



EDRINGTON

PAIA Manual

Edrington – Legal

Document Control

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| Purpose | Manual for compliance with The Promotion of Access to Information Act 2 of 2000 |
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| Owner | Group Data Privacy Manager |
| Author | Kelly Fraser |
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PAIA MANUAL

Edrington Africa (Pty) Ltd

Registration Number: 2012/075467/07

Last updated: April 2023

1 Introduction

Access to information is a human right that is protected by section 32 of the Constitution of the Republic of South Africa, 1996. The Promotion of Access to Information Act 2 of 2000 ("**PAIA**") came into operation on 9 March 2001. PAIA, together with the Protection of Personal Information Act 4 of 2013 ("**POPIA**"), gives effect to everyone's constitutional right of access to information held by private or public bodies, if the record or personal information is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable.

Edrington Africa (Pty) Ltd ("**Edrington Africa**", "**Company**", "**we**", "**us**", "**our**") is committed to protecting your privacy. This PAIA Manual ("**Manual**") details the steps we take to protect your personal information when you visit any of our websites or applications that contain a link to our Privacy Policy or this Manual (collectively, our "**Sites**"), when you purchase products or services from us, provide products or services to us, or when you contact us, for example by phone or email.

This Manual:

- 1.1 describes the types of records and personal information we hold, the purposes for which we use it, and the types of third parties with which we share it;
- 1.2 explains the rights you may have with respect to such records and personal information, including how to submit requests for access, to object, for correction, or for deletion under South African law, including the relevant provisions of PAIA and POPIA;
- 1.3 has been prepared in accordance with PAIA, and reference to any information in this Manual, in addition to that specifically required in terms of PAIA, does not create any automatic right or entitlement to receive such information;
- 1.4 does not purport to be exhaustive of, or comprehensively deal with, every procedure provided for in PAIA or POPIA. A requester is advised to familiarise themselves with the provisions of PAIA or POPIA before lodging any request with Edrington Africa; and
- 1.5 has been prepared based on legislation in force at the date of release of this Manual, and any reference to statutes, regulations, or other legislation, shall be a reference to that statute, regulation, or other legislation, as at the release date of this Manual, and as amended or substituted from time to time.

2 Purpose of the Manual

This PAIA Manual is intended to enable requestors to:

- 2.1 check the categories of records held by Edrington Africa which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of Edrington Africa, by providing a description of the subjects on which Edrington Africa holds records and the categories of records held on each subject;

- 2.3 know the description of the records of Edrington Africa which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of Edrington Africa's Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if Edrington Africa 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;
- 2.7 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.8 know if Edrington Africa 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
- 2.9 know whether Edrington Africa has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 About Edrington Africa

- 3.1 The Edrington Group Limited is a producer of spirits and whiskies, including The Macallan, Highland Park, The Famous Grouse, The Glenrothes, and The Famous Grouse. Edrington Africa is Edrington's South African office. This Manual is applicable to Edrington Africa's offices in South Africa.
- 3.2 Edrington Africa has appointed an Information Officer to assess requests for access to information, as well as to oversee its required functions in terms of PAIA, and its duties and responsibilities in terms of POPIA.

Information Officer

Name: Martin Murdoch
 Tel: +971 4 5548165
 Email: Martin.Murdoch@edrington.com
 Physical address: See the address for Edrington Africa set out below
 Postal address: See the address for Edrington Africa set out below

Deputy Information Officer

Name: Nicole Sonderegger
 Tel: +27 60 519 3278
 Email: Nicky.Sonderegger@edrington.com
 Physical address: See the address for Edrington Africa set out below
 Postal address: See the address for Edrington Africa set out below

Access to information general contacts

Email: dataprotection@edrington.com

Contact Details of Edrington Africa

National or Head Office

Postal Address: Block A, Ground Floor,
3021 William Nicol Drive,
Bryanston, Gauteng, 2191

Physical Address: Block A, Ground Floor,
3021 William Nicol Drive,
Bryanston, Gauteng, 2191

Tel: +27 11 514 0585

Email: <https://www.edrington.com/en/contact-us>

Website: <https://www.edrington.com/en>

4 The Information Regulator

4.1 The Information Regulator is an independent body responsible for the promotion and protection of the right to privacy as it relates to the protection of personal information and the right of access to information.

4.2 The Information Regulator has prepared a guide which contains information to assist any person who wishes to exercise any right contemplated in PAIA.

4.3 The guide is available on the following link: <https://info regulator.org.za/paia-guidelines/>

4.4 Queries can be directed to the Information Regulator, using the contact details below:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

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

Telephone number: 010 023 5200

Email: enquiries@info regulator.org.za

Website: <https://info regulator.org.za>

5 Automatically Available Records

- 5.1 The following categories of records of Edrington Africa are available without a person having to request access through the formal procedure:

| Category of records | Types of the Record | Available on Website | Available upon request |
|------------------------------|---|---|------------------------|
| Corporate Information | Registration number, registered address | Registration Number - No Registered Address - Yes https://annualreport.edrington.com/annual-report-2018/office-locations/ | Yes |
| Corporate parent information | Annual reports | Yes https://www.edrington.com/en/reporting | Yes |

6 Description of the records of Edrington Africa which are available in accordance with any other legislation

- 6.1 Where a requester reasonably believes that a right of access to a record exists in terms of other legislation, the requester will be required to indicate the legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.
- 6.2 Access to those records may be subject to the grounds of refusal set out in this Manual.
- 6.3 To the extent applicable, Edrington Africa keeps such information and documents as may be required in accordance with, *inter alia*, the following legislation:
- 6.3.1 Basic Conditions of Employment Act 75 of 1997
 - 6.3.2 Broad-Based Black Economic Empowerment Act 53 of 2003
 - 6.3.3 Companies Act 71 of 2008
 - 6.3.4 Competition Act 89 of 1998
 - 6.3.5 Employment Equity Act 55 of 1998
 - 6.3.6 Income Tax Act 58 of 1962
 - 6.3.7 Labour Relations Act 66 of 1995
 - 6.3.8 National Credit Act 34 of 2005
 - 6.3.9 Prevention and Combating of Corrupt Activities Act 12 of 2004
 - 6.3.10 Promotion of Access to Information Act 2 of 2000
 - 6.3.11 Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
 - 6.3.12 Protection of Personal Information Act 4 of 2013
 - 6.3.13 Skills Development Levies Act 9 of 1999
 - 6.3.14 Transfer Duty Act 40 of 1949
 - 6.3.15 Unemployment Insurance Act 63 of 2001
 - 6.3.16 Unemployment Insurance Contribution Act 4 of 2002
 - 6.3.17 Value Added Tax Act 89 of 1991

7 Description of the subjects on which Edrington Africa holds records and categories of records held on each subject by Edrington Africa

It is important to note that the fact that a subject or category of information is listed here does not necessarily mean that the records therein will be disclosed. All access is subject to the stipulations of POPIA, PAIA, and other laws, as well as the grounds of refusal set out in this Manual.

| Subjects on which Edrington Africa holds records | Categories of records |
|---|--|
| Strategic Documents, Plans, Proposals | <ul style="list-style-type: none"> - Annual Reports - Strategic Plan - Annual Performance Plan |
| Human Resources | <ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Recruitment data - Employees records - Employment contracts - Payroll records - Training records - Medical aid records - Health and safety records |
| Customer Service | <ul style="list-style-type: none"> - Registration data - Customer information |
| Sales and Marketing | <ul style="list-style-type: none"> - Identity data - Service provider Information - Marketing preferences - Subscriptions |
| Finance | <ul style="list-style-type: none"> - Annual financial information - Order and payment information - Records of income, expenditures, assets and liabilities |

| Subjects on which Edrington Africa holds records | Categories of records |
|--|--|
| | <ul style="list-style-type: none"> - Insurance policies |
| Tax | <ul style="list-style-type: none"> - PAYE records - Documents issued to employees for income tax purposes - Records of payments made to SARS on behalf of employees - All other statutory compliance records and documents |
| Information technology | <ul style="list-style-type: none"> - Disaster recovery plans - Information security policies - Information technology systems and user manuals - Information usage policy documentation - Software licensing |
| Analytics | <ul style="list-style-type: none"> - Usage data - Technical data |
| Legal | <ul style="list-style-type: none"> - Incorporation documents - Memorandum of incorporation - Index of names of directors - Minutes and resolutions - Proxy forms - Share certificates and share register - Records relating to the appointment of: <ul style="list-style-type: none"> o Auditors o Directors o Prescribed officers o Public officers - Regulatory documents |

| Subjects on which Edrington Africa holds records | Categories of records |
|--|--|
| | <ul style="list-style-type: none"> - Agreements or contracts - Intellectual property documents |

8 Processing of Personal Information

- **Purpose of Processing Personal Information**

- 8.1 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of personal information by a Responsible Party. A Responsible Party is a person which, alone or in conjunction with others, determines the purpose of and means for processing personal information. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 8.2 Edrington Africa requires personal information relating to both individual and juristic persons to carry out its business and organisational functions. The way this information is processed, and the purpose for which it is processed, is determined by Edrington Africa.
- 8.3 In general, personal information is collected and processed by Edrington Africa for various purposes, including but not limited to, delivering services, conducting transactions, general administration, financial and tax matters, legal or contractual matters, health and safety matters, records management, security matters, administering and protecting our business and websites, improving the quality of our business and products, employment and related matters, and, where permitted by law, marketing and research. For more information on Edrington Africa’s processing of personal information, refer to our [webpage](#).
- 8.4 Edrington Africa is a Responsible Party for the purposes of POPIA, and will take adequate measures to ensure that the personal information of a data subject:
- 8.4.1 is processed lawfully, fairly, and transparently. This includes the provision of appropriate information to data subjects when their personal information is collected by Edrington Africa, in the form of privacy or data collection notices. Edrington Africa must also have a legal basis (for example, consent) to process personal information;
 - 8.4.2 is processed only for the purposes for which it was collected;
 - 8.4.3 will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
 - 8.4.4 is adequate, relevant, and not excessive, for the purposes for which it was collected;
 - 8.4.5 is accurate and kept up to date;
 - 8.4.6 will not be kept for longer than necessary;
 - 8.4.7 is processed in accordance with integrity and confidentiality principles; this includes adequate technical and organisational measures to ensure that personal information, in both physical and electronic form, are subject to an appropriate level of security when stored, used, and

communicated, by Edrington Africa, to protect against access and acquisition by unauthorised persons and accidental loss, destruction, or damage; and

8.4.8 is processed in accordance with the rights of data subjects, where applicable.

- **Description of the categories of Data Subjects and of the information or categories of information relating thereto**

| Categories of Data Subjects | Personal Information that may be processed |
|------------------------------------|--|
| Customers / Clients | name, physical and postal address, registration numbers or identity numbers, contact details, vat numbers, banking and other financial details |
| Service Providers | name, registration number, contact details, vat numbers, physical and postal address, banking and other financial details, and FICA required information |
| Employees /Candidates | Name, South African identity number or other identity number, date of birth, age, contact details, physical and postal address, marital status, race, gender, disability information, employment and education history, qualifications, criminal background checks, remuneration and benefit information, banking details, income tax reference number, health information, details related to employee performance, disciplinary record, CCTV images, biometric information |

- **The recipients or categories of recipients to whom the personal information may be supplied**

Depending on the nature of the personal information, Edrington Africa may supply information or records to the following categories of recipients:

- 8.5 statutory oversight bodies, regulators or judicial commissions of enquiry, making a request for personal information;
- 8.6 any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman, making a request for personal information or discovery in terms of the applicable rules;
- 8.7 South African Revenue Services, South African Police Services, South African Qualifications Authority or another similar authority;
- 8.8 Credit bureaus;
- 8.9 Edrington Africa's group companies, service providers and distributors; and
- 8.10 anyone making a successful application for access in terms of PAIA or POPIA.

- **Planned transborder flows of personal information**

- 8.11 Personal information may be collected in, transferred to and accessed by Edrington Africa, our group companies, suppliers, distributors and other business partners and/or agents located in countries outside of the country or residence of origin, including, but not limited to, the United Kingdom, America, and Europe, in accordance with applicable law.
- 8.12 Edrington Africa takes steps to ensure that data importers are bound by laws, binding corporate rules, or binding agreements, that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of POPIA.
- 8.13 Section 72 of POPIA provides that personal information may only be transferred out of the Republic of South Africa if the:
 - 8.13.1 recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA;
 - 8.13.2 data subject consents to the transfer of their personal information;
 - 8.13.3 transfer is necessary for the performance of a contractual obligation between the data subject and the Responsible Party;
 - 8.13.4 transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the data subject; or
 - 8.13.5 the transfer is for the benefit of the data subject, and it is not reasonably practicable to obtain the consent of the data subject, and if it were, the data subject, would in all likelihood provide such consent.

- **General description of Information Security Measures to be implemented by Edrington Africa to ensure the confidentiality, integrity and availability of the information**

- 8.14 Edrington Africa uses a variety of security technologies and procedures to help protect personal information from unauthorized access, use or disclosure, including implementation of such security measures as may be required by applicable law.
- 8.15 Edrington Africa deletes personal information when it no longer needs it, and it has policies in place governing this.
- 8.16 Information security measures to protect personal information implemented by Edrington Africa include:
 - 8.16.1 reasonable technical and organisational measures for the protection of personal information processed by Edrington Africa and its operators. In terms of POPIA, operators are third parties that process personal information on behalf of Edrington Africa;
 - 8.16.2 continuous implementation and monitoring of technical and organisational security measures, to protect the personal information held by Edrington Africa, against unauthorised access, as well as accidental or wilful manipulation, loss, or destruction; and
 - 8.16.3 taking steps in ensuring that operators that process personal information on behalf of Edrington Africa apply the necessary adequate safeguards as outlined above.

9 How to Facilitate a Request for Access to a Record held by Edrington Africa

- 9.1 A requester must comply with all the procedural requirements contained in this Manual, PAIA, and POPIA, relating to the request for access to a record.
- 9.2 A requester may, upon provision of adequate proof of identity to Edrington Africa, request Edrington Africa to confirm whether or not Edrington Africa holds personal information about the requester, and may request access to all the information Edrington Africa holds about the requestor, including information about the identity of third parties who have or have had access to such information.
- 9.3 Requests for access to records:
- 9.3.1 held by Edrington Africa in terms of PAIA, must be made by the requester using the prescribed form, attached hereto as Annexure A; and
 - 9.3.2 of personal information held by Edrington Africa in terms of POPIA, must be made by emailing a copy of the form, attached hereto as Annexure A, to the Information Officer.
- 9.4 Objections to processing of personal information
- 9.4.1 A requester may object, at any time, to the processing of personal information by Edrington Africa, on reasonable grounds relating to their particular situation, unless legislation provides for such processing.
 - 9.4.2 A requester must complete the prescribed form, attached hereto as Annexure B, and submit it to the Information Officer at the postal or physical address or email address set out above.
- 9.5 Correction or deletion of personal information
- 9.5.1 A requester may ask Edrington Africa to correct or delete personal information in Edrington Africa's possession or control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully.
 - 9.5.2 A requester may ask Edrington Africa to destroy or delete a record of personal information about a requester where Edrington Africa is no longer authorised to retain their records in terms of POPIA.
 - 9.5.3 A requester that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address or email address set out above, on the form attached hereto as Annexure C.
- 9.6 The prescribed forms must be filled in with sufficient information to enable the Information Officer to identify the record or records requested and the identity of the requester.
- 9.7 The requester must clearly state:
- 9.7.1 that they require the information to exercise or protect a right;
 - 9.7.2 what the nature of the right is to be exercised or protected; and
 - 9.7.3 why the record is necessary to exercise or protect such a right.

- 9.8 Edrington Africa will process the request within 30 days, unless the requester has stated special reasons, to the satisfaction of the Information Officer, that circumstances dictate that the above time periods not be complied with.
- 9.9 The 30-day period, within which Edrington Africa must 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 amount of information, or the request requires a search for information held at another office of Edrington Africa, and the information cannot reasonably be obtained within the original 30-day period. Edrington Africa will notify the requester in writing should an extension be sought.
- 9.10 The requester shall be advised whether access is granted or denied in writing.
- 9.11 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 9.12 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 9.13 The prescribed time periods will not commence until the requester has furnished all the necessary and required information.
- 9.14 The Information Officer shall serve a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

10 Refusal of Access to Records

- 10.1 Edrington Africa is entitled to refuse a request for information, and shall refuse a request for information, if it is protected by an exclusion under PAIA, or relates to:
- 10.1.1 Mandatory protection of the privacy of a third party, who is a natural person, or a deceased person, or a juristic person, which would involve the unreasonable disclosure of personal information of such person;
 - 10.1.2 Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory, or contractual agreements, comply with the provisions of POPIA;
 - 10.1.3 Mandatory protection of the commercial information of a third party if the record contains:
 - 10.1.3.1 Trade secrets of the third party;
 - 10.1.3.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 10.1.3.3 Information disclosed in confidence by a third party to Edrington Africa or if it is protected in terms of any agreement, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - 10.1.4 Mandatory protection of records which would be regarded as privileged in legal proceedings;
 - 10.1.5 The commercial activities of Edrington Africa which include:
 - 10.1.5.1 Trade secrets of Edrington Africa;

- 10.1.5.2 Financial, commercial, scientific, or technical, information where disclosure could likely cause harm to the financial or commercial interests of Edrington Africa;
- 10.1.5.3 Information which, if disclosed, could put Edrington Africa at a disadvantage in negotiations or commercial competition;
- 10.1.5.4 A computer program which is owned by Edrington Africa and which is protected by copyright.
- 10.1.6 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, shall be refused.
- 10.1.7 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 10.1.8 If a requested record cannot be found, or if the requested record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of PAIA.

11 Availability of the Manual

A copy of the Manual is available:

- on <https://www.edrington.com/en>, if any;
- at the head office of Edrington Africa for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator, upon request.

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.

12 Updating the Manual

The Information Officer, with the assistance of the Deputy Information Officer, may update this Manual from time to time.

13 Fees Payable

- 13.1 Confirmation as to whether or not Edrington Africa is processing a data subject's personal information will be provided free of charge.
- 13.2 Edrington Africa is entitled, under both POPIA and PAIA, to require a requester to pay a prescribed fee to provide access to records. Upon receipt of a request for records, the Information Officer will, by notice, require the requester to pay the prescribed request fee (if any), before further processing the request.

14 Remedies Available

- 14.1 Edrington Africa does not have internal appeal procedures regarding PAIA and POPIA requests. A requester that is dissatisfied with the Information Officer's refusal to disclose information may, within 30 days of notification of the decision, apply to a court for relief. If the Information Officer fails to give the decision on a request for access to the requestor concerned within 30 days, the Information Officer is regarded as having refused the request.

Issued by

(Edrington Africa Information Officer)

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 (<i>when made on behalf of another person</i>): | |
| Postal Address: | |

| | | |
|---|-----------|--|
| Street Address: | | |
| E-mail Address: | | |
| Contact numbers: | Tel. (w): | |
| | Cellular: | |
| | Fax no: | |
| 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. (w): | |
| | Cellular: | |
| | Fax no: | |

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: | |
| | |
| | |
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| | |
| | |
| | |
| | |

| | |
|--|--------------------------|
| TYPE OF RECORD | |
| <i>(Mark the applicable box with an "X")</i> | |
| Record is in written or printed form | <input type="checkbox"/> |
| Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>) | <input type="checkbox"/> |

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

| | |
|---------|--|
| Reason: | |
| | |
| | |
| | |
| | |
| | |
| | |

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

| Postal address | Fax no | Electronic communication (<i>Please specify</i>) |
|----------------|--------|--|
| | | |

Signed at this day of 20

.....

Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

| | |
|---|--|
| Reference number: | |
| Request received by: <i>(state rank, name and surname of information officer)</i> | |
| Date received: | |
| Access fees: | |
| Deposit (if any): | |

.....

Signature of Information Officer

ANNEXURE B

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

[Regulation 2]

Note:

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

| A | DETAILS OF 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 / E-mail address: | |

| B | DETAILS OF RESPONSIBLE PARTY |
|--|-------------------------------------|
| Name(s) and surname/ Registered name of Responsible Party: | |
| Residential, postal, or business address: | |
| | |
| | |
| | |
| | Code() |
| Contact number(s): | |
| Fax number/ E-mail address: | |

| C | REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i> |
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Signed at this day of20.....

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Signature of data subject/designated person

ANNEXURE C

FORM 2: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

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

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

| A | DETAILS OF 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/E-mail address: | |

| B | DETAILS OF RESPONSIBLE PARTY |
|---|-------------------------------------|
| Name(s) and surname / registered name of Responsible Party: | |
| Residential, postal or business address: | |
| | |
| | |
| | Code () |
| Contact number(s): | |
| Fax number/ E-mail address: | |

| | |
|----------|--|
| C | INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED |
| | |
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| | |
| D | <p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a)</p> <p>WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A 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><i>(Please provide detailed reasons for the request)</i></p> |
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| | |

Signed at this day of.....20.....

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Signature of data subject/ designated person