	Request in terms of PAIA
Consumer Protection Act 68 of 2008	Records held in terms of the Consumer Protection Act	Request in terms of PAIA
Tourism Act 3 of 2014	Records held in terms of the Tourism Act 3 of 2014	Request in terms of PAIA

## 6. SCHEDULE OF RECORDS

- 6.1. This clause is aimed at serving as a reference to the records that Wellington Wine Walk holds in order to facilitate a request for access to these records in terms of PAIA and in accordance with the procedure as more fully set out in Paragraph 7 below. Records will be made available to the Requester, subject to a successful request made by the Requester.
- 6.2. All information held by Wellington Wine Walk is classified and grouped according to records relating to the following subjects and categories:

Subjects on which the body holds records	Categories of Records
Customer client records	<ul style="list-style-type: none"> <li>• Records provided by a client to Wellington Wine Walk</li> <li>• Records provided by third parties to Wellington Wine Walk</li> <li>• Records generated by or within Wellington Wine Walk relating to its clients, including transactional records</li> </ul>
Records related to Wellington Wine Walk	<ul style="list-style-type: none"> <li>• Trade Secrets</li> <li>• Financial records</li> <li>• Operational records</li> <li>• Client Databases</li> <li>• Information Technology</li> <li>• Marketing records</li> <li>• Internal correspondence</li> <li>• Statutory records</li> <li>• Internal Policies and Procedures</li> </ul>

## 7. FORM OF REQUEST

To facilitate the processing of request, a requestor must:

- 7.1. Complete and submit the prescribed Request for Access Form 2, attached as Annexure A hereto.
- 7.2. Address the request to the Information Officer.
- 7.3. Provide sufficient details to enable the company to identify:
  - 7.3.1. The record(s) requested;
  - 7.3.2. The Requester (and if an agent is lodging the request, proof of capacity);

- 7.3.3. The form of access required;
- 7.3.4. The postal address or fax number of the Requester in the Republic;
- 7.3.5. If the Requester wishes to be informed of the decision in any other manner (in addition to written), the manner and particulars thereof;
- 7.3.6. The right which the Requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## **8. PRESCRIBED FEES**

- 8.1. PAIA provides for two types of fees namely:
  - 8.1.1. A request fee, which will be a standard fee; and
  - 8.1.2. an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 8.2. When the request is received by the Information Officer, the Requester will be notified of the fees payable and will be required to pay the prescribed request fee (if any) before further processing of the request. This does not apply to Data Subjects who are requesting their own personal information held by Wellington Wine Walk .
- 8.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, Wellington Wine Walk will notify the Requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 8.4. Wellington Wine Walk will withhold a record until the Requester has paid the fees as prescribed.
- 8.5. A Requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 8.6. If a deposit has been paid in respect of a request for access, which is refused, then Wellington Wine Walk must repay the deposit to the Requester.

8.7. The Schedule of Prescribed Fees is attached hereto as Annexure B.

## **9. GROUNDS TO REFUSE A REQUEST**

There are various grounds under which an access to information request may or must be refused by an Information Officer of a public or private body. These grounds are listed in PAIA under Chapter 4 of Part 3 of PAIA and are as follows:

### **9.1. Mandatory Grounds of Refusal:**

- 9.1.1. Mandatory protection of the privacy of a third party who is a natural person;
- 9.1.2. Mandatory protection of the commercial information of a third party;
- 9.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 9.1.4. Mandatory protection of safety of individuals, and protection of property;
- 9.1.5. Mandatory protection of records privileged from production in legal proceedings;
- 9.1.6. Mandatory protection of research information of a third party and research information of Wellington Wine Walk

### **9.2. Discretionary Grounds of Refusal:**

- 9.2.1. Commercial information of Wellington Wine Walk.

## **10. DECISION**

- 10.1. Wellington Wine Walk will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 10.2. The 30-day period within which Wellington Wine Walk has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information and the information cannot reasonably be obtained within the original 30 day-period. Wellington Wine Walk will notify the Requester in writing should an extension be sought.
- 10.3. Should, after a diligent search, the record requested not be found, Wellington Wine Walk will by way of affidavit give notification that it is not possible to give access to that record.

## 11. REMEDIES FOR REFUSAL OF ACCESS TO INFORMATION REQUEST

### 11.1. Internal Appeal

The decision of the Information Officer is final in terms of our internal procedures for access to information. The external remedies set out below remain available to the Requester, however there is no internal appeal procedure.

### 11.2. External Appeal

The Requester may in terms of sections 56(3)(c) and 78 of PAIA apply to a court within 180 days of notification of the decision for appropriate relief.

## 12. PROCESSING OF PERSONAL INFORMATION & PRIVACY POLICY

### 12.1. Introduction

12.1.1. The Protection of Personal Information Act 4 of 2013 (“**POPIA**”) aims to give effect to the constitutional right to privacy by balancing the right to privacy against that of the right to access to information. POPIA requires that personal information pertaining to individuals be processed lawfully and in a reasonable manner that does not infringe on the right to privacy. The purpose of this section is to set out how personal information is collected, used, shared and otherwise processed in terms of POPIA.

12.1.2. Wellington Wine Walk will take all reasonable steps to protect the Personal Information of any Data Subjects which is in its possession. For the purposes of this section, “Data Subject”, “Personal Information”, “Processing” and “Responsible Party” will be understood in accordance with the definition as provided in POPIA. Personal Information shared with Wellington Wine Walk, and the reasons why such information is required, will depend on the nature and scope of the Data Subject’s relationship with Wellington Wine Walk.

### 12.2. Categories of Data Subjects

Information is collected from the following Data Subjects:

12.2.1. Clients & Prospective Clients;

12.2.2. Vendors / Suppliers; and

12.2.3. Service Providers.

### 12.3. Information Collected from Data Subjects

12.3.1. Wellington Wine Walk may process personal information about Data Subjects, dependent on the nature of the relationship between Wellington Wine Walk and the Data Subject. The types of information collected includes, but is not limited to:

12.3.1.1. Clients – as set out in Privacy Policy.

12.3.1.2. Vendors / Suppliers – as set out in Privacy Policy.

12.3.1.3. Service Providers – as set out in Privacy Policy.

12.3.2. Information will be collected directly from Data Subjects as far as possible and Wellington Wine Walk will endeavour to communicate the specific purpose for which such information is collected.

12.3.3. Information will be retained by Wellington Wine Walk for as long as the relationship persists between Wellington Wine Walk and the Data Subject or for the time period consented to by the Data Subject or as long as applicable legislation may require the retention of information (whichever is the longest).

12.3.4. Wellington Wine Walk may also collect such information from statutory institutions such as the Companies and Intellectual Property Commission (“CIPC”), the South African Revenue Service (“SARS”) Information, from a relevant public or equivalent entity, from its own records related to previous services provided to the Data Subject.

### 12.4. Purpose of Processing

12.4.1. Personal information is collected to communicate directly with Data Subjects, to carry out actions towards performance of the agreement concluded between Data Subjects and Wellington Wine Walk, to protect the Data Subject’s legitimate interests through such performance and to comply with applicable law, legal obligations or relevant statutory provisions.

12.4.2. Wellington Wine Walk will inform the Data Subject of the specific purpose for which the information is processed at the time of the collection from the Data subject.

## 12.5. Sharing Information with Third Parties

- 12.5.1. Wellington Wine Walk will only disclose personal information to third parties where the Data Subject has consented to such disclosure in writing.
- 12.5.2. Wellington Wine Walk may also disclose personal information to third parties if such disclosure is believed to be necessary to:
  - 12.5.2.1. meet any applicable law, regulation, legal process or other legal obligation;
  - 12.5.2.2. detect, investigate and help prevent security, fraud or technical issues; and/or
  - 12.5.2.3. protect the rights, property or safety of Wellington Wine Walk, its customers, employees or others; and
  - 12.5.2.4. as part of a corporate transaction, such as a transfer of assets to or an acquisition by or merger with another company

## 12.6. Consent to Process Personal Information

- 12.6.1. By utilising the services of Wellington Wine Walk or entering a contractual relationship with Wellington Wine Walk, the Data Subject agrees to the Privacy Policy which includes a consent to the processing of personal information. Should the Data Subject choose to opt-out from Wellington Wine Walk processing their personal information, the understands that withholding consent or failure to disclose personal information will result in Wellington Wine Walk being unable to perform its functions and/or any services or benefits that may be required from Wellington Wine Walk.
- 12.6.2. In terms of the POPIA and other laws of the country, there are instances where express consent is not necessary in order to permit the processing of personal information, which may be related to police investigations, litigation or when personal information is publicly available.

## 12.7. Data Security

Wellington Wine Walk has implemented technical and organisational measures that seek to ensure a level of security appropriate to the risk to the personal information that is processed process. These measures are aimed at ensuring the integrity, confidentiality, and availability of personal information.

## 12.8. Rights of the Data Subject

### 12.8.1. The Right to know what Personal Information is held by Wellington Wine Walk

12.8.1.1. Data Subjects have the right to access personal information that Wellington Wine Walk may have in its possession and are entitled to request the identity of which third parties have received and/or processed personal information for the purpose agreed to. Such a request must be made in accordance with paragraph 7 of this manual, and Wellington Wine Walk may decline a request based on a Ground of Refusal as set out in paragraph 9 of this manual.

12.8.1.2. Wellington Wine Walk will take all reasonable steps to confirm the identity of the data subject before providing details of the personal information.

### 12.8.2. The Right to Object to the Processing of Personal Information

12.8.2.1. Should any Data Subject object to the Processing of their Personal Information, Data Subjects are requested to submit the objection to the Information Officer at any time during office hours and free of charge and do so on a form substantially similar to Form 1 of the Regulations relating to the POPIA, attached hereto as Annexure C.

12.8.2.2. This objection can be done by hand, fax, post, e-mail, telephonically, SMS or WhatsApp, in accordance with Regulation 2 of the Regulations relating to POPIA.

12.8.2.3. The objection and withdrawal of consent is still subject to the terms and conditions of any agreement between Wellington Wine Walk and the Data Subject.

12.8.2.4. Should the objection result in the interference of legal obligations, then Wellington Wine Walk will only accept the objection and withdrawal of consent by agreeing to same in writing. Wellington Wine Walk specifically draws to the attention the fact that the withdrawal of consent may result in it being unable to provide the requested information and/or services and/or other benefits.

12.8.2.5. The withdrawal of consent is not retroactive and will not affect disclosures of personal information that have already been made.

- 12.8.3. The right to request to correct or delete or destruct personal information
- 12.8.3.1. A Data Subject has the right to request, where necessary, the correction, destruction or deletion of personal information at any time and free of charge.
  - 12.8.3.2. If said personal information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully, the Data Subject has the right to request the correction or deletion of the information.
  - 12.8.3.3. If Wellington Wine Walk is no longer authorised to retain the information, the Data Subject has the right to request the destruction or deletion of the information.
  - 12.8.3.4. This request must be submitted to the Information Officer on a form substantially similar to Form 2 of the Regulations relating to the POPIA attached as Annexure D.
  - 12.8.3.5. This request can be done by hand, fax, post, e-mail, telephonically, SMS or WhatsApp, in accordance with Regulation 3 of the Regulations relating to POPIA.
  - 12.8.3.6. Wellington Wine Walk shall, within 30 days of receipt of the outcome of the request, inform the Data subject, in writing of the action taken as a result of the request.
  - 12.8.3.7. Wellington Wine Walk will largely rely on the Data Subject to ensure that personal information is correct and accurate.

12.9. Direct Marketing

- 12.9.1. If a Data Subject is currently subscribed to Wellington Wine Walk's mailing list for marketing communications, they may opt out of direct marketing by following the unsubscribe instructions contained in the marketing communication, or by sending a clear message in this regard to the Information Officer.
- 12.9.2. If the Data Subject is a new user, Wellington Wine Walk will not send direct marketing via electronic means unless the Data Subject opts in for direct marketing.

12.9.3. A Data Subject can opt in to direct marketing through providing written consent on a form substantially similar to Form 4 of the Regulations relating to the POPIA, attached hereto as Annexure E or in any manner expedient, free of charge and reasonably accessible to the data subject including by email, telephonically, via SMS or WhatsApp or fax.

12.10. Submission of Complaint

12.10.1. Complaints may be submitted to the Information Regulator in instances where personal information has been interfered with.

12.10.2. This complaint must be submitted in writing by completing

12.10.2.1. An online complaint Form 5 available on the website of the Regulator; or

12.10.2.2. The complaint Form 5 which is made available at the Offices of the Regulator

12.10.2.3. The complaint Form 5 submitted by fax, post, courier or e-mail to the Information Regulator.

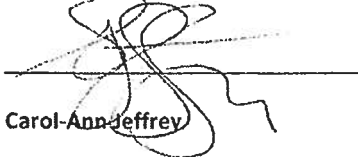
13. AVAILABILITY OF THE MANUAL

A copy of this Manual is available for inspection free of charge at Wellington Wine Walk's website and registered office and upon request. Copies are also available from the Information Regulator.

14. UPDATING OF THE MANUAL

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

Issued by:



Carol-Ann Jeffrey  
Information Officer

Member of Obiqualand Tours CC t/a Wellington Wine Walk

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

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<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**

<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*

**Schedule of Fees**

**Annexure B**

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

Item	Description	Amount
	For a copy of an audio record on compact disc (CD) if the Requester provides the CD to us	R40.00
	For a copy of an audio record on compact disc (CD) if we give the CD to the Requester	R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure	R145.00
	The search and preparation fee cannot exceed	R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense if any.

FORM 1

**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, 2017**  
[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection 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....

A	DETAILS OF DATA SUBJECT	
Name and surname of data subject:		
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):		
Residential, postal or business address:		
	Code (    )	
Contact number(s):		
Fax number:		
E-mail address:		

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION (Please provide detailed reasons for the objection)</b>

Signed at ..... this ..... day of .....20.....

.....  
Signature of data subject (applicant)

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:		

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code (      )
Contact number(s):	
Fax number:	
E-mail address:	
C	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)</b>

\* Delete whichever is not applicable

Signed at ..... this ..... day of .....20.....

.....  
Signature of Data subject

FORM 4

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017  
[Regulation 6]

TO: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(Name and address of data subject)*

FROM: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact number(s): \_\_\_\_\_  
Fax number: \_\_\_\_\_  
E-mail address: \_\_\_\_\_  
*(Name, address and contact details of responsible party)*

Dear \*Mr/Ms/Dr/Adv/Prof \_\_\_\_\_

**PART A**

1. In terms of section 69 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), the processing of personal information of a data subject (the person to whom personal information relates) for the purpose of direct marketing by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs or e-mail is prohibited unless written consent to the processing is given by the data subject. You may only be approached once for your consent by this responsible party. After you have indicated your wishes in Part B, you are kindly requested to submit this Form either by post, facsimile or e-mail to the address, facsimile number or e-mail address as stated above.

2. "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - (b) dissemination by means of transmission, distribution or making available in any other form; or
  - (c) merging, linking, as well as restriction, degradation, erasure or destruction of information.

3. "Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

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*(Signature of person authorised by responsible party)*

Full names and designation of person signing on behalf of responsible party:

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Date: \_\_\_\_\_

**PART B**

I, \_\_\_\_\_ (full names) hereby:

Consent to goods and services to be marketed by means of unsolicited electronic communication.

**SPECIFY GOODS AND SERVICES:**

**SPECIFY METHOD OF COMMUNICATION:** FAX :   
E - MAIL :   
SMS :   
OTHERS – SPECIFY:

Give my consent.

Do not give my consent.

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject*