



OZOW PROPRIETARY LIMITED

PAIA MANUAL

**PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000 (AS AMENDED)**

Original Version	2020
Date of Revision:	9/10/2025

TABLE OF CONTENTS

1	INTERPRETATION.....	3
2	PURPOSE OF MANUAL	4
3	AVAILABILITY OF MANUAL.....	4
4	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF OZOW.....	5
5	GUIDANCE ON HOW TO USE PAIA.....	5
6	RECORDS OF OZOW WHICH ARE AUTOMATICALLY AVAILABLE WITHOUT A REQUEST TO ACCESS.....	6
7	SCHEDULE OF RECORDS HELD BY OZOW	6
8	RECORDS HELD BY OZOW IN ACCORDANCE WITH OTHER LEGISLATION	8
9	PROCESSING OF PERSONAL INFORMATION	9
10	HOW TO REQUEST ACCESS TO A RECORD	11
11	PAYMENT OF FEES	11
12	FEES	12
13	APPLICABLE TIME-PERIODS	13
14	OUTCOME OF THE REQUEST (GRANTING OR REFUSING).....	13
15	GROUND FOR REFUSAL OF ACCESS TO RECORDS	13
16	REMEDIES FOR REFUSAL.....	14
17	UPDATING OF THIS MANUAL	14
	ANNEXURE A.....	15
	ANNEXURE B.....	20
	ANNEXURE C.....	24

1 INTERPRETATION

- 1.1 In this document, paragraph headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention:
- 1.2 an expression which denotes:
- 1.2.1.1 any gender includes the other genders;
- 1.2.1.2 a natural person includes a juristic person and vice versa;
- 1.2.1.3 the singular includes the plural and vice versa;
- 1.3 the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings:

"Information Officer"	the designated Information Officer as described in this Manual
"Manual"	this PAIA document together with all of its annexures, as amended from time to time, and published in terms of section 51 of PAIA
"Ozow"	Ozow Proprietary Limited, private company incorporated in terms of the laws of South Africa with registration number: 2013/214663/07
"PAIA"	Promotion of Access to Information Act 2 of 2000, as amended from time to time including the regulations promulgated in terms of PAIA
"POPIA"	Protection of Personal Information Act 4 of 2013, as amended from time to time including the regulations promulgated in terms of POPIA
"POPIA Regulations"	the regulations relating to the protection of personal information, GG 42110, GNR.1383 of 2018

"Regulator"	the Information Regulator of South Africa established in terms of section 39 of POPIA
--------------------	---

2 PURPOSE OF MANUAL

- 2.1 This Manual is published pursuant to section 51 of PAIA which requires organisations to compile a manual as a guide to requesters of information.
- 2.2 This Manual serves to:
- 2.2.1 indicate the types of records held by Ozow and the availability of such records from Ozow, including those that are available without a person having to submit a formal PAIA request;
 - 2.2.2 provide the public with a sufficient understanding of how to make a request for access to a record of Ozow, by providing a description of the subjects on which Ozow holds records and the categories of records held on each subject;
 - 2.2.3 provide a description of the records of Ozow which are available in accordance with any applicable legislation;
 - 2.2.4 provide access to all relevant contact details of the Information Officer who will assist the public with the records they intend to access;
 - 2.2.5 inform the public as to the personal information Ozow processes, the purposes thereof, the categories of data subjects relating thereto, the recipients or categories of recipients to whom the personal information may be supplied, and whether or not Ozow plans to conduct transborder flows of personal information; and
 - 2.2.6 describe the appropriate security measures implemented by Ozow to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 AVAILABILITY OF MANUAL

- 3.1 A copy of the Manual is available:
- 3.1.1 on <https://ozow.com/other-documents>;
 - 3.1.2 at Ozow's Head Office for inspection during normal business hours;
 - 3.1.3 to any person upon request and upon payment of a reasonable prescribed fee; and
 - 3.1.4 to the Regulator upon requests.

- 3.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

4 KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF OZOW

4.1 Information Officer

NAME	CONTACT DETAILS
Mr. Riaan Hanekom	Telephone no: (011) 054 4744 Email: riaanh@ozow.com

4.2 Ozow Head Office (Cape Town)

Physical address	Office 01401, 14th Floor The Box 9 Lower Burg Street Cape Town, 8001
Contact details and website	Tel: (011) 054 4744 Email: info@ozow.com cc legal@ozow.com Website: www.ozow.com
Postal address	Office 01401, 14th Floor The Box 9 Lower Burg Street Cape Town, 8001

5 GUIDANCE ON HOW TO USE PAIA

- 5.1 The Regulator has, in terms of section 10(1) of PAIA updated and made available a revised Guide on how to use PAIA ("**Guide**"), in an easily comprehensible form and manner, as may be reasonably required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2 The guide is available in an easily comprehensible format and may be accessed on the Information Regulator's website at www.inforegulator.org.za or on request to Ozow's Information Officer.
- 5.3 The Guide contains a description of:
- 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the manner and form of a request for access to a record of a private body as contemplated in section 50 of PAIA;
 - 5.3.3 the assistance available from an Information Officer and that of the Regulator in terms

of PAIA and POPIA;

- 5.3.4 remedies available in law 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 (i) an internal appeal, (ii) a complaint to the Regulator; (iii) an application with a court against a decision on internal appeal or a decision by the Regulator or head of a private body.

6 RECORDS OF OZOW WHICH ARE AUTOMATICALLY AVAILABLE WITHOUT A REQUEST TO ACCESS

- 6.1 Records of public nature, typically those disclosed on the Ozow website, may be accessed without the need to submit a formal application.
- 6.2 Ozow's website address is www.ozow.com.
- 6.3 The records on the Ozow website include, but are not limited to:
- 6.3.1 Ozow's addresses and contact information;
- 6.3.2 standard merchant pricing information;
- 6.3.3 Ozow payment integration methods; and
- 6.3.4 records that are automatically available on the website.

7 SCHEDULE OF RECORDS HELD BY OZOW

- 7.1 This paragraph serves as a reference to the records that Ozow holds.
- 7.2 The accessibility of the information listed below may be subject to the grounds of refusal set out in this Manual.
- 7.3 This information is classified and grouped according to records relating to the following subjects and categories:

CATEGORY	RECORDS
Personnel Records*	Personal records provided by Ozow personnel
	Records provided by a third party relating to personnel
	Conditions of employment and other personnel-related contractual and quasi-legal records
	Internal evaluation records and other internal records
	Correspondence relating to personnel

	Training schedules and material
<i>* "Personnel" refers to any person who works for, or provides services to or on behalf of Ozow, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Ozow. This includes, without limitation, directors, all permanent, temporary, and part-time staff, as well as independent contract staff.</i>	
Customer Related Records**	Records provided by a customer to a third party acting for or on behalf of Ozow
	Records provided by a third party
	Records generated by or within Ozow relating to its customers, including transactional records
<i>** "customer" refers to any natural or juristic entity that receives services from Ozow.</i>	
Private Body Records	Financial records
	Operational records
	Databases
	Information Technology
	Marketing records
Internal Correspondence***	Product records
	Statutory records
	Internal Policies and Procedures
	Records held by officials of Ozow
<i>*** "Internal correspondence" records include, but are not limited to, the records which pertain to Ozow's own affairs.</i>	
Other Party Records	Personnel, customer, or private body records which are held by another party, as opposed to the records held by Ozow itself.
	Records held by Ozow pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.
	Ozow may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Ozow.

- 7.4 Amongst the other grounds for refusal set out in this Manual, records deemed confidential on the part of a third party, will necessitate payment from the third party concerned, in addition to the standard requirements set out below, before Ozow will consider access to such records.

8 RECORDS HELD BY OZOW IN ACCORDANCE WITH OTHER LEGISLATION

- 8.1 Where applicable, Ozow retains records and documents in terms of the legislation of the Republic of South Africa, including in terms of the legislation listed below, as amended from time to time:

CATEGORY	LEGISLATION
Employment and Labour	Basic Conditions of Employment Act 57 of 1997
	Broad-based Black Economic Empowerment Act 53 of 2003
	Employment Equity Act 55 of 1998
	Labour Relations Act 66 of 1995
	Skills Development Act 97 of 1998
	Skills Development Levies Act 9 of 1999
	Occupational Health and Safety Act 85 of 1993
	Compensation for Occupational Injuries and Diseases Act 130 of 1993
	Unemployment Insurance Act 63 of 2001
	Protected Disclosures Act 26 of 2000
	Unemployment Insurance Contributions Act 4 of 2002
Corporate	Companies Act 71 of 2008
Privacy and Data	Protection of Personal Information Act 4 of 2013
Tax	Income Tax Act 58 of 1962
	Value Added Tax Act 89 of 1991
Crime and Compliance	Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
	Prevention of Organised Crime Act 121 of 1998
	Prevention and Combating of Corrupt Activities Act 12 of 2004
Access and Transparency	Promotion of Access to Information Act 2 of 2000
Consumer Protection	Consumer Protection Act 68 of 2008
Intellectual Property	Copyright Act 98 of 1978
Financial Regulation	Currencies and Exchanges Act 9 of 1933
	Financial Intelligence Centre Act 38 of 2001

	Financial Sector Regulation Act 9 of 2017
	National Credit Act 34 of 2005;
Digital and Technology	Electronic Communications and Transactions Act 25 of 2002

9 PROCESSING OF PERSONAL INFORMATION

9.1 POPIA

- 9.1.1 Chapter 3 of POPIA provides for the minimum conditions for lawful processing of Personal Information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 9.1.2 Ozow processes personal information in accordance with POPIA.
- 9.1.3 In terms of our privacy policy, Ozow will ensure that all processing conditions of POPIA are complied with at the time of processing of personal information.
- 9.1.4 Ozow processes personal information of both living and juristic persons.

9.2 Purpose for processing personal information by Ozow

- 9.2.1 Ozow processes personal information in the ordinary course of its business of providing payment and related services.
- 9.2.2 Ozow processes personal information for a number of reasons, including:
 - 9.2.2.1 providing payment and related services;
 - 9.2.2.2 for internal troubleshooting, data analysis, testing, research, and statistical purposes;
 - 9.2.2.3 ensuring that content whilst using the payment and related services is presented in the most effective manner for you and for your device.
 - 9.2.2.4 to carry out risk analysis, fraud prevention, and risk management;
 - 9.2.2.5 to comply with applicable laws, such as anti-money laundering and regulatory requirements;
 - 9.2.2.6 to run data analytics and thereby enhance Ozow's business offering;
 - 9.2.2.7 staff administration and employment; and
 - 9.2.2.8 keeping of accounts and records.

9.3 Categories of data subjects and types of personal information processed

9.3.1 Ozow processes personal information relating to our employees, consumers using Ozow's payment and related services, merchants, contractors, shareholders, and service providers.

9.3.2 The types of personal information processed by Ozow is contained in our privacy policy available on our website and relates to both living and juristic persons. Our privacy policy is accessible at <https://ozow.com/privacy-policy>.

9.4 Disclosure of personal information to third parties

9.4.1 Ozow may disclose your personal information to third parties such as our associates, credit bureaus, and service providers, for legitimate business purposes, in accordance with applicable law and subject to the applicable professional and regulatory requirements regarding confidentiality.

9.4.2 Should Ozow disclose your information to third parties, the latter will be obliged to use that personal information for the reasons and purposes the information was disclosed for.

9.4.3 Ozow may be obliged to disclose your personal information where we have a duty to disclose in terms of law or where we believe it is necessary to protect our rights. This includes where we are required to disclose your personal information as a result of authorities like regulatory bodies requesting your personal information, and where litigation is being instituted by or against us.

9.5 Trans-border/cross border flows of personal information

Ozow may transfer your personal information to recipients outside of the Republic of South Africa. We will ensure compliance with POPIA in relation to any cross-border transfers of personal information.

9.6 Data security measures

9.6.1 Ozow takes reasonable, appropriate, and adequate technical and organisational measures to ensure that personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure, or unauthorised access.

9.6.2 As a customer using Ozow's payment and other services, if you opt in for Ozow Express, your bank account preference and user identifier are encrypted and stored securely to prevent unauthorised access to this information.

- 9.6.3 Ozow regularly reviews its security controls and related processes to ensure that your personal information is secure. However, where there are reasonable grounds to believe that your personal information has been accessed or acquired by any unauthorised person, we will notify the Regulator and if necessary, in terms of POPIA, you, unless the Regulator or a public body responsible for detection, prevention or investigation of offences, informs us that notifying you will impede a criminal investigation, or they advise otherwise.

10 HOW TO REQUEST ACCESS TO A RECORD

- 10.1 To request a record in terms of PAIA, the requestor must complete the prescribed form **(Form 2)** attached to this Manual as **Annexure A**. This request must be sent to the Information Officer at the addresses provided in paragraph 4.
- 10.2 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed **Form 1 (objection)** or **Form 2 (correction or deletion)**, which are attached to this Manual as **Annexure B**.
- 10.3 The requestor must provide sufficient detail to enable the Information Officer to identify the record(s) requested and the requestor. The requestor must indicate which form of access is required, identify the right that he/she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 10.4 If the request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request, to the reasonable satisfaction of the Information Officer.
- 10.5 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will decide whether or not to grant a request for access to information.

11 PAYMENT OF FEES

- 11.1 PAIA provides for two types of fees, namely –
- 11.1.1 a **request fee**, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
- 11.1.2 an **access fee**, payable when access is granted which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs

- 11.2 Subsequent to a request being made, the Information Officer shall by notice require the requester, excluding personal requester, to pay the prescribed request fee (if any) before further processing of the request.
- 11.3 If the search for and preparation for disclosure of the record has been made, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, Ozow will request the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 11.4 Ozow may withhold a record until the requester has paid the fees as indicated in **Annexure C**.
- 11.5 A requester whose request has been granted must pay the applicable access fee for reproduction, search, 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.
- 11.6 In terms of POPIA, a data subject has the right to request Ozow to confirm, free of charge, whether or it holds personal information about the data subject and request from Ozow the record or a description of the personal information held.
- 11.7 POPIA further provides that where the data subject is required to pay a fee for services provided to them, Ozow must provide the data subject with a written estimate of the payable amount before providing the service and may require that the requestor pay a deposit for all or part of the fee.

12 FEES

Ozow may charge the following fees for requests in terms of this Manual:

ITEM	DESCRIPTION	AMOUNT (EX VAT)
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	For a copy in a computer-readable form on:	
	• a flash drive (provided by the requester)	R40.00
	• a compact disc (CD) if the requester provides the CD to us	R40.00
	• a compact disc (CD) if we give the CD to the requester	R60.00
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
	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.

13 APPLICABLE TIME-PERIODS

- 13.1 Ozow will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 13.2 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 Ozow or the records are not located at Ozow' offices.

14 OUTCOME OF THE REQUEST (GRANTING OR REFUSING)

Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of the PAIA relied upon; and that the requester may lodge an application with a Court against the refusal of the request.

15 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 15.1 In terms of Section 62 to 69 of PAIA access granted to a record may be refused on one or more of the following grounds –
- 15.1.1 protection of privacy to a third party who is a natural person;
 - 15.1.2 protection of the commercial information of a third party;
 - 15.1.3 protection of certain confidential information of a third person;
 - 15.1.4 protection of the safety of individuals and the protection of property;

- 15.1.5 protection of records privileged from production and legal proceedings;
 - 15.1.6 the commercial information and activities of Ozow;
 - 15.1.7 the protection of research information of a third party; and
 - 15.1.8 any other ground legally available on which to refuse access to the information requested.
- 15.2 Despite any provisions of PAIA, a request must be granted if the disclosure of the record would reveal evidence of substantial contravention of, or failure to comply with, the law or imminent and serious public safety or environment risk, and the public interest in the disclosure of the record clearly outweighs the harm contemplated in terms of section 70 of PAIA.

16 REMEDIES FOR REFUSAL

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.

17 UPDATING OF THIS MANUAL

This manual will be reviewed and updated on a regular basis.

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:	
	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			
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 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 <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 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) A request fee must be paid before the request is considered. b) You will be notified of the amount of the access fee to be paid. c) 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. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	
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 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:	
Contact number(s):	
FAX number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
Residential, postal or	

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

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:

Affidavits or other documentary evidence in support of the request must be attached.

*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 DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal, or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY

Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
Residential, postal, or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
Name of public or private body <i>(if the responsible party is not a natural person):</i>	
Business address:	
Contact number(s):	
FAX number:	
E-mail address:	
C	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)

*Delete whichever is not applicable

Signed at _____ this _____ day of _____ 20____

Signature of Data subject

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE

Note: [Regulation 8]

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.	
---	--

OR

2. You requested:

Printed copies of the information <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of information on flash drive <i>(including virtual images and soundtracks)</i>	

Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy per page	R1.10		
Printed copy per page	75 cents		
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will		

Copy of visual images	depend on the quotation of the service provider		
Transcription of an audio record, per A4-size	R20.00		
Copy of an audio recording	R30.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		
Search for records for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation		
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 number: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20____

Information officer