

NESS CONSULTING SERVICES (PTY) LTD



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. Introduction

- 1.1 Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 ("the Constitution") provides that everyone has the right of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights. The Promotion of Access to Information Act, 2 of 2000 ("the Act") as amended, was enacted on 3 February 2002 to give effect to Section 32 of the Constitution, that is giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2 Where a request is made in terms of this Act, the private or public body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information must not be released. The Act sets out the requisite procedural issues attached to such request. The Act came into effect on 9 March 2001 with the exception of sections 10, 14, 16 and 51 which sections were brought into operation on 15 February 2002.
- 1.3 The Protection of Personal Information Act (POPIA) was passed in 2000 and became fully effective on the 1st of July 2020. The Act gives effect to a person's right to privacy, including the rights to data privacy and which Act, in accordance with this objective, describes and prescribes eight conditions which have to be met when personal information is processed by organisations. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure protection of personal information. POPIA has established the office of Information Regulator which will oversee and ensure that POPIA and PAIA are complied with by all persons including public and private organisations in the Republic of South Africa.

2. List of Acronyms, Abbreviations and Definitions

The following definitions apply in relation to the reading of this document:

- 2.1 **CEO** means Chief Executive Officer
- 2.2 **Data Subject** is a person to whom Personal Information relates.

- 2.3 **DIO** means Deputy Information Officer
- 2.4 **Ness** refers to Ness Consulting (Pty) Ltd with registration number 2005/020315/07
- 2.5 **Information Officer (IO)** means the person that is responsible for discharging the duties and responsibilities assigned to the “head” of the private institution, such as the managing director or any person duly appointed by the managing director.
- 2.6 **IR** Information Regulator
- 2.7 **Minister** means Minister of Justice and Correctional Services
- 2.8 **Other Requester** means any person making a request for access to a record.
- 2.9 **PAIA** means Promotion of Access to Information Act No. 2 of 2000 (as Amended)
- 2.10 **Personal Information** according to the POPIA “Personal Information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. The Act provides more specific examples
- 2.11 **Personal Requester** means any person making a request for access to a record containing personal information about the requester.
- 2.12 **POPIA** means Protection of Personal Information Act No.4 of 2013
- 2.13 **Republic** means Republic of South Africa
- 2.14 **Requester** means any person making a request for access to a record.
- 2.15 **Third Party** means any natural or juristic person other than, the requester, a party that acting on behalf of the requester, or alternatively Ness itself.

3. Objectives of the Manual

This PAIA Manual is useful for the public to-

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

- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it
- 3.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto
- 3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied
- 3.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. Contact Details for Ness

4.1 Information Officer

Name: Mr Mbulelo Maqubela
Designation: Chief Executive Officer
Tel: +2711 715 9700
Email: mbulelo@nessgroup.co.za

4.2 Deputy Information Officer

Name: Mr Lungile Ndyibithi
Designation: Executive Client Experience
Tel: +2711 715 9700
Email: lungile@nessgroup.co.za

4.3 Access to information general contacts

Email: info@nessgroup.co.za

4.4 Head Office

Postal Address: P.O. Box 61647, Marshalltown 2017

Physical Address: 19th floor 222 Building, Smit Street, Braamfontein, 2001

Telephone: 011 715 9700

Email: info@nessgroup.co.za

Website: <https://www.nessgroup.co.za/>

5. PAIA Guide

- 5.1 In order to assist those who are not familiar with PAIA or POPIA, a guide that contains information to assist the Requester in understanding how to exercise his/her rights under PAIA ("Guide") is available in all South African official languages. The guide is currently available on the following website:

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

- 5.2 In case of any queries or need a copy of the guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

Telephone Number: 010 023 5200

General enquiries email: enquiries@inforegulator.org.za

Complaints email: PAIAComplaints@inforegulator.org.za

6. Information that is Automatically Available Without a PAIA Request

- 6.1 All information that is housed in the public area of our website is automatically available and can be automatically accessed by anyone, subject to our website terms of use, without having to go through the formal PAIA request process.
- 6.2 The aforementioned automatically available information is available on the Ness website:

<https://www.nessgroup.co.za/>

- 6.3 These include:
- Product information
 - Advertising pamphlets and brochures
 - Policies – Complaints Management Framework; Treating Customers Fairly Policy, Conflict of Interest Management Policy, PAIA Manual
 - Disclosure Notice

7. Records Kept in terms of Other Legislation

- 7.1 Ness is subject to many laws and regulations some of which require Ness to keep certain records. Ness maintains statutory records and information in terms of the following legislation:

Category of Records	Applicable Legislation
Memorandum of incorporation Shareholder Records Audit Records Banking Records Directors Details	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
The following information about customers: Name and surname, contact number, identity number, date of birth, phone number, age, address, country of residence, banking details, occupation Transactional details	Long Term Insurance Act 52 of 1998
Clients' identification details and document Demographic records	Financial Advisory and Intermediary Services Act 37 of

Category of Records	Applicable Legislation
Demographic details (Age, Income, Gender, Location) Financial records Records of premature cancellations of transactions or financial products by clients Records of complaints received together with an indication whether or not any such complaints have been resolved Full and proper accounting records Records of all funds received, and payments made and of all assets, liabilities and financial transactions	2002
The following information about Employees: Employee name and surname, contact number, identity number, passport number, phone number, age, address, banking details) Family Records (i.e. next of kin name and surname, contact number) Medical Details Professional History (Occupation, Qualifications) Demographic details (Age, Income, Gender, Location) Financial Records (Salary, Banking Details, SARS related information) Behavioural data (Criminal checks, performance, disciplinary)	Employment Equity Act 55 of 1998 Basic Conditions of Employment Act 75 of 1997 Labour Relations Act 66 of 1995 Income Tax Act, 58 of 1962
Address of the Employer, and its branches Names, identification numbers and monthly remuneration of employees and the address at which the employee is employed Employee Identification details and documents Financial Records (Salary, Banking Details, SARS details) Amount of benefits for purposes of section 13(3) Benefits the applicant is entitled to	Unemployment Insurance Act 63 of 2001
Identity of prospective or existing client and occupation Ownership and Control Structure of the Client/Entity Information regarding the business relationship (nature and purpose of business) The source of income/ funds/wealth that the client expects to use during the business relationship	Financial Intelligence Centre Act 38 of 2001 Prevention of Organised Crime Act, 121 of 1998

Category of Records	Applicable Legislation
The anticipated level and nature of the activity that is to be undertaken during the business relationship The nature and extent of the activity/business activity that the client may be involved in	
Record statistics and information regarding the occurrence and causes of accidents and occupational diseases Employee identification details and documents Employee to submit to medical examination A register or other record of wages, time worked, payment for piece work and overtime and all other prescribed particulars Any document that is seen as evidence: e.g., sworn statement, etc.	Compensation for Occupational Injuries and Diseases Act 130 of 1993

7.2 Records kept in accordance with any other legislation

- Arbitration Act, 1965
- Basic Conditions of Employment Act, 1997
- Broad-Based Black Economic Empowerment Act, 2003
- Companies Act, 2008
- Competition Act, 1998
- Compensation for Occupational Injuries and Diseases Act, 1993
- Electronic Communications and Transactions Act, 2002
- Employment Equity Act, 1998
- Financial Advisory and Intermediary Act, 2002
- Financial Intelligence Centre Act, 2001
- Income Tax Act, 1962,
- Insurance Act, 2017
- Labour Relations Act,
- Long-terms Insurance Act, 1998
- Prevention and Combating of Corrupt Activities Act, 2004
- Prevention of Organised Crime Act, 1998
- Promotion of Access to Information Act, 2000
- Protection of Constitutional Democracy Against Terrorist and Related Activities Act, 2004
- Protection of Personal Information Act, 2013
- Unemployment Insurance Contributions Act, 2000

8. Information Related to POPIA

In terms of POPIA, Ness is required to provide the Requester with a description of the personal information that Ness processes, why it is processed, and who Ness may share this information with, which details is described below:

8.1 Purpose of Processing Personal Information

- 8.1.1 We collect and process Personal Information mainly to provide data subjects with access to products, to help us improve our offerings and for certain other purposes explained below. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.
- 8.1.2 We collect information directly from data subjects where they provide us with their personal details, for example on subscribing for our policy of insurance or make enquiries to us or contact us. Where possible, we will advise on what information is required to be provided to us and what information is optional.
- 8.1.3 We process personal information and special personal information – where applicable to:
 - 8.1.3.1 Recruitment, selection and appointment of employees
 - 8.1.3.2 Employment management and administration
 - 9.1.3.3 Legal Proceedings
 - 8.1.3.4 Provision of products and services
 - 8.1.3.5 Communicate with our clients, employees, vendors, partners, service providers, etc. Share basic contact information within Ness for data quality and ensure records are up to date and complete.
 - 8.1.3.6 Resolve complaints or queries.
 - 8.1.3.7 Claims management - processing, assessment and approval of claims
 - 8.1.3.8 Underwriting Identify Verification
 - 8.1.3.9 Fulfil legal or contractual obligations, including assisting with law enforcement, anti-money laundering and counterterrorist financing initiatives or complying with information requests by regulators and meeting our regulatory reporting obligations.

- 8.1.3.10 Comply with codes of conduct and industry agreements.
- 8.1.3.11 Develop, monitor and improve our systems and processes.
- 8.1.3.12 Marketing, Market research and Statistical analysis
- 8.1.3.13 Compliance Assessment
- 8.1.3.14 Compliance with legislation
- 8.1.3.15 Personal information Maintenance
- 8.1.3.16 Credit reference checking
- 8.1.3.17 Record Keeping
- 8.1.3.18 Fraud, Crime and Money Laundering Detection

8.2 Description of the Categories of Data Subjects and Information or categories of information relating thereto

Category of Data Subject	Personal information that may be processed
Employees of Ness and Board Members	Name, ID number, date of birth, contact details, physical address, health information, marital status, disability information, employee benefit information, bank details, tax number, letter of appointment and employment contract, vehicle registration information, performance records, payslips, training records, CV, records of qualifications/education, employment history credit check results, criminal record check results, next of kin information, beneficiary information, gender, biometric information (photos), personal opinions and views
Clients of Ness	Name, ID or registration number, address, financial information, banking details, employment details, health information, application form, policy documents, beneficiary information, insured/covered individuals information (such as names, date of birth, ID number), call recordings, payment records, policy information, contact person information, directors and shareholders information in the event that a client is a juristic person.
Business partners that Ness partners with for delivering certain products i.e. Juristic Representatives,	Name, registration number, contact details, financial information, directors and shareholders information such as names, ID numbers and contact details

Category of Data Subject	Personal information that may be processed
independent brokers	
Contractors, Suppliers and Vendors at Ness	Name, surname, physical address, registration number, financial information, contract, contractor name, ID number of contractors, credit information, qualifications, VAT number, tax number, tax certificate

8.3 Sharing of Personal Information

8.3.1 Ness may supply personal information that it processes to the following potential recipients:

- 8.3.1.1 Ness Employees, including Directors, Management, permanent and temporal employees
- 8.3.1.2 Sub-contracted Operators including Juristic Representatives and Independent brokers
- 8.3.1.3 Other stakeholders and shareholders
- 8.3.1.4 Regulators

8.3.2 **Information sharing with Third Parties:** We have agreements in place to ensure that they comply with these privacy terms. We may share Personal Information with, and obtain information about data subjects from:

- 8.3.2.1 Third parties for the purposes listed above;
- 8.3.2.2 Other companies in our industry when we believe it will enhance the services and products we can offer, but only where a data subject has not objected to such sharing;
- 8.3.2.3 Other third parties from whom a data subject has elected to receive marketing information from.

8.3.3 We may also disclose your information:

- 8.3.3.1 Where we have a duty or a right to disclose in terms of law or industry codes;
- 8.3.3.2 Where we believe it is necessary to protect our rights.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
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Identity Numbers and names Financial information	South African Revenue Service, or another similar authority
Identity numbers and names Qualifications and transaction activity Financial information Policy document Agreements	Statutory oversight bodies, regulators or judicial commissions of enquiry requesting data (such as the Financial Sector Conduct Authority, Financial Intelligence Centre, etc.)
Policy document Agreements	Any court, administrative or judicial forum, arbitration, statutory commission or ombud requesting data held by Ness
Policy document Agreements Identity numbers and names, addresses, contact details Claims data	Third parties with whom Ness has a contractual relationship for the retention of data (for example, third-party archiving services)
Identity numbers and names	Companies that conduct criminal checks
Policy document Agreements	Auditing and accounting bodies (internal and external)
Policy document Product records B-BBEE Records Contractual records	A person who makes a successful application for access in terms of PAIA
Credit and payment history, for credit information	Credit bureaus or credit providers

8.4 Transborder of Personal Information

- 8.4.1 Ness does not disclose any personal information it processes to any party outside of the Republic. Should Ness, in the future, decide to share the personal information it processes with a third party in a foreign country, it only discloses personal information where the company has a legal duty or legal right to do so. In this regard, Ness will endeavour to enter into written agreements to ensure that other parties comply with POPIA and Ness' confidentiality and privacy requirements.

8.5 Personal Information Security

- 8.5.1 We are legally obliged to provide adequate protection for the Personal Information we hold and to stop unauthorised destruction, access and use, loss of or damage to of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that

the Personal Information held and processed by Ness is secure. Our security policies and procedures cover:

- 8.5.1.1 Identifying all reasonable internal and external risks to personal information
 - 8.5.1.2 Acceptable usage of personal information;
 - 8.5.1.3 Access to personal information;
 - 8.5.1.4 Data encryption
 - 8.5.1.5 Data backups
 - 8.5.1.6 Agreements concluded with operators to implement security controls
 - 8.5.1.7 Defensive measures
 - 8.5.1.8 Anti-virus and anti-malware solutions
 - 8.5.1.9 Computer and network security;
 - 8.5.1.10 Governance and regulatory issues;
 - 8.5.1.11 Investigating and reacting to security incidents.
 - 8.5.1.12 Monitoring access and usage of personal information;
 - 8.5.1.13 Physical security;
 - 8.5.1.14 Retention and disposal of information;
 - 8.5.1.15 Secure communications;
 - 8.5.1.16 Security in contracting out activities or functions
- 8.5.2 When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that Personal Information that we remain responsible for, is kept secure.
- 8.5.3 We will ensure that anyone to whom we pass Personal Information to agrees to treat the information with the same level of protection as we are obliged to.

9. Access to Records Held by the Ness

Records held may be accessed by requester only once the prerequisite requirements for access have been met.

9.1 Who May Request Information?

- 9.1.1 Any person that requires information for the exercise or protection of any rights may request information from a private body. The Act provides that a requester must be given access to any record of a private body if:
 - 9.1.1.1 that record is required for the exercise or protection of any rights;
 - 9.1.1.2 that person complies with the procedural requirements for a request for access to that record; and
 - 9.1.1.3 access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4, Part 3 of the Act.

10. Request Procedure

- 10.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 10.2 The requester must complete the prescribed form enclosed herewith in “**Annexure 1**” and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address or electronic mail address as stated in section 3 above. [Requesters please note that all of the information as listed above should be provided, failing which the process will be delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished on Ness].
- 10.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify:
 - 10.3.1 The record or records requested;
 - 10.3.2 The identity of the requester (or person acting on behalf of the requester where applicable);
 - 10.3.3 The telephone number, postal address or fax number of the requester;
 - 10.3.4 What form of access is required, if the request is granted.
- 10.4 The requester must state that he requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised

or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

- 10.5 The manner in which the requester wishes to be informed of the decision on the request, if in a manner in addition to written notification.
- 10.6 The institution will process the request within thirty days, unless the request contains considerations that are of such a nature that an extension of the thirty-day time limit is necessitated.
- 10.7 Where an extension of the thirty-day time limit is required, the requester shall be notified, together with reasons explaining why such extension is necessitated.
- 10.8 The requester shall be informed whether access granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 10.9 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 10.10 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 10.11 The requester must pay the prescribed fee, before any further processing can take place.

11. Fees

The Act provides for two types of fees, namely:

- 11.1 A request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
- 11.2 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.
 - 11.2.1 When the request is received, 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.
 - 11.2.2 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this

purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the Access fee which would be payable if the request is granted.

11.2.3 The Information Officer shall withhold a record until the requester has paid the fees as indicated in "Appendix 2".

11.2.4 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

11.2.5 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

11.3 If the request pertains to a third party, the Information Officer will take all reasonable steps to inform that third party of the request within 21 days of receipt of the request. The third party may within 21 days thereafter either make representation as to why the request should be refused or grant written consent to disclosure. The third party must be advised of both the decision taken and of his/her/its right to appeal against the decision by way of application to court within 30 days after the notice.

12. Decision

12.1 Ness will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The Information Officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Information Officer must notify the requester by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requester must be given access if the request would otherwise have been granted.

12.2 The 30-day period within which Ness has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another office of Ness and the information cannot reasonably be obtained within the original 30-day period. Should an extension be required,

Ness will notify the requester in writing and will also provide the procedure involved should the requester wish to apply to either the Information Regulator or to a court against the extension. If the request is:

- 12.2.1 **Granted:** the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requester wish to apply to court against such fee, and the form in which access will be given.
 - 12.2.2 **Declined:** the notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish to apply to court against the decision.
- 12.3 The Information Officer's failure to respond to the requester within the thirty-day period constitutes a deemed refusal of the request.
- 12.4 Section 59 provides that the Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to.
- 12.5 If access is granted, access must be given in the form that is reasonably required by the requester, or if the requester has not identified a preference, in a form reasonably determined by the Information Officer.
- 12.6 In the event that the Requester is not satisfied with the outcome, he/she is entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

13. Grounds for Refusal of Access to Records

- 13.1 The main grounds for Ness to refuse a request for information relates to the:
- 13.1.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.
 - 13.1.2 Mandatory protection of the commercial information of a third party, if the record contains:
 - 13.1.3 Trade secrets of that third party;

- 13.1.4 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- 13.1.5 Information disclosed in confidence by a third party to Ness, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 13.1.6 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 13.1.7 Mandatory protection of the safety of individuals and the protection of property;
- 13.1.8 Mandatory protection of records which would be regarded as privileged in legal proceedings.
- 13.1.9 The research information of Ness or a third party, if its disclosure would place the research at a serious disadvantage.
- 13.1.10 The commercial activities of Ness, which may include, without limitation:
- 13.1.11 trade secrets of Ness;
- 13.1.12 The disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law
- 13.1.13 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Ness;
- 13.1.14 Information which, if disclosed could put Ness at a disadvantage in negotiations or commercial competition;
- 13.1.15 The public interest in the disclosure of the record clearly outweighs the harm contemplated in any of the grounds for refusal to access of records
- 13.1.16 A computer program which is owned by Ness, and which is protected by copyright.
- 13.1.17 Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.
- 13.2 Notwithstanding the above, disclosure is Mandatory where it would reveal a contravention of or failure to comply with the law, or imminent and serious public safety or environmental risk and the public.

14. Availability of the Manual

14.1 A copy of the Manual is available:

14.1.1 on <https://www.nessgroup.co.za/>

14.1.2 head office of Ness for public inspection during normal business hours;

14.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

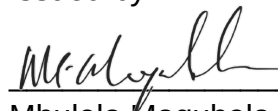
14.1.4 to the Information Regulator upon request.

14.2 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.

15. Updating of the Manual

15.1 The head of Ness will regularly update this Manual.

Issued by



Mbulelo Maqubela

Chief Executive Officer)

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 <i>(if applicable)</i> :			
Identity Number			

Postal Address	
----------------	--

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	

Reference number, if available	
--------------------------------	--

Any further particulars of record	

TYPE OF RECORD

(Mark the applicable box with an "X")

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 (Mark the applicable box with an "X")	
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 (Mark the applicable box with an "X")	
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>	
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PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

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

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

Postal address	Facsimile	Electronic communication <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

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

- If your request is granted the—
 - amount of the deposit, (if any), is payable before your request is processed; and
 - requested record/portion of the record will only be released once proof of full payment is received.
- 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 (*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*) 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			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
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)	
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The amount must be paid into the following Bank account:

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer