



PAIA Manual

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

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1. Document Control

1.1 Document Details

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Prepared by:	Legal
Policy Owner	Information Officer
Policy Delegate	Deputy Information Officers, Legal Manager, IT Risk Manager
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1.2 Document Revision History

Name	Date	Reason for Change	Version
FNZ SA Risk Committee	24 December 2020	Approval	1.0
Hillary Botha	15 January 2020	Update	1.1
Francis Buskes	15 January 2020	Review	1.2
Narrisha Mutusamy	26 August 2020	QA	2.0
Francis Buskes / Hillary Botha	5 February 2021	Review	2.1
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Hillary Botha	16 August 2021	Update	3.1
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Eugene Venter	07 September 2022	Annual Review	4.1
Francis Buskes	26 October 2022	Review	4.2
Deepika Lutchman	08 December 2022	QA	5.0

1.3 Distribution and Approval

This document has been distributed to the persons listed below. Business approval may be required where specified:

Name	Company	Purpose	Date
FNZ SA Risk Committee	FNZ SA Holdings	Approval	01 December 2022
FNZ SA Risk Committee	FNZ SA Holdings	Revision PAIA Regulations 2021	01 December 2022

2. Introduction

The Promotion of Access to Information Act, 2 of 2000 (hereinafter referred to as “the Act”) gives effect to Section 32(1) (a) & (b) of the Constitution of the Republic of South Africa, Act 108 of 1996, which provides for the right of access to information held by public and private bodies when such information is requested for the exercise or protection of any rights.

This Manual is Compiled in terms of section 51 of the Act in respect of FNZ SA. Wherever reference is made to “FNZ SA” in this Manual, it will refer to the private bodies listed in Annexure A (being members of FNZ SA), the Heads’ of whom have approved this Manual.

FNZ SA is a leading Business Process Outsourcing and Technology private company specialising in the provision of investment product and shareholder administration services and solutions locally and internationally.

3. Purpose of this PAIA Manual

The purpose of this Manual is to:

- 3.1 provide a description of the available records of FNZ SA (sections 6&7);
- 3.2 provide a description of the personal information processing activities of FNZ SA, as prescribed by the Act (section 8); and
- 3.3 facilitate any request for information a requester may have under the Act, required for the protection or exercise of any right. Such a request may however be subject to justifiable limitations, as per Part 3, Chapter 4 of the Act.

4. Key Contact Information of FNZ SA:

Name of Private Body	FNZ SA (refer to Annexure A for a complete list of Private Bodies)
Physical Address	Grayston Office Park, 128 Peter Road, Sandton, South Africa
Postal Address	Postnet Suite 361, Private Bag X9, Benmore, 2010
Facsimile Number	(011) 302 4008
Telephone Number	(011) 302 4000
Website	www.fnz.com

Information Officer	Deputy Information Officers
Ntombi Mzalisi	Eugene Venter, Francis Buskes, Mikateko Zonke
Tel: (011) 302 4050	Tel: (011) 302 4159
Email: ntombi.mzalisi@fnz.com	Email: eugene.venter@fnz.com ; francis.buskes@fnz.com ; Mikateko.zonke@fnz.com
Access to information general contacts:	compliance@silica.net Legal@silica.net

5. Guide on how to use PAIA and how to obtain access to the Guide

- 5.1 The Information 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.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of-
 - 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the need for FNZ SA to disclose the postal and street address, phone and fax number and electronic mail address of FNZ SA’s Information Officer and Deputy Information Officers;
 - 5.3.3 the manner and form of a request for access to a record of FNZ SA;
 - 5.3.4 the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 5.3.5 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-
 - 5.3.5.0 an internal appeal;
 - 5.3.5.1 a complaint to the Information Regulator; and
 - 5.3.5.2 a decision on internal appeal or a decision by the Information Regulator or a decision of the head of FNZ SA;
 - 5.3.6 the provisions of sections 14 and 51 requiring FNZ SA to compile this manual, and how to obtain access to this manual;
 - 5.3.7 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by FNZ SA;

- 5.3.8 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access.
- 5.4 Members of the public can inspect or make copies of the Guide from the offices of FNZ SA, including the office of the Information Regulator, during normal working hours.
- 5.5 The Guide can also be obtained-
 - 5.5.1 upon request to the Information Officer;
 - 5.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 5.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 5.6.1 English
 - 5.6.2 Afrikaans
- 5.7 To request a copy of the Guide please complete FORM 1 attached hereto.

6. Categories of records of FNZ SA which are available without a person having to request access (section 51(1)(c))

The following categories of records are automatically available for inspection. You can buy a copy of the record at the costs indicated in Annexure C.

- 6.1 Any Promotional material for public viewing
- 6.2 Posters
- 6.3 Campaigns
- 6.4 Information about products that we offer

7. Records available of FNZ SA (section 51(1)(d))

FNZ SA keeps, inter alia, the below records in terms of various regulatory requirements having an impact on its operations. These categories of records are not exhaustive and are subject to change. If you ask for access to these records, we do not automatically grant your request, but we will evaluate your request in accordance with the provisions of the Act, any other legal requirements and our policies. For access to records please complete **FORM 2** attached hereto.

Record Category	Description
Companies' Act Records	<p>Memorandum of Incorporation Minutes of meeting of the Board of Directors Minutes of meetings of Shareholders Records relating to the appointment of Directors Auditors Secretary Public Officer Any other Officer Share Register and other statutory registers and/or records and/or documents.</p>
Income Tax Act Records	<p>Pay-as-you-earn (PAYE) Records Documents issued to employees for income tax purposes Records of payments made to South African Revenue Services on behalf of Employees All or any statutory compliances Value Added Tax Regional Services Levies Skills Development Levies Unemployment Insurance Fund Workman's Compensation Customs and Excise</p>
Labour Relations Records	<p>Personnel Documents and Records Employment Contracts Employment Equity Plan (If applicable) Medical Aid Records Pension Fund Records Disciplinary Records Salary Records Disciplinary Code and /or procedures Leave Records Training Records Training Manuals Address Lists Internal Telephone Lists</p>
Third Party Records	<p>Records held by FNZ SA pertaining to third parties, including, but not limited to financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about any contractors and / or suppliers;</p> <p>Records held by FNZ SA pertaining to contractors, subsidiary companies, joint venture companies, special purpose vehicle companies and service providers.</p> <p><i>(In cases where information requested by the requester may impact on a third party, the Information Officer is obliged to comply with the requirements as set out in terms of the Act (especially Sections 71 to 73 of the Act).)</i></p>

FNZ SA further maintains statutory records and information in terms of the legislation listed in **Annexure B**.

8. Description of the subjects on which FNZ SA holds records and categories of records held on each subject (section 51(1)(e))

Subject	Category of Records	Purpose	Availability
Public Affairs & Information	Public Product Information	Convey Public Information	Freely Available
	Public Corporate Records		
	Media Releases		
	Published Newsletters		
	Magazine Articles		
Regulatory & Administrative	Licences or certificates	Statutory Requirement	Freely Available
	Conflict of Interest Policy		
	Complaints Resolution Policy		
	FICA Policy		
	Treating Customers Fairly Policy		
	Privacy Policy		
	Code of Ethics	Statutory Requirement	PAIA Request
	Memorandum of Incorporation		
	Director meeting minutes		
	Register of Board of Directors		
	Internal Correspondence	Internal Communication	PAIA Request
	Insurance Policies	Risk Management	
	Human Resources	Employment Equity Plan	Statutory Requirement
Disciplinary Records			
PAYE Records			
SETA Records			
Disciplinary Code			
Employment Applications		Internal Reference	
Personal Information of Employees			
Performance Records			
Salary Records			
Employee Benefit Records			
Leave Records			
Training Records			
Training Manual			

	HR Policies and Procedures		
	Employment Contracts	Contractual Agreement	
Finance	Financial Statements	Internal Reference	PAIA Request
	Asset Register		
	Management Accounts and Reports		
	Accounting Records		
	Banking Records		
	Electronic Banking Records		
	Tax Records	Statutory Requirement	
Marketing	Marketing Information	Internal Reference	PAIA Request
	Product Brochures		
	Advertisements		
	Product/Service Sales Records		
	Marketing Strategies		
Client Information	Client Database	Internal Reference	PAIA Request
	Client Agreements		
	Client Files		
	Client FICA		
	Client Instructions	Internal Communication	
	Client Correspondence	External Communication	
Third Party	Rental Agreements	Contractual Agreement	PAIA Request
	Non-Disclosure Agreements		
	Supplier Contracts		

9. Processing of Personal Information

9.1 Purpose of Processing Personal Information

FNZ SA collects and processes personal information:

- to meet our responsibilities to our customers;
- to meet our responsibilities to employees;
- to meet our contractual responsibilities to third-party service providers;
- to inform customers of products and services;
- to comply with all legal and regulatory requirements, including industry codes of conduct;

- to protect and pursue the legitimate interests of FNZ SA or third parties to whom personal information is provided; and
- for any further purposes related to the above.

For more information, please visit our Privacy Notice at www.fnz.com

9.2 Description of the categories of Data Subjects and the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers/Clients, Shareholders, Advisors, Complainants	name, address, registration numbers or identity numbers, contact details, employment status and bank details, lifestyle, and medical information.
Service Providers, Subsidiary Companies, External Companies/Providers	names, registration number, vat numbers, address, contact details, trade secrets and bank details, financial details, goods or services provided.
Employees, Directors, Trustees	address, qualifications, gender and race, criminal checks, employment details, contact details, Lifestyle and medical information, Special Personal Information.

9.3 Personal information may be received from or supplied to:

- any regulatory authority or association;
- the South African Qualifications Authority;
- the South African Police Services;
- comply with any regulation passed under the relevant legislation, or any other legal process;
- any legal or juristic person with an appropriate legal basis;
- an executor of an estate, beneficiaries, or any other authorised representative;
- pension fund administrators;
- brokers, advisers, or intermediaries;
- companies within the FNZ SA;
- law enforcement agencies and Credit Bureaus;
- media outlets; and
- third-party service providers.

9.4 Transborder flow of information

Further processing and storage may require that FNZ SA send personal information to subsidiaries or service providers outside of the Republic of South Africa. FNZ SA will not send your information to a country that does not have similar information protection laws to the Republic of South Africa, unless we have ensured that the recipient agrees to effectively adhere to the principles for processing of information in accordance with the Protection of Personal Information Act No 4 of 2013.

9.5 FNZ SA's security practices

Information Security deals with FNZ SA's information and IT security capability and practices.

Information Security deals specifically with the preservation of:

- Confidentiality: ensuring that information is accessible only to those authorised to have access;
- Integrity: safeguarding the accuracy and completeness of information and processing methods; and
- Availability: ensuring that authorised users have access to information and associated assets when required.

Information Security is achieved by implementing a suitable set of responsibilities, controls, standards, processes and systems to ensure that the Information Security objectives of FNZ SA are met, and as such Information Security is a tight domain in FNZ SA, that ensures:

- Rules are set for secure conduct and earning trust.
- The rules are followed by participants.
- Trust is established between parties, notably:
 - Client and Partner trust in FNZ SA's reputation through trust in its systems; and
 - FNZ SA trust in interacting Client and Partner identities and their reputation.
- The security intelligence network that extends outside the organisation.
- Business is enabled because participants know it is safe to participate and know what is expected from them and what can be expected from other participants.
- Adequate monitoring and detection capabilities are maintained.
- Organised responses to incidents are effective and followed through into learning.

9.6 Requests in terms of the Protection of Personal Information Act

9.6.1 The Protection of Personal Information Act (POPIA) allows a data subject, after having provided adequate proof of their identity, the right to:

- Request FNZ SA to confirm, free of charge, whether or not it holds their personal information;
- Submit a request for a record or description of their personal information;

- Submit a request for access to their own personal information (by completing Form 2 of the POPIA Regulations);
- Object to their personal information being processed (by completing Form 1 of the POPIA Regulations); and
- Submit a request for the correct or deletion of their personal information (by completing Form 2 of the POPIA Regulations).

9.6.2 Please send your completed form to compliance@silica.net or contact the Information Officer.

10. Procedure for request for access

- 10.1 The requester must comply with all the procedural requirements as set out in the Act, relating to the request for access to a record.
- 10.2 The requester must complete the prescribed form enclosed herewith as FORM 2 and submit same together with payment of the request fee (if applicable) and a deposit (if applicable) to the Information Officer at the postal or physical address, facsimile number or electronic mail address under section 3 above.
- 10.3 The prescribed form must be completed with sufficient detail so as to enable the Information Officer to identify:
 - 10.3.1 The records requested;
 - 10.3.2 The identity of the requester;
 - 10.3.3 Which form of access to the records is required, should the request be granted;
 - 10.3.4 The email address, postal address or facsimile number of the requester.
- 10.4 The requester must explain what other right is being protected or exercised.
- 10.5 The requester must indicate if the requester, in addition to being informed in writing whether access to the record has been granted, wishes to be informed of the decision of the request in any other manner.
- 10.6 If the request is made on behalf of another person, then the requester must submit proof of the capacity in terms of which the requester is making the request, to the reasonable satisfaction of the Information Officer.
- 10.7 Should an individual be unable to complete the prescribed form because of illiteracy, disability or any other reason, such individual may submit such request orally to the Information Officer.
- 10.8 The requester must pay the prescribed fee (if applicable) before any further processing can take place (refer to Annexure C).
- 10.9 **Applicable Time Periods**
 - 10.9.1 FNZ SA will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.

10.9.2 The 30 day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of FNZ SA or the records are not located at FNZ SA, or consultations amongst divisions and/or subsidiaries of FNZ SA or another private body are required.

10.10 The Outcome of a Request (Granting or Refusing)

10.10.1 Should the request be granted, the notice will state the access fee (if any) to be paid upon access, the form in which access will be given and further that the requester may lodge an application with a Court against the access fee to be paid or the form of access granted, and the procedure for lodging such application.

10.10.2 Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of the Act relied upon; and that the requester may lodge an application with a Court against the refusal of the request, and the procedure (including the time period) for lodging the application.

10.11 Grounds for Refusal of Access to Records

Apart from Section 7 of the Act, and subject to Section 70 of the Act, the main grounds for FNZ SA to refuse a request for information as contemplated by the Act relates to:

10.11.1 Protection of the privacy of a third party, if that third party is a natural person, which would involve the unreasonable disclosure of personal information of that natural person (Section 63(1));

10.11.2 Protection of commercial information of a third party as defined by the Act, if the record contains: trade secrets of that third party; financial, commercial, scientific or technical information other than trade secrets of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party; information disclosed in confidence to FNZ SA by a third party, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or would prejudice that third party in commercial competition (Section 64).

10.11.3 Protection of confidential information if the disclosure would constitute a breach of a duty or confidence to a third party in terms of an agreement (Section 65);

10.11.4 Protection of safety of individuals and protection of property (Section 66);

10.11.5 Protection of records which would be regarded as privileged in any legal proceedings, unless the person so entitled to privilege waives the privilege (Section 67);

10.11.6 Protection of commercial activities of FNZ SA, which includes:

9.11.6.1 Trade secrets of FNZ SA;

9.11.6.2 Financial, commercial, scientific or technical information, disclosure of which could cause harm to the financial or commercial interests of FNZ SA;

9.11.6.3 Information which, if disclosed, could put FNZ SA at a disadvantage in negotiations or commercial competition;

- 10.11.7 The research information of FNZ SA or a third party on behalf of FNZ SA if the disclosure would expose the third party, FNZ SA, the researcher or the subject matter of the research to serious disadvantage (Section 69).
- 10.11.8 Acting as processor. FNZ SA process Personal Information on behalf of third-party service and product providers (i.e. Responsible parties as defined in the Act) in terms of Section 8.1. Where access to FNZ SA's information is requested, we will refer your request to your service or product provider for more information.
- 10.12 **Remedies available in refusal of a request for information (Part 4 of the Act)**
 - 10.12.1 FNZ SA does not have internal appeal procedures and as such, the decision made by the Information Officer is final.
 - 10.12.2 Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 30 days after notification of the refusal apply to a Court for the appropriate relief.
 - 10.12.3 Should a third party be dissatisfied with the Information Officer's decision to grant a request for information relating to that third party, it (the third party) may within 30 days of notification of such decision, apply to a Court for the appropriate relief.

11. Fees

The Act provides for two types of fees:

- 11.1 A request fee, which will be a standard fee; and
- 11.2 An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the Information Officer receives a request to information, he/she shall notify the requester to pay the prescribed fee (if applicable and in terms of Annexure C) before further processing of the request. The Information Officer may withhold a record until the requester has paid the fees.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must refund the deposit to the requester. In terms of Section 54 (2) of the Act, FNZ SA may require a deposit in cases where searching for the record exceeds 6 hours. The deposit will represent one-third of the access fee payable by the requester.

12. Availability of the Manual

- 12.1 A copy of the Manual is available-
 - 12.1.1 On www.fnz.com;
 - 12.1.2 head office of FNZ SA for public inspection during normal business hours;
 - 12.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

12.1.4 to the Information Regulator upon request.

12.2 A fee for a copy of the Manual, as contemplated Annexure C, shall be payable per each A4-size photocopy made.

13. Updating of the Manual

The manual will be reviewed annually, or when a material change to the internal or external environment occurs (e.g. changes in applicable laws or regulations) by the responsible parties and if there are amendments to the manual the FNZ SA Risk Committee will then monitor and approve where relevant.

Annexure A

Associated Juristic Persons within FNZ SA

FNZ SA Software Solutions (Pty) Ltd (2000/030687/07)

FNZ SA Administration Services (Pty) Ltd (2000/030759/07)

FNZ SA Financial Administration Solutions (Pty) Ltd (1999/024544/07)

FNZ SA Nominees (Pty) Ltd (2001/007641/07)

The South African Independent Retirement Annuity Fund (38136)

The South African Independent Pension Preservation Fund (38138)

The South African Independent Provident Preservation Fund (38137)

14. Annexure B - Legislation applicable to FNZ SA

Basic Conditions of Employment Act, 75 of 1997	Electronic Communications and Transactions Act, 25 of 2002
Broad Based Black Economic Empowerment Act, 53 of 2003	Employment Equity Act, 55 of 1998
Companies' Act, 71 of 2008	Financial Advisory and Intermediary Services Act, 37 of 2002
Compensation for Occupational Injuries and Disease Act, 130 of 1993	Financial Intelligence Centre Act, 38 of 2001
Competition Act, 89 of 1998	Income Tax Act, 58 of 1962
Consumer Protection Act, 68 of 2008	Labour Relations Act, 66 of 1995
Copyright Act, 98 of 1978	Long-Term Insurance Act, 52 of 1998
Customs & Excise Act, 91 of 1964	National Credit Act, 34 of 2005
Electronic Communications and Transactions Act, 25 of 2002	Occupational Health and Safety Act, 85 of 1993
Electronic Communications and Transactions Act, 25 of 2002	Protection of Personal Information Act, 4 of 2013
Electronic Communications and Transactions Act, 25 of 2002	Skills Development Act, 97 of 1998
Electronic Communications and Transactions Act, 25 of 2002	Skills Development Levies Act, 9 of 1999
Skills Development Levies Act, 9 of 1999	Trademarks Act, 194 of 1993
Trademarks Act, 194 of 1993	Unemployment Insurance Act, 63 of 2001
Unemployment Insurance Act, 63 of 2001	Unemployment Insurance Contributions Act, 4 of 2002
Value Added Tax Act, 89 of 1991	Promotion of Access to Information Act 2 of 2000

15. Annexure C - Prescribed Fees

- The only charge that may be levied for obtaining records is a fee for reproduction of the record in question.
- An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54(8).
- In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.
- In terms of Section 54 (2) of the Act, FNZ SA may require a deposit in cases where searching for the record exceeds 6 hours. The deposit will represent one-third of the access fee payable by the requester.

The Applicable Fees are as follows:

	Description	Fee
1	The request fee payable by every requester	R140.00
2	Photocopy/printed black & white copy of A4-size page	R2.00 per page
3	Printed copy of A4-size page	R2.00 per page
	For a copy in a computer-readable form on:	
	(i) Flash drive (to be provided by requester)	R40.00
4	(ii) Compact disk	
	a. If provided by Requester	R40.00
	b. If provided to the requester	R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider
6	Copy of visual images	Service to be outsourced. Will depend on quotation from Service Provider
7	Transcription of an audio record, per A4-size page	R24.00
	Copy of an audio record on:	
	(i) Flash drive (to be provided by requester)	R40.00
8	(ii) Compact disk	
	a. If provided by Requester	R40.00
	b. If provided to the requester	R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R140.00 R435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11	Postage, email or any other electronic transfer	Actual expense, if any.

16. Form 1

Request for a copy of the Guide

(Regulations 2 and 3 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

TO: The Information Regulator
 PO Box 31533
 Braamfontein
 2017
 Email address: inforeg@justice.gov.za
 Tel number: +27 (0) 10 023 5200

OR

The Information Officer
 Grayston Office Park
 128 Peter Road
 Sandton
 2196
 Email address: compliance@silica.net
 Tel number: +27 (0) 11 302 4000

I,

Full names:				
In my capacity as (mark with an "x")	Information Officer		Other	
Name of public/private body (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers	Tel. (B):		Cell:	

Hereby request the following copy(ies) of the guide:

Language (mark with "x")	No. of copies	Language (mark with "x")	No. of copies
English		Sesotho	
Afrikaans		siSwati	
Sepedi		Xitsonga	
Tshivenda		isiXhosa	
isiNdebele			
isiZulu			

Manner of collection (mark with "x")

Personal Collection	Postal Address	Facsimile	Electronic communication (please specify)

Signed at _____ this _____ day of _____
20_____

Signature of requester

17. Form 2

Request for access to Record

(Regulation 7 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

TO: The Information Officer
 Grayston Office Park
 128 Peter Road
 Sandton
 2196
 Email address: compliance@silica.net
 Tel number: +27 (0) 11 302 4000

Mark with an "x"

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

Full names				
Identity number				
Capacity in which request is made <i>(when made on behalf of another person)</i>				
Postal Address				
Street Address				
Email Address				
Contact numbers:	Tel. (B)		Facsimile	
	Cell			
Full names of person on whose behalf the request is made <i>(if applicable)</i>				
Identity number				
Postal Address				
Street Address				
Email Address				
Contact numbers:	Tel. (B)		Facsimile	
	Cell			

PARTICULARS OF RECORD REQUESTED	
<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:	
TYPE OF RECORD	
<i>(Mark the applicable box with an "x")</i>	
Record is written on 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>	
Email 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 <i>If the space provided 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	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>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></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for the exemption.</i></p>	
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

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