



SOUTHERN AFRICAN MUSIC RIGHTS ORGANISATION NPC

Registration No. 1961/002506/08

(“SAMRO” or “the Company”)

PAIA and POPI Act Manual

We respect your right of access to information. This manual will help you (the requester of access to information) know the categories of records we hold, know how to request access to same and how to exercise any right related to access to our records. Section

51 of the Promotion of Access to Information Act 2 of 2000 (“**PAIA**”) as well as the Personal Information Act 4 of 2013 (“**POPI Act**”) requires us to compile and make this manual available to you.

Callouts like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it with ease, but please read the full manual.

Approver: **Information Officer**

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1. Introduction

- 1.1 Our primary role is to administer Performing Rights on behalf of our members. We do so by licensing music users (such as television and radio broadcasters, live music venues, retailers, restaurants, promoters and shopping centres) and collecting licence fees which are then distributed as royalties. We describe who we are and what we do in detail on our website (<https://www.samro.org.za>).
- 1.2 PAIA requires private bodies to compile a manual which provides, among other details, information on the records that the private body holds¹. As prescribed in PAIA, a 'private body' means a natural person or partnership that carries on any trade, business or profession as well as any other type of juristic entity. We are a private body as contemplated in PAIA.
- 1.3 This Promotion of Access to Information Manual ("**Manual**") provides an outline of the type of records and the personal information that we hold, and explains how requests for access to these records in terms of PAIA Act may be submitted and further, how such requests will be handled by SAMRO. In addition, it explains how data subjects can access personal information held by the Company, object to processing, or request correction of their personal information, in terms of the POPI Act.

This manual exists to tell you what information we have and help you get access to it.

2. Our contact details

This Manual, and more details relating to its purpose and how interested parties can exercise their rights in terms hereof can be obtained from the Office of the Deputy Information Officer of SAMRO. Our organisation's and the Information Officers' contact information is follows:

Organisation name	Southern African Music Rights Organisation NPC
Registration number	1961/002506/08
Website	https://www.samro.org.za/
Postal address	P.O. Box 31609 Braamfontein 2017
Physical addresses	SAMRO Place, 20 De Korte Street, Braamfontein, 2001
Phone number	Switchboard: 011 712 8000
Fax number	N/A
Default Information Officer	Chief Executive Officer
Deputy Information Officer	General Manager: Legal Services
Deputy Information Officer email	dataprivacy@samro.org.za
Information Officer Telephone number	Switchboard: 011 712 8000
NB: For the correspondence to reach the intended and correct destination, all correspondence must be addressed to or be stated to be for the attention of Deputy Information Officer, c/o Legal Services Department	

These are all our contact details, but please rather contact us by email whenever possible.

¹ Section 51(1) of PAIA

3. Further guidance from the Information Regulator

- 3.1** Pursuant to section 10 of PAIA, the South African Human Rights Commission (“**SAHRC**”) has issued a guide on how to use PAIA, which guide is available on the SAHRC website (www.sahrc.org.za). This Manual complies with the requirements of the said guide and recognises that the office of Information Regulator established under POPI Act is responsible for regulating compliance with PAIA, POPI Act and their regulations.
- 3.2** Further guidance and information relating to PAIA and the POPI Act and the ensuing rights can be obtained from the Information Regulator through the contact information provided below. The Information Regulator has compiled PAIA guidelines² in each official language of South Africa.

Website	www.inforegulator.org.za
Postal address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Telephone number	010 023 5200
Enquiry by email	enquiries@inforegulator.org.za
Lodge a complaint by email	PAIAComplaints@inforegulator.org.za

For further guidance on how you can request access to information held by a private body, please visit or contact the Information Regulator.

4. Records which make automatically available

- 4.1** We make some records automatically available to you without you needing to request access to them. Such records include the following:

Type of record	How you can access it
Memorandum of incorporation (MOI)	BizPortal ³ and/or on our website at https://www.samro.org.za/governance
Board of Directors	BizPortal and/or on our website at https://www.samro.org.za/governance
Details of our Executive Management	On our website at https://www.samro.org.za/governance
Annual Reports	On our website at https://www.samro.org.za/governance
Public-facing policies and other governance documents	On our website at https://www.samro.org.za/governance
Certain Rules and Policies of SAMRO (such as Membership Rules, this Manual, Privacy Policy, Member Code of Conduct, Distribution Rules)	On our website at https://www.samro.org.za/governance https://www.samro.org.za/distribution
External newsletters and circulars	Subscribing or on our website

² <https://inforegulator.org.za/paia-guidelines/>

³ <https://www.bizportal.gov.za/>

5. Records we hold to function

We hold the following categories of records in electronic or physical format, which we do not make automatically available. You may request access to them.

5.1 Establishment records

Our records related to the establishment, registration, incorporation, or administration of our organisation, including:

- Minutes of board meetings
- Minutes of members' meetings
- Written resolutions
- Records relating to the appointment of directors, auditors, company secretary, public officers, or other officers
- Members register and other statutory registers
- Other statutory incorporation records
- establishment, registration, incorporation, or administration records of our affiliates and subsidiaries.

Some of the records above may be available automatically from our website or BizPortal⁴ (a portal of the Companies and Intellectual Property Commission ("CIPC") which enables the general public access to certain establishment records of companies incorporated and registered in South Africa with the CIPC).

Company records include, inter alia, our memorandum of incorporation and register of directors' and members.

5.2 Business records

Documents that have economic value to the business.

- Operational records
- Databases
- Repertoires
- Internal correspondence
- Products and services records
- Members' data and personal information

5.3 Financial records

Our records related to our finances.

- Financial statements
- Tax returns
- Other documents relating to tax
- Accounting records
- Auditor reports
- Banking records
- Bank statements

⁴ <https://www.bizportal.gov.za/>

- Electronic banking records
- Paid cheques
- Asset registers
- Invoices
- Financial agreements

Financial records include our financial statements and banking details.

5.4 Income tax records

Our records related to our tax obligations.

- PAYE Records
- Corporate tax records
- Customs tax
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- VAT records
- Skills Development Levies
- UIF
- Workmen's Compensation

5.5 Insurance records

Our records related to our insurable and insured assets, including.

- Insurance policies we hold
- Records of insurance claims
- Register of all immovable and certain movable property owned by the Company

5.6 Personnel records

Our records about anyone who works for us, provides services to us, or provides services on our behalf and who we remunerate. This includes our employees, contractors, and other personnel.

- List of employees
- Employee personal information
- Employment contracts
- Employment applications and appointment letters
- Employment policies and procedures
- Employment Equity Plans
- Health and safety records
- Medical aid records
- Pension and provident fund records
- Salaries or wages of employees
- Leave records
- Internal evaluations and performance records
- Disciplinary records
- Disciplinary codes
- Training records
- Operating manuals

- Other statutory records
- Related correspondence

Personnel records include records about our employees and contractors.

5.7 Policies and directives

- Both internal and external documents.
- Internal: relating to employees and the organisation
- Information technology systems and documents

5.8 Agreements or contracts

Both the documents themselves and all related documents.

- Standard agreements
- Contracts concluded with sister societies
- Contracts concluded with members
- Contracts concluded with licensees
- Confidentiality and non-disclosure agreements
- Letters of intent, MOUs
- Third party contracts
- Office management contracts
- Bond agreements
- Rental agreements
- Supplier or service contracts
- Any other agreement or contract concluded in the course and scope of business

5.9 Regulatory documents

Any documents we need to comply with any laws

- Permits
- Licences
- Authorities

5.10 Internally published information

Any internal document that we prepare and produce such as internal newsletters and circulars.

5.11 Members and other stakeholders' information

Any information about anyone that we work with or provide goods or services to, including our members, leads, or prospects.

- Member details and personal information
- Contact details of individuals
- Communications
- Sales records
- Transactional information
- Marketing records

5.12 Reference materials

Any sources of information that we contribute to.

- Books and journals.
- Newspaper articles; and
- Newsletters and journal articles.

6. Records we hold to comply with the law

6.1 We hold records that all organisations are required by law to hold. We also hold records that the law specifically requires private organisations of our nature to retain.

6.2 The legislation applicable to the Company, in terms of which we hold certain records, includes but is not limited to:

Item #	Act	Reference
1.	Basic Conditions of Employment Act	75 of 1997
2.	Broad-Based Black Economic Empowerment Act	53 of 2003
3.	The Companies Act	71 of 2008
4.	Compensation for Occupational Injuries and Diseases Act	130 of 1993
5.	Copyright Act	78 of 1978
6.	Electronic Communications and Transactions Act	25 of 2002
7.	Employment Equity Act	55 of 1998
8.	Financial Intelligence Centre Act	38 of 2001
9.	Income Tax Act	58 of 1962
10.	Labour Relations Act	66 of 1995
11.	Long-Term Insurance Act	52 of 1998
12.	Medical Schemes Act	131 of 1998
13.	Occupational Health and Safety Act	85 of 1993
14.	Pension Funds Act	24 of 1956
15.	Performers Protection Act	11 of 1967
16.	Prescription Act	68 of 1969
17.	Promotion of Access to Information Act	2 of 2000
18.	Promotion of Equality and Prevention of Unfair Discrimination Act	4 of 2000
19.	Protection of Personal Information Act	4 of 2013
20.	Short-Term Insurance Act	53 of 1998
21.	Skills Development Act	97 of 1998
22.	Skills Development Levies Act	9 of 1999
23.	Tax Administration Act	28 of 2011
24.	Trade Marks Act	194 of 1993
25.	Unemployment Insurance Act	63 of 2001
26.	Unemployment Insurance Contributions Act	4 of 2002
27.	Value Added Tax Act	89 of 1991

7. How you can request access

7.1 We have appointed and designated the Deputy Information Officer with authority to deal with all matters relating to our obligations under PAIA and the POPI Act. To request access to a record, please complete the prescribed Form 2 attached hereto marked **Annexure A**.

7.2 Please submit the completed form (together with the relevant request fee as explained below, where applicable) to our Deputy Information Officer's email address, or at our physical address, or by fax using the details we provided in section 2 above. Please ensure that the completed form:

- has enough information for the Deputy Information Officer to identify you (and/or the person or entity you represent, if applicable), the requested records, and the form of access you require;
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will consider whether this proof is satisfactory).
- specifies your email address, postal address, telephone number and other relevant contact details;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right; and
- provides any other way you would like to be informed of our decision other than in writing.

7.3 If you do not use the prescribed form:

- we may reject the request due to lack of procedural compliance; or
- we may refuse it if you do not provide sufficient information; and
- the processing of your request may be delayed.

7.4 There are two types of requesters:

7.4.1 A personal requester:

A personal requester is a requester who is seeking access to a record containing personal information about the requester and/or seeking access into a record in their individual capacity. As regards personal information, SAMRO may voluntarily provide the requested information or grant access to the records, to a personal requester. Where applicable, the prescribed fees for the reproduction of the information requested may be charged.

7.4.2 Other requester:

This refers to a requester (other than a personal requester) acting on behalf of a third party. SAMRO is not obliged to voluntarily grant access and the requester must fulfil the procedural requirements for access in terms of PAIA, including the payment of a request and access fee.

You may request information by completing a request for access form and submitting it to our Deputy Information Officer together with a request fee.

8. How we will give you access

We will evaluate and consider all requests we receive. If we approve your request, we will decide how to provide access – unless you have asked for access in a specific permissible form. Publication of this Manual does not give rise to any rights to access information records, except in terms of PAIA.

9. How much will it cost

9.1 Request fees

When submitting your request, you may be required to pay a request fee as the law prescribes. Where applicable, you will be required to pay the prescribed fees before we give you access. You will receive a notice from our Deputy Information Officer upon your request⁵, setting out the application procedure⁶.

9.2 Access fees

If we grant the request, you may be required to pay an access fee the law prescribes, which includes a fee for the time it takes us to handle your request, or if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our Information Officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee⁷. The access fee will provide for:

- the costs of making the record, or transcribing the record,
- a postal fee (if applicable), and
- the reasonable time we need to search for the record and prepare the record for you.

If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees, we may withhold the record you requested. The detailed fee structure as prescribed in terms of section 54 of the PAIA is attached hereto marked **Annexure B**.

10. Grounds for us to refuse access

10.1 We may have to refuse you access to certain records in terms of PAIA to protect:

- privacy of a third party who is a natural person⁸;
- commercial information of a third party⁹;
- confidential information of a third party¹⁰;
- the safety of individuals and protection of property¹¹; or
- records privileged from production in legal proceedings¹².
- our confidential or commercial information¹³;
- research information of third parties and our research information¹⁴,

Some of these grounds are explained in further detail below.

⁵ Section 54(1) of PAIA

⁶ Section 54(3)(c) of PAIA

⁷ Section 54(2) of PAIA

⁸ Section 63 of PAIA

⁹ Section 64 of PAIA

¹⁰ Section 65 of PAIA

¹¹ Section 66 of PAIA

¹² Section 67 of PAIA

¹³ Section 68 of PAIA

¹⁴ Section 69 of PAIA

10.2 Protection of someone else's privacy (a natural person)

We may refuse to give you access to a record if access would unreasonably disclose personal information, including that of a deceased person. We will not refuse access in certain circumstances such as:

- Where the person who the information pertains to, has given consent.
- Where the information is publicly available.
- Where the information belongs to a class of information, and the private body notified the individual upfront that the specific class of information might be made public.
- Where the record relates to health information or information about someone's well-being who is:
 - under the requester's (your) care and below 18 years; or
 - incapable of understanding the nature of the request and giving access would be in the individual's best interests.
- Where the information is about a deceased person and:
 - you are the next of kin; or
 - the request is made with the written consent of the individual's next of kin.
- Where the information is about a person who is, or was an executive at our organisation, and the information relates to their position or functions, for example:
 - the title, work address, work phone number and other similar details; or
 - the classification, salary scale or remuneration and responsibilities of the position or services.

10.3 Protection of another organisation's commercial information

We may refuse to give you access to a record if the record contains another organisation's:

- trade secrets;
- financial, commercial, scientific, or technical information and the disclosure could cause harm to the financial or commercial interests of that company;
- information and the disclosure could put that company at a disadvantage in negotiations or commercial competition; or
- information on a computer programme owned by us, protected by copyright.

10.4 Protection of the safety of individuals and property

We may refuse access if it could reasonably be expected to endanger someone's life or physical safety. We may refuse access to a record if disclosing it would be likely to prejudice or impair the security of:

- a building, structure, or system, including a computer or communication system;
- a means of transport;
- any other property;
- methods, systems, plans or procedures for the protection of someone in a witness protection scheme; or
- the public, or a part of the public.

10.5 Protection of research information

We may refuse you access to a record that contains research done by us or someone else, if disclosing it would disclose, among other things, the subject matter of the research and would place the research at a serious disadvantage.

10.6 Our decision on giving you access

We will notify you in writing whether your request has been approved or denied within thirty (30) calendar days after receiving your request. The thirty (30) days' period may be extended for a further period of not more than 30 (thirty) days if the request is for a large amount of information, or the request requires an extensive search for information which cannot reasonably be obtained within the originally stipulated thirty (30) days' period. In circumstances contemplated above, we will notify the requester in writing should an extension be sought. If we cannot find the record you asked for or if it does not exist, we will notify you in writing that it is not possible to give access to that record.

We may have to refuse you access to a record to protect our and third parties' rights and interests of others, as required by the applicable laws.

11. Remedies available if we refuse to give you access

If we deny your request for access, you may, within the prescribed time period of us notifying you of our decision:

- follow our Complaints Policy to appeal to us internally using Form 4;
- apply to a court with appropriate jurisdiction for appropriate relief¹⁵; or
- submit a complaint to the Information Regulator¹⁶.

12. How we process and protect personal information

We process personal information of various categories of people for various purposes. Please refer to our website for our Privacy Policy and related policies. If you are an employee, please refer to our Employee Privacy Policy.

12.1 Categories of people

The personal information we process include information of or from the following categories of persons:

- employees;
- licensees;
- sister societies;
- prospects or leads;
- debtors and creditors;
- recruiters and medical practitioners providing services related to employees;
- contractors, vendors and tenants and other third parties with whom we do business;
- directors and members and members representatives, where applicable; and
- such other categories as provided in our Privacy Policy and Employee Privacy Policy.

12.2 Purposes

We process personal information to, among other reasons:

- manage members in general;
- manage employees in general;
- market our services to prospects;

¹⁵ Section 78 of PAIA

¹⁶ PAIAComplaints@inforegulator.org.za

- collaborate with our sister societies;
- maintain records as required by law;
- manage supplier contracts in general;
- keep our data subject records up to date;
- carry out analysis and customer profiling;
- process customer requests or complaints;
- manage business relationships in general;
- help us improve the quality of our services;
- better understand our data subjects' needs;
- enforce our rights and/or those of our members;
- provide services to our members and licensees;
- help us detect and prevent fraud and corruption;
- transact with our suppliers and business partners;
- help us identify data subjects when they contact SAMRO;
- recruit and generally administer our employment processes;
- meet and exercise our legal or contractual obligation and rights;
- monitor access, secure and manage our premises and facilities;
- provide or manage any information and/or services requested by data subjects;
- fulfil our general administration requirements, and for financial and tax purposes; and
- identify other services which might be of interest to data subjects and to inform them about our services.

12.3 Categories of personal information

We process different categories of personal information, including:

- contact details;
- credit information;
- account numbers;
- health information;
- contract information;
- biometric information;
- market intelligence information;
- personal details, such as names and ages; and
- demographic details, such as races and age groups.

12.4 Third-party disclosures

We may share with third parties the personal information under our control and/or that we process in the ordinary course of business to fulfil our obligations. Such third parties may include:

- Our sister societies;
- Contractors and suppliers;
- Operators, other responsible parties, or co-responsible parties; and
- Third party vendors (such as software developers) to help us maintain our services.

12.5 Cross-border transfers

We may send personal information outside of South Africa to various countries. We will only transfer data to other countries that have similar privacy laws to those of South Africa that provide an adequate level of protection, or recipients who can guarantee the protection of personal information to the same standard as we must protect it. Alternatively, we will transfer when we have your consent and/or other legal grounds to do so.

12.6 Security

We secure data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorised access, disclosure, alteration, and destruction. We also take reasonable steps to keep personal information accurate, current, complete, confidential, and reliable for its intended use.

12.7 Protection of personal information in general

12.7.1 Pursuant to our obligations to protect personal information and to only process it where it is lawful to do so, in terms of the provisions of the POPI Act, we take any activities relating to the protection and processing of personal information very seriously. To promote the constitutional right to privacy, as well as to play our part in promoting the rights protected in terms of the POPI Act. We undertake to observe the requirements and conditions for the lawful processing of personal information.

12.7.2 Our Privacy Policy and Employee Privacy Policy sets out in further detail:

- the purposes in respect of which we process personal information;
- the categories of data subjects and personal information processed;
- the categories of recipients with whom personal information may be shared;
- the information security measures to protect personal information;
- how we handle cross-border flows of personal information; and
- and the rights that can be exercised by the data subjects of the personal information that we process.

12.7.3 Accordingly, this Manual must be read in conjunction with our Privacy Policy and/or Employee Privacy Policy (as the case may be).

We do our best to keep all data in our possession secure and up to date.

13. Availability of this Manual

This Manual is available in English in an electronic format on our website and hard copy may be requested through the contact information provided at section 2 above.

14. Updates to this Manual

We may update this Manual from time to time. Whenever we do so, the updated Manual will be made available on our website and may also be requested at our offices in the manner stated above.

ANNEXURE A

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

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

Postal address	Facsimile	Electronic communication (<i>Please specify</i>)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE B

PRESCRIBED FEE TARIFF

GENERAL

The following applies to requests (other than personal requests):

1. A requester is required to pay the prescribed fees before a request will be processed.
2. If the preparation of the record requested requires more than the prescribed hours determined by our Deputy Information Officer, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
3. A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;
4. Records may be withheld until the fees have been paid. Payments should be made to the business account of SAMRO, the particulars of which account details will be made available to a requestor upon lodging a request for access to information.

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 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	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 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	R145.00 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, e-mail or any other electronic transfer	Actual expense, if any."