

Promotion of Access to Information Manual

National Edging Group & National Converting Agency

(the Group”)

POPIA Request Forms

This Manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records in terms of POPIA and the KDPA.

Kindly refer to the relevant Information Regulator’s website for any updated forms and guidelines.

Last updated:

| Version Number | Purpose of revision | Review date | Effective date | Summary |
|----------------|-----------------------------|-------------|----------------|------------------|
| 1 | N/A | 16/08/2022 | 17/08/2022 | New Manual |
| 2 | Updated Information Officer | 13/09/2022 | 15/09/2022 | Clause 4 details |
| 3 | Inserting Updated Forms | 02/11/2023 | 03/11/2023 | Updated Forms |

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1 Definitions

| | |
|-----------------------------------|---|
| “Group” | the National Edging group of companies consisting of: <ul style="list-style-type: none"> ▪ National Edging KZN (Pty) Ltd (Reg No. 1997/001074/07); ▪ National Converting Agencies (Pty) Ltd (Reg No. 1996/001842/07); ▪ National Edging Gauteng (Pty) Ltd (Reg No. 1997/001165/07); ▪ National Edging Cape (Pty) Ltd (Reg No. 2007/008095/07); and ▪ National Edging PE (Pty) Ltd (Reg No. 2007/008005/07) |
| “Confidential Information” | includes trade secrets, technical know-how, drawings, system, methods, software processes, client lists, programs, marketing and/or financial information, and includes personal data as defined by POPIA and the KDPA. |
| “KDPA” | Data Protection Act of 2019 (Kenya) |
| “PAIA” | Promotion of Access to Information Act 2 of 2000 |
| “POPIA” | Protection of Personal Information Act 4 of 2013 (South Africa). |

2 Introduction

The Group has determined the manner in which information is to be requested under PAIA, POPIA and, where applicable the KDPA.

This PAIA Manual applies to records held by all entities within the Group.

3 Review

The Information Officer shall review this Manual and related procedures annually, or sooner where changes in law have an immediate impact on the contents of this Manual.

4 Contact details and company information

All queries and requests concerning the Group must be directed to **National Edging KZN (Pty) Ltd** as our **Group Head Office**.

| | |
|---------------------------------------|---|
| Name of Body | National Edging KZN (Pty) Ltd |
| Nature of Business | Private Body Private company incorporated in accordance with the Companies Act 71 of 2008. |
| Registration Number | 1997/001074/07 |
| Registered Business Address | No 3, Albizia Place, Maxmead, Pinetown, 3610, KwaZulu-Natal, South Africa. |
| Telephone Number | +27 31 701 3512 |
| Head of Body | Managing Director (D Behr) |
| Designated Information Officer | P Bode |
| E-mail Address | privacy@nationaledging.co.za |
| Website | www.nationaledging.co.za |

5 Guide from the South African Information Regulator

A Guide has been compiled, containing information intended to help persons wishing to exercise the right to access information records.

This Guide is made available by the Information Regulator. Enquiries relating to the Guide should be directed to:

Information Regulator

| | |
|-----------------------|--|
| Postal address: | P.O Box 3153, Braamfontein, Johannesburg, 2017 |
| Physical address: | JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 |
| Telephone Number: | +27 10 023 5200 |
| Email for enquiries: | enquiries@info regulator.org.za |
| Email for complaints: | PAIAComplaints@info regulator.org.za |
| Website: | www.info regulator.org.za |

6 Automatic Availability of Certain Records (sec 51(1)(c) and records available in terms of other legislation

The following category of records are automatically available for inspection or photocopying:

- Brochures; and
- information held by the Companies and Intellectual Property Commission, the Deeds Offices, and available on the internet.

7 Records maintained in accordance with other legislation (sec 51(1)(d)

Where applicable to our operations, information is also kept and maintained in accordance with the following legislation, including but not limited to:

- Basic Conditions of Employment Act No.75 of 1997
- Board Based Black Economic Empowerment Act No. 53 of 2003
- Close Corporations Act 69 of 1984
- Compensation for Occupational Injuries and diseases Act No. 130 of 1993
- Companies Act No. 71 of 2008
- Consumer Protection Act No. 68 of 2008
- Copyright Act, No. 98 of 1987
- Cybercrimes Act No. 19 of 2020
- Customs and Excise Act 91 of 1964
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Financial Intelligence Centre Act No. 38 of 2001
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Long Term Insurance Act No. 52 of 1998

- National Credit Act No. 34 of 2005
- Occupational Health and Safety Act No. 85 of 1993
- Patents Act No. 57 of 1987
- Promotion of Access to Information Act No.2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
- Protected Disclosures Act No. 26 of 2000
- Protection of Personal Information Act No.4 of 2013
- Regulation of Interception of Communications and Provisions of Communication Related Information Act No. 70 of 2002
- Short Term Insurance Act No. 53 of 1998
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- South African Revenue Services Act No. 34 of 1997
- South African Reserve Bank Act No. 90 of 1989
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991.

8 Subject and categories of records held by the group (sec 51(1)(e))

| Category | Record | Availability | Purpose | Data Subject |
|------------------------------------|---|----------------------|-----------------------|--------------|
| Human Resources ¹ | Employment applications | PAIA Request | Internal Referencing | Employees |
| | Employment Contracts | PAIA Request | Contractual Agreement | |
| | Employee information of (take-on forms) | PAIA Request | Contractual Agreement | |
| | Employment Equity Reports and Skills Plan | PAIA Request | Statutory Requirement | Organisation |
| | Medical Aid Records | PAIA Request | Internal Referencing | Employees |
| | Pension / Provident Fund Records | PAIA Request | Internal Referencing | |
| | Disciplinary Records | PAIA Request | Statutory Requirement | |
| | Performance Management Records | PAIA Request | Internal Referencing | |
| | Payroll and Salary Records | PAIA Request | Internal Referencing | |
| | Employee Benefit Records | PAIA Request | Internal Referencing | |
| | PAYE Records | PAIA Request | Statutory Requirement | |
| | SETA Records | PAIA Request | Statutory Requirement | |
| | Disciplinary Code | PAIA Request | Statutory Requirement | Organisation |
| | Leave Records | PAIA Request | Internal Referencing | Employees |
| | Training Records | PAIA Request | Internal Referencing | |
| | Loan and Bursary Agreements | PAIA Request | Internal Referencing | |
| Recruitment and other HR policies | PAIA Request | Internal Referencing | | |
| Financial Information ² | Annual financial returns | PAIA Request | Statutory Requirement | Organisation |
| | Management Accounts and Reports | PAIA Request | Statutory Requirement | |
| | Asset register | PAIA Request | Internal Referencing | |
| | Tax returns | PAIA Request | Statutory Requirement | |
| | Accounting records and Annual Reports | PAIA Request | Statutory Requirement | |

¹ Primarily maintained in accordance with labour and employment equity legislation.

² Primarily maintained in accordance with financial, anti-money laundering, companies and tax legislation.

| | | | | |
|-----------------------------|--|------------------|---|--------------|
| | Bank statements and reconciliations | PAIA Request | Internal Referencing | Employees |
| | Cheques paid | PAIA Request | Internal Referencing | |
| | Invoices | PAIA Request | Internal Referencing | |
| | PAYE records | PAIA Request | Statutory Requirement | |
| | IRP5 records | PAIA Request | Statutory Requirement | |
| | UIF contribution records | PAIA Request | Statutory Requirement | |
| | Records of payments to SARS on behalf of employees | PAIA Request | Statutory Requirement | |
| Regulatory & Administrative | Permits, Licenses or Authorities | Freely Available | Statutory Requirement | Organisation |
| | Legislative Policies and plans | PAIA Request | Statutory Requirement | |
| | Memorandum of Incorporation / Founding Statement | Freely Available | Statutory Requirement | |
| | Meeting minutes of Members Meetings | PAIA Request | Statutory Requirement | |
| | Register of Members | PAIA Request | Statutory Requirement | |
| | Internal correspondence (e-mails/memos) | PAIA Request | Internal Communications | Employees |
| | Insurance Policies | PAIA Request | Risk Management | Organisation |
| | Policies, Procedures and codes of conduct | PAIA Request | Internal Referencing | |
| | Records pertaining to fixed and movable assets | PAIA Request | Internal Referencing | |
| | Training records | PAIA Request | Statutory Requirement | Organisation |
| | ISO certifications of products / services | PAIA Request | Internal Referencing | Organisation |
| | Further records required to be kept in terms of the Companies Act 71 of 2008 | PAIA Request | Statutory Requirement | Organisation |
| | Record of Processing Activities in terms of POPIA. | PAIA Request | Statutory Requirement | Organisation |
| Customers ³ | Customer Database | PAIA Request | Internal Referencing | Customer |
| | Customer agreements | PAIA Request | Internal Referencing | |
| | Customer Files | PAIA Request | Contractual Agreement | |
| | Customer Instructions, waybills and shipping documents. | PAIA Request | Contractual Agreement | |
| | Customer Correspondence | PAIA Request | External Communications | |
| | Sales / Transactions concluded by customers with Process Valve | PAIA Request | Statutory Requirement | |
| Operations | Archival Admin documentation | PAIA Request | Statutory Requirement | Organisation |
| | Vehicle registration documents | PAIA Request | Statutory Requirement | |
| | Rental and warehousing agreements | PAIA Request | Contractual Agreement | Third Party |
| | Supplier and Courier Contracts | PAIA Request | Contractual Agreement / legitimate interest | |
| | Joint venture agreements | PAIA Request | Contractual Agreement | |

³ Primarily maintained in accordance with consumer protection, financial, anti-money laundering, companies and tax legislation, and contractual obligations with such customers.

| | | | | |
|--------|---|--------------|---------------------------------------|------------------------|
| | Non-disclosure agreements | PAIA Request | Risk Management / legitimate interest | Consignees |
| | Letters of Intent | PAIA Request | Contractual Agreement | |
| | Service Level Agreements | PAIA Request | Contractual Agreement | |
| | Waybills and shipping documents (recipients) | PAIA Request | Contractual Agreement | |
| Travel | Travel agent invoices, foreign exchange orders, vehicle and travel insurance declarations | PAIA Request | Contractual Agreement | Employee / Third Party |
| | Field sales representatives' location information | PAIA Request | Legitimate interest | |
| | Corporate agreements with airlines, hotels, vehicle rental companies | PAIA Request | Contractual Agreement | |
| | Cell phone contracts | PAIA Request | Contractual Agreement | |

9 Access request procedures

Request for Official Information

- (a) Requests for the Group's official information should be addressed in writing to the Information Officer per email, by post or by hand.
- (b) Requests should be made using the attached **PAIA Form 2: Annexure 1**, and include the reason why the information is sought. The form is also available from the website of the Information Regulator.
- (c) If a request is refused, the applicant will be told the reason for the refusal.
- (d) A request must be answered within thirty calendar (30) days after the request has been received.
- (e) A requestor may ask that the request be treated as urgent, but reasons should be provided for seeking urgency.
- (f) The time limit for answering requests can be extended in some cases, but the applicant will be advised of the refusal and the reasons for it. For example, an extension may be required where:
 - the request is for a large number of records;
 - the search for the records is to be conducted at premises not situated in the same town or city as the head office of the Group;
 - consultation among divisions or departments of the Group is required; and
 - the parties agree in any manner to such an extension.
- (g) Most requests will be answered without a charge but should the Group incur any costs in retrieving the information or have to make photocopies, a nominal fee will be charged. Such fee will be determined by the Board.
- (h) The Group will endeavour to provide the information in the form requested, unless to do so will impair efficient administration, be contrary to a legal duty or prejudice the interests that are protected by withholding, for example:

- reasonable opportunity to inspect the document;
 - provide a copy of the document;
 - making arrangements for person to hear or view any relevant sounds or images;
 - transcript, excerpt, summary or oral information with respect to words recorded or in a document; or
 - provide with deletions or alterations as are necessary to protect the interests protected by withholding grounds.
- (i) If the head of the Group or the Information Officer fails to respond within thirty (30) days after a request has been received, the request is deemed to be refused in terms of section 58 read together with section 56 (1) of PAIA.
- (j) The requester may lodge an external appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

10 Prescribed fees (Sec 51(1)(f))

- (a) The requestor must pay the non-refundable, prescribed request fee of **R140** (One Hundred and Forty Rand) which must be submitted together with the completed **PAIA Form 2 : Annexure 1** to the Information Officer.
- (b) Should the request for access to information be approved, further fees will be payable per the provisions of PAIA and these fees will be made known to the requester by the Information Officer.
- (c) An itemised fee structure can be obtained on the Information Regulator website, and a copy of the current fees are attached.
- (d) Access to information, if approved, will only be provided once all the prescribed fees have been paid.
- (e) In terms of POPIA, a data subject has the right to request the Group to confirm, free of charge, whether or not it holds personal information about the data subject.

11 Reasons for refusal

- (a) The Group may neither confirm nor deny the existence or non-existence of the information requested to protect an interest identified as a conclusive reason to withhold information or to protect trade secrets or the commercial position of the person who supplied the information or is the subject of the information.
- (b) The Group may also refuse to provide information if:
- the making available of the information would be contrary to the provisions of a specific legislation;
 - the information requested is or will soon be publicly available;
 - the document alleged to contain the information requested does not exist or cannot be found;

- the information requested is not held and the person dealing with the request has no grounds for believing that the information is either held or more closely connected with the functions of the Group;
- the request is frivolous or vexatious or that the information requested is trivial;
- the information contains protected copyright;
- disclosure thereof would involve the unreasonable disclosure of personal information or sensitive personal information in terms of POPIA (privacy); and/or
- the information is confidential or protected by privilege.

12 Reasons for withholding or redacting information

Information may be withheld or redacted where:

- (a) it might prejudice the security and customer relations of the Group;
- (b) it might endanger an employee or customer's safety;
- (c) to protect the privacy of natural persons who may be third parties, employees or customers;
- (d) to protect trade secrets or the commercial position of the Group or the person who supplied or who is the subject of the information;
- (e) to protect the Confidential Information which, if released, would prejudice the supply of such similar information or damage the public interest;
- (f) to protect the substantial economic interests of the Group; or
- (g) where information is protected by legal or litigation privilege.

NOTE: *It is important to note that access is not automatic. An application for access to information can be refused in the reasonable discretion of the Information Officer, including but not limited to the reasons in this Manual and in the event that the application does not comply with the procedural requirements. If it is reasonably suspected that the requester has obtained access to the records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.*

13 Information or records not found

- (a) If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of the Group or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record. This notice shall be considered as a deemed refusal for purposes of PAIA.
- (b) The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine its existence.

- (c) If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused.

14 Information requested about a third party

- (a) Section 71 of PAIA makes provision for a request for information or records about a third party.
- (b) When considering such requests, the Group will adhere to the provisions of sections 71 to 74 of PAIA.
- (c) In certain circumstances, the Group may be obliged in terms of PAIA to advise third parties of such requests lodged, and the relevant third party(ies) may be entitled to dispute the decision by the Information Officer by referring the matter to a competent court of law.

15 Processing activities

We maintain a detailed Record of our Processing Activities as part of our internal data register.

16 Categories of data subjects

We hold information and records on the following categories of data subjects:

- Our employees;
- Our customers;
- Our customers' customers;
- Our suppliers and service providers;
- Our shareholders and directors;
- Our visitors to our premises.

17 Purposes of processing personal information

The purposes for which we process personal information will depend on the nature of the personal information, the activity and the particular data subject.

We maintain separate privacy notices that describe our purposes for processing in relation to different data subjects, types of personal information and activities. These notices are made available on our website or directly to the data subject.

18 Categories of recipients to whom the personal information may be supplied

We may share personal information, where legally justified to do so, for any of the purposes outlined in our privacy notices, with the following parties (among others):

- service providers and contractors that perform services on our behalf; and
- insurers, industry bodies, delivery and shipping agents, financial institutions and credit agencies.

The above list is non-exhaustive. Please refer to our privacy notices for further details.

19 Planned transborder flows of personal information

We may transfer personal information collected in Kenya to the Republic of South Africa per our centralised information management systems.

We will only transfer personal information outside of South Africa if the relevant transactions or situation requires cross-border processing. In which case, we will only do so in accordance with South African legislative requirements.

If we transfer personal information outside of South Africa, we will take reasonably practicable steps to ensure any company or person that we pass your personal information to is required to treat your information with an adequate level of protection.

20 Information security measures

We use technical and organisational measures detailed in our Information Security Policy to ensure the confidentiality, integrity and protection of the information under our care.

These measures include, among others:

- physical access controls;
- firewalls;
- secure networks;
- virus protection software and update protocols;
- backup protocols;
- penetration tests and vulnerability scans; and
- organisational measures and training.

21 Data Subject Rights (“DSRs”)

21 1 Request Procedure

POPIA and the ZKDPA provide that a data subject may, upon proof of identity, request the Responsible Party to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

Where a data subject is desirous of obtaining details of the personal information which the Group may hold and which pertain to it, then it must make application as described in the Access Request Procedures (Section 9).

21 2 Right to Object

A data subject may object, at any time, to the processing of personal information by the Responsible Party, on reasonable grounds relating to his/her situation, unless legislation provides for such processing. To object the data subject must complete the standard **Objection Form 1: Annexure 3** and **submit it to the Information Officer at our postal or physical address or electronic mail address.**

21 3 Right to Request Correction Deletion/Destruction

A data subject may also request the Responsible Party to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the Responsible Party is no longer authorised to retain records in terms of data protection legislation's retention and restriction of records provisions.

The data subject must complete **POPIA Form 2: Annexure 3** and **submit it to the Information Officer at the postal or physical address or electronic address set out in the form.**

22 Remedies

Remedies available when the Organisation refuses a request for access.

22 1 Internal remedies

The Group does not have internal appeal procedures. The decision made by the Information Officer is final, and requestors will have to exercise such external remedies available to them if the request is refused and the requestor is not satisfied with the decision of the Information Officer.

22 2 External remedies

Subject to the provisions of PAIA, a dissatisfied requestor may within 180 days of notification of the Information Officer's decision, apply to a court or to the Information Regulator for relief.

A third-party dissatisfied with the Information Officer's decision to grant a request for information, may within 180 days of notification of the decision, apply to the Information Regulator or a court with appropriate jurisdiction for relief.

Notice of Appeal (Form B) in terms of Section 75 of PAIA (Regulation 8), is available on the website of the Information Regulator under the "Documents" section.

REQUEST FOR A COPY OF THE GUIDE – PAIA FORM 1
[Regulation 3]

Annexure 1: PAIA Form 1

To: The Information Officer

c/o National Edging KZN (Pty) Ltd

Postal Address: 3 Albizia Pl, Maxmead, Pinetown, 3610, KwaZulu-Natal, South Africa.

Physical Address: Same as above.

Email: privacy@nationaledging.co.za

I,

| | | | |
|--|---------------------|--|----------|
| Full names: | | | |
| In my capacity as (mark with "x"): | Information officer | | Other |
| Name of *public/private body (if applicable) | | | |
| Postal Address: | | | |
| Street Address: | | | |
| E-mail Address: | | | |
| Facsimile: | | | |
| Contact numbers: | Tel(B) | | Cellular |

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

| Language (mark with "X") | No of copies | Language (mark with "X") | No of copies |
|--------------------------|--------------|--------------------------|--------------|
| Sepedi | | Sesotho | |
| Setswana | | siSwati | |
| Tshivenda | | Xitsonga | |
| Afrikaans | | English | |
| isiNdebele | | isiXhosa | |
| isiZulu | | | |

Manner of collection (mark with "x"):

| Personal collection | Postal address | Facsimile | Electronic communication (Please specify) |
|---------------------|----------------|-----------|---|
| | | | |

Signed at _____ this _____ day of _____ 20_____

 Signature of Request

ACCESS REQUEST FORM – ANNEXURE 1: PAIA FORM 2

Request for Access to Record - Section 53 (1) of the Promotion of Access to Information Act 2 of 2000 [Regulation 7]

To: The Information Officer

c/o National Edging KZN (Pty) Ltd

Postal Address: 3 Albizia Pl, Maxmead, Pinetown, 3610, KwaZulu-Natal, South Africa.

Physical Address: Same as above.

Email: privacy@nationaledging.co.za

Requests may be sent via email or conventional mail.

Mark with an "X"

Request in made in my own name

Request is made on behalf of another person.

1.a. Particulars of the Requester

- The particulars of the person who requests access to the record must be given below.
- Poof of identity must be attached by the requester.
- The address and/or fax number in South Africa to which the information is to be sent must be given.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal or Street address:

Fax number:

Telephone number/s:

Email address:

Capacity in which request is made, when made on behalf of another person:

1.b. Particulars of Requester (if a Legal Entity)

- The particulars of the person who requests access to the record must be given below.
- The address and/or fax number in the Republic to which the information is to be sent must be given.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Name of the Entity:

Registration number:

Postal or Street Address:

Postal Code:

Email Address:

Telephone Number/s:

Fax Number:

Website Address:

2. Particulars of Person on Whose Behalf Request is Made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

3. 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.
- The requester must sign all the additional pages.

Description of record or relevant part of the record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

4. Type of Record

Mark the appropriate box with an "X".

| | |
|---|--|
| Record is in written or printed form | |
| Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | |
| 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 | |

5. Form of access to record

Form in which the record is required.

Mark the appropriate box with an "X".

Notes:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case, you will be informed if access will be granted in another form.
- (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

| | |
|---|--|
| Printed copy of record (including copies of any images, transcriptions and information held on computer or in an electronic or machine-readable form) | |
| Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | |
| Transcription of soundtrack (written or printed document) | |
| Copy of record on flash drive (including virtual images and soundtracks) | |
| Copy of record on compact disc drive (including virtual images and soundtracks) | |
| Copy of record saved on cloud storage server | |

6. Manner of Access to Record

1. If the record is in written or printed form:

Copy of record*

Inspection of record at our registered address.

2. If record consists of visual images

(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images

Copy of the images*

Transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack (CD)

Transcription of soundtrack*

4. If record is held on computer or in an electronic or machine-readable form:

Printed copy of record*

Printed copy of information derived from record*

Copy in computer readable form*(CD)

*If you requested a copy or transcription of a record (above), how do you wish the copy or transcription to be sent to you?

Postal services (**POSTAGE IS PAYABLE**)

Courier service to street address (**COURIER FEES ARE PAYABLE**)

Email of information (including soundtracks if possible)

Facsimile of information (including transcripts)

Cloud share / file transfer

5. Preferred language:

**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.*

7. Particulars of right to be exercised or protected

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.

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of this right:

8. Fees

- A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- You will be notified of the amount required to be paid as the request fee.
- 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.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

10. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record? (e.g., **by post, facsimile, email, telephone or other electronic communication (please specify)**).

Signed at _____ this _____ day of _____ 20____

Signature of Requester/Person on behalf of whom request is made

| YOU MUST | | SEND WITH THIS APPLICATION | |
|----------|---------------------------------|----------------------------|-------------------------------------|
| 1 | Complete all necessary spaces | 1 | The request fee |
| 2 | Sign the access request form | 2 | Sign any additional pages completed |
| 3 | Sign additional pages completed | 3 | Copy of Identity Document |

.....
FOR OFFICIAL USE

| | |
|---|--|
| <i>Reference number:</i> | |
| <i>Request received by:</i> <i>(Position and Full Name of Information Officer)</i> | |
| <i>Date received:</i> | |
| <i>Access fees:</i> | |
| <i>Deposit (if any):</i> | |
| <i>Signature of Information Officer</i> | |

OUTCOME OF REQUEST AND OF FEES PAYABLE – ANNEXURE 1: PAIA FORM 3 [Regulation 8]

Note:

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*

| | | | |
|------------|--|------------------------------|--|
| To: | | Reference Number: | |
| | | | |
| | | | |
| | | | |

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 2. | |
|---|--|

OR

2. You requested:

| | |
|---|--|
| Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form) | |
| Written or printed transcription of images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) | |
| Transcription of soundtrack (written or printed document) | |
| Copy of information on flash drive (including virtual images and soundtracks) | |
| Copy of information on compact disc drive(including virtual images and soundtracks) | |
| 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 (including transcriptions) | |
| E-mail of information (including soundtracks if possible) | |
| Cloud share/file transfer | |
| Preferred language: (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) | |

4. Decision

Kindly note that your request has been:

(Mark appropriate box with an "X").

| | |
|--------------------------|--|
| <input type="checkbox"/> | Approved |
| <input type="checkbox"/> | Denied, for the following reasons |
| | |
| | |

5. 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 • To be provided by requestor | R40.00 | | |
| (ii) Compact disc • If provided by requestor | R40.00 | | |
| • 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 • To be provided by requestor | R40.00 | | |
| (ii) Compact disc • If provided by requestor | R40.00 | | |
| • If provided to the requestor | R60.00 | | |

| | | | |
|---|--------------|--|--|
| Postage, e-mail or any other electronic transfer: | Actual costs | | |
| TOTAL: | | | |

6. 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 Nr: | |
| Submit proof of payment to: | |

Signed at _____ this _____ day of _____ 20_____

Signature of Information Officer

ANNEXURE 2: FEES IN RESPECT OF PRIVATE BODIES

| Description | | Rand |
|-------------|--|---|
| 1 | The request fee payable by every requester | 140,00 |
| 2 | For every photocopy/printed black and white copy of an A4-size page or part thereof | 2,00 |
| 3 | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 2,00 |
| 4 | For a copy in a computer-readable form on - | |
| (i) | Flash drive (to be provided by requestor) | 40,00 |
| (ii) | Compact disc <ul style="list-style-type: none"> • If provided by the requestor • If provided to the requestor | 40,00 60,00 |
| 5 | For a transcription of visual images, for an A4-size page or part thereof (Service to be outsourced) | Depends on quote from service provider |
| 6 | For a copy of visual images | |
| 7 | For a transcription of an audio record, for an A4-size page or part thereof | 24,00 |
| 8 | For a copy of an audio record on - | |
| (i) | Flash drive (to be provided by requestor) | 40,00 |
| (ii) | Compact disc <ul style="list-style-type: none"> ○ If provided by the requestor ○ If provided to the requestor | 40,00 60,00 |
| 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: | 145,00 435,00 |
| 10 | A deposit is required if the search for the record(s) is expected to exceed 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. |

ANNEXURE 3: POPIA FORM 1**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018****Note:**

- Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Complete as is applicable.

| | |
|---|---|
| A | Details of the Data Subject |
| Name(s) and surname/ registered name of data subject: | |
| Unique Identifier/Identity Number | |
| Residential, postal or business address: | |
| | |
| | Code () |
| Contact number(s): | |
| Fax number/Email address: | |
| B | Details of the Responsible Party |
| Responsible party: | c/o National Edging KZN (Pty) Ltd |
| business address: | 3 Albizia Pl, Maxmead, Pinetown, 3610, KwaZulu-Natal, South Africa. |
| Contact number(s): | +27 31 701 3512 |
| Fax number/ Email address: | privacy@nationaledging.co.za |

| C | Reasons for Objection in terms of section 11(1)(d) to (f) (Please provide detailed reasons for the objection) |
|----------|--|
| | |

Signed at _____ this _____ day of _____ 20_____

Signature of data subject/designated person

ANNEXURE 3: POPIA 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 POPIA

Note:

- Affidavits or other documentary evidence as applicable in support of the request may be attached.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Complete as is applicable.

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 National Edging as a responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the Responsible Party and who is no longer authorised to retain the record of information.

| A | Details of the Data Subject |
|--|-----------------------------|
| Name(s) and surname: Unique identifier/Identity Number: Residential, postal or business address: | Code () |
| Contact number(s): Fax number/Email address: | |

| B | Details of the Responsible Party |
|---------------------------------------|--|
| registered name of responsible party: | c/o National Edging KZN (Pty) Ltd |
| business address: | 3 Albizia Pl, Maxmead, Pinetown, 3610, KwaZulu-Natal, South Africa |
| Email address: | privacy@nationaledging.co.za |
| C | Information to be corrected/deleted/destroyed/destroyed |
| | |
| D | <p>Reasons for the *Correction or Deletion of the Personal Information about the Data Subject in terms of Section 24(1)(a) which is in the possession or under the control of the Responsible Party; and/or</p> <p>Reasons for *Destruction or Deletion of the Record of Personal Information about the Data Subject in terms of Section 24(1) (b) which the Responsible Party is no longer authorised to retain.</p> <p>(Please provide detailed reasons for the request)</p> |
| | |

Signed at _____ this _____ day of _____ 20_____

Signature of data subject