

INFORMATION MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000

Last update: 01 December 2022

1. Definitions

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|-----------------------------|---|
| Customer | A natural or juristic person who is an existing Introstat customer or a person who provided their Personal Information or Special Personal Information to Introstat in the context of a sale of acquiring goods or services. |
| Data Subject | Means the person to whom Personal Information relates. In reference to Introstat, this primarily but without limitation means Customers, Employees and Operators/suppliers, other persons and third parties. |
| Employee | Means any person who works for, or provides services to or on behalf of Introstat, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Introstat. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers. |
| Operator | Means a person who processes Personal Information for a Responsible Party in terms of a contract or mandate, without coming under the direct authority of that party. |
| PAIA | Means the Promotion of Access to Information Act 2 of 2000. |
| Personal Information | Means personal information as defined in POPIA. |
| POPIA | Means the Promotion of Personal Information Act 4 of 2013. |
| Record(s) | means any Recorded information (of, or in relation to, a public or private body)- (a) regardless of form or medium; (b) in the possession or under the control of that public or private body, respectively; and (c) whether or not it was created by that public or private body, respectively. |
| Regulator | Means the Information Regulator as defined in POPIA. |
| Requester | Means any person requesting access to a Record. |
| Responsible Party | Means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information. |

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| Special Personal Information | Means special personal information as defined in POPIA. |
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2. Introduction

- 2.1. PAIA gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State or any other person (or private body), when that information is required for the exercise or protection of any rights.
- 2.2. Where a Requester wishes to request a Record which is needed in order to protect or exercise their rights, they must use the procedure set out in the information manual to request such information.
- 2.3. Section 9 of PAIA recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
 - 2.3.1. Limitations aimed at the reasonable protection of privacy;
 - 2.3.2. Commercial confidentiality; and
 - 2.3.3. Effective, efficient and good governance; and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 2.4. This PAIA Manual provides an outline of the types of Records and the Personal Information held by Introstat and sets out the procedure to request access to these Records and Personal Information, the requirements which such a request must meet and the grounds for refusal or partial refusal of such request. In addition, it explains how to access Personal Information held by Introstat in terms of sections 23 and 25 of the Protection of Personal Information Act 4 of 2013 (POPIA). Requests for access to Personal Information will be responded to within a reasonable time.
- 2.5. Copies of PAIA and POPIA, the relevant regulations and guides to these acts, can be obtained from:
 - 2.5.1. Introstat's registered head office, for public inspection during normal office hours; or
 - 2.5.2. upon written request on Annexure A, Form 1; or
 - 2.5.3. Copies can also be obtained from the website of the Information Regulator (<https://www.inforegulator.org.za/contact.html>)

3. Company Contact Details

| | |
|--------------------------|---|
| Company name: | Introstat (Pty) Ltd |
| Physical address: | Head Office & Johannesburg Branch - 14 Enterprise Close, Linbro Business Park, Sandton, 2065 Cape Town Branch - Unit B, Thor Circle, Thornton, 7460 Durban Branch) - 1 Fir Lane, Greyville, 4001 |
| Postal address: | PO Box 651555, Benmore, 2010 |
| Telephone: | +27 (0) 11 723 7500 (Johannesburg Branch) +27 (0) 21 530 7900 (Cape Town Branch) +27 (0) 31 308 9500 (Durban Branch) |
| Head of Entity: | Wayne Behrmann (CEO) |
| Email: | Wayenl@introstat.co.za |
| Website: | https://introstat.co.za/ |

4. Information Officer

| | |
|-----------------------------|--|
| Information Officer: | Wayne Lawson |
| Email: | Wayenl@introstat.co.za |
| Telephone: | +27 (0) 11 723 7516 |

5. Guide of South African Human Rights Commission

- 5.1. The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and contains information on understanding and how to use PAIA and its objectives. The objectives include: (i) Particulars

of every Public and Private Body; (ii) The manner and form for requests; (iii) Contents of the Regulations promulgated under the Act.

5.2. Any enquiries regarding this Guide should be directed to: The South African Human Rights Commission, at:

PAIA Unit (The Research and Documentation Department), Private Bag X2700, Houghton, 2041

Telephone Number: (011) 877-3803

Facsimile Number: (011) 403-0625

Website: www.sahrc.org.za

Email: section51.paia@sahrc.org.za

5.3. The Guide is available for inspection, inter alia, at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, corner York and St. Andrews Street, Parktown and on its website at www.sarhc.org.za.

6. Records of Introstat

6.1. The accessibility to the Records listed below may be subject to the grounds of refusal.

6.2. The information is classified and grouped according to Records relating to the subjects and categories outlined below.

6.3. Employee Records

6.3.1. Employee Records provided by employees.

6.3.2. Records provided by a third party relating to employees.

6.3.3. Conditions of employment and other employees-related contractual Records.

6.3.4. Internal evaluation Records and other internal Records.

6.3.5. Correspondence relating to employees.

6.3.6. Training schedules and material.

6.4. Customer-related Records

6.4.1. Records provided by a customer directly to Introstat, including:

- Records provided by a Customer to a third party acting for or on behalf of Introstat;
- Records provided by a third party; and
- Records generated by or within Introstat relating to its Customers, including transactional Records.

6.5. **Private body**

6.5.1. These Records include, but are not limited to, the Records which pertain to Introstat's own affairs.

6.5.2. Examples of private body Records are the following: Financial Records, operational Records, databases, information technology, marketing Records, internal and external correspondence, product Records, statutory Records, internal policies and procedures, supervisory body-related Records, securities and equities, Records held by officials of Introstat.

6.6. **Other Records**

6.6.1. Employee, customer or private body Records, which are held by another party, as opposed to the Records held by Introstat itself.

6.6.2. Records held by Introstat pertaining to other parties, including without limitation, financial Records, correspondence, contractual Records, Records provided by the other party, and Records third parties have provided about contractors/suppliers.

6.6.3. Introstat may possess Records pertaining to other parties, including without limitation contractors, job applicants and Operators (suppliers and third parties). Alternatively, such other parties may possess Records that can be said to belong to Introstat.

6.7. **Records available automatically**

6.7.1. The following categories of Records are automatically available for inspection:

- (i) Records of a public nature, typically those disclosed on the Introstat website and in its various annual reports, may be accessed without the need to submit a formal application.
- (ii) Other non-confidential Records, such as statutory Records maintained at CIPC, may also be accessed without the need to submit a formal application, however,

please note that an appointment to view such Records will still have to be made with the Information Officer and the prescribed fees may be payable.

6.8. **Records Available in terms of Other Legislation**

- 6.8.1. The right of access may not be used to access Records where the production of or access to that Record is provided for in any other law.

7. **Access to Records held by Introstat**

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

- 7.2. There are two types of Requesters:

7.2.1. **Personal Requester**

- 7.2.1.1. A personal Requester is a Requester who is seeking access to a Record that relates to their Personal Information and need not follow the request process to gain access to their Personal Information.
- 7.2.1.2. A personal Requester can also be a Requester who is seeking to access to Records held by Introstat and in such circumstances, the Requester must follow the request procedure outlined in clause 8 below to submit their request to access such Records.
- 7.2.1.3. Subject to the provisions of this manual, PAIA, POPIA and other applicable laws, Introstat will provide the requested information or give access to any Record regarding the Requester's Personal Information. The prescribed fee for reproduction of the information requested will be charged as indicated in Annexure B.

7.2.2. **Other Requester**

- 7.2.2.1. This type of Requester refers to the person (natural or juristic person) making a request on behalf of somebody else. This Requester (other than a personal Requester) is entitled to request access to Records held by Introstat. The Requester must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.

- 7.2.2.2. If a request is made on behalf of another person, the Requester must submit proof of the capacity (as the authorised person) in which the Requester is making the request to the reasonable satisfaction of the Information Officer.
- 7.2.2.3. If a public body lodges a request, the public body must be acting in the public interest and provide details of the public interest that it is seeking to protect/rely on.

8. Request Procedure For Access to Records

- 8.1. The Requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a Record.
- 8.2. The Requester must complete the prescribed form enclosed herewith (refer to Form 1 in Annexure A) 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 noted in clause 4 above.
- 8.3. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
 - 8.3.1. the Record or Records requested; and
 - 8.3.2. the identity of the Requester.
- 8.4. The Requester should indicate which form of access is required and specify a physical address or email address of the Requester in the Republic.
- 8.5. The Requester must state that it 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. The Requester must clearly specify why the Record is necessary to exercise or protect such a right (section 53(2)(d)).
- 8.6. Introstat will process the request within 30 (thirty) 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.

- 8.7. The Requester shall be advised whether access is granted or denied in writing. If, in addition, the Requester requires the reasons for the decision in any other manner, the Requester will be obliged to state which manner and the particulars required.
- 8.8. 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 (section 53(2)(f)).
- 8.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 8.10. The Requester must pay the prescribed fee before any further processing can take place.
- 8.11. All information as listed in clause 8 herein should be provided and failing which the request will not to be processed until the required information is provided. The prescribed time periods will not commence until the Requester has furnished all the necessary and required information.

9. Refusal Of Access To Records

- 9.1. A Private Body such as Introstat is entitled to refuse a request for information.
- 9.2. The main grounds for Introstat to refuse a request for Records include *inter alia* the protection of:
 - 9.2.1. the privacy of a third party who is a natural person, deceased person or juristic person which would involve the unreasonable disclosure of Personal Information of that person;
 - 9.2.2. commercial information of a third party, if the Record contains: (i) trade secrets of that third party; (ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; or (iii) information disclosed in confidence by a third party to Introstat, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

- 9.2.3. confidential information of third parties if disclosing such would or could constitute a breach of the duty of confidence owed to a third party in terms of any agreement;
- 9.2.4. the safety of individuals and the protection of property;
- 9.2.5. Records which would be regarded as privileged in legal proceedings;
- 9.2.6. The commercial activities of Introstat, which may include– (i) trade secrets of Introstat; (ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Introstat; (iii) information which, if disclosed, could put Introstat at a disadvantage in negotiations or commercial competition; or (iv) a computer program which is owned by Introstat, and which is protected by copyright;
- 9.2.7. research information of Introstat or a third party, if its disclosure would disclose or reveal the identity of Introstat, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

10. **Remedies available when Introstat refuses a request for information**

10.1. **Internal remedies**

- 10.1.1. Introstat does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and Requester will have to exercise such external remedies at their disposal if the request for information is refused and the Requester is not satisfied with the answer supplied by the Information Officer.

10.2. **External remedies**

- 10.2.1. Subject to the provisions of PAIA, a Requester that is dissatisfied with an Information Officer's refusal to disclose information, may within 180 days of notification of the decision, apply to a court or to the Information Regulator for relief. Likewise, a Requester dissatisfied with an Information Officer's decision to grant a request for information, may

within 180 days of notification of the decision, lodge a complaint with the Information Regulator.

11. Prescribed fees

- 11.1. PAIA provides for two types of fees, namely: (i). a request fee, which will be a standard fee; and (ii). an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.
- 11.2. When the request is received by the Information Officer, the Information Officer shall by notice require the Requester (other than a personal Requester) to pay the prescribed request fee (if any) before further processing of the request.
- 11.3. If the search for the Record has been conducted 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 of PAIA 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.
- 11.4. The Information Officer shall withhold a Record until the Requester has paid the fees as indicated in Annexure B.
- 11.5. 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 in excess of the prescribed hours which is reasonably required to search for and prepare the Record for disclosure including planning to make it available in the request form.
- 11.6. If a deposit was paid in respect of a request for access, which is refused, then the Information Officer concerned must refund the deposit to the Requester.

12. Decision

- 12.1. Introstat will, within 30 calendar days, after receipt of the request, decide whether to grant or decline the request and notify the Requester in the manner indicated by the Requester in Annexure A, Form 3, by giving reasons (if required) to that effect, to the Requester. Only in exceptional circumstances can this timeline be less than 30 calendar days.
- 12.2. The 30-calendar day period within which Introstat 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 if consultation among divisions of the private body or with another private body is necessary or desirable within the original period and the

information cannot reasonably be obtained within the original 30-calendar day period.

Should an extension of time be required, Introstat will notify the Requester in the manner indicated by the Requester in Annexure A, Form 3.

13. **Records not found**

- 13.1. If all reasonable steps have been taken to find a Record and such Record cannot be found or the Record does not exist, then Introstat shall notify the Requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested Record.
- 13.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the Record or determine its existence, including details of all communications by Introstat with every person who conducted the search.
- 13.3. The notice in paragraph 13.1 above shall be regarded as a decision to refuse a request for access to the Record concerned for purposes of PAIA.
- 13.4. If the Record in question is later found, the Requester shall be given access to the Record in the manner stipulated by the Requester in Annexure A, Form 3, unless access is refused by Introstat as set out in this manual.

14. **Availability Of The Manual**

This manual is made available in terms of the PAIA regulation number R.757 of 27 August 2021. This manual will be available on Introstat's website and may be amended from time to time.

[END OF MANUAL – ANNEXURE TO FOLLOW]

FORM 1
REQUEST FOR A COPY OF THE GUIDE
 [Regulations 2 and 3]

TO: The Information Officer
[insert address]

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): | | Mobile: |

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

| Language (mark with "X") | No of copies | Language (mark with "X") | No of copies |
|-------------------------------------|--------------|-----------------------------------|--------------|
| <input type="checkbox"/> Sepedi | | <input type="checkbox"/> Sesotho | |
| <input type="checkbox"/> Setswana | | <input type="checkbox"/> siSwati | |
| <input type="checkbox"/> Tshivenda | | <input type="checkbox"/> Xitsonga | |
| <input type="checkbox"/> Afrikaans | | <input type="checkbox"/> English | |
| <input type="checkbox"/> isiNdebele | | <input type="checkbox"/> isiXhosa | |
| <input type="checkbox"/> isiZulu | | | |

Manner of collection (mark with "x"):

| Personal collection | Postal address | Facsimile | Electronic communication (Please specify) |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester

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 <i>(Mark the applicable box with an "X")</i> |
|---|

| | |
|--|--|
| Record is in written or printed form | |
| Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i> | |
| Record consists of recorded words or information which can be reproduced in sound | |
| Record is held on a computer or in an electronic, or machine-readable form | |

| |
|---|
| FORM OF ACCESS <i>(Mark the applicable box with an "X")</i> |
|---|

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

| |
|---|
| MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i> |
|---|

| | |
|---|--|
| Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i> | |
|---|--|

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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 the aforementioned right: | |
| | |
| | |

FEES

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

| | |
|--------|--|
| Reason | |
|--------|--|

| | |
|--|--|
| | |
| | |

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

| Postal address | Facsimile | Electronic communication (<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:

1. *If your request is granted the—*
 - (a) *amount of the deposit, (if any), is payable before your request is processed; and*
 - (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

| | |
|---|--|
| Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B. | |
|---|--|

OR

2. You requested:

| | |
|---|--|
| Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>) | |
|---|--|

| | |
|---|--|
| Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>) | |
| Transcription of soundtrack (<i>written or printed document</i>) | |
| Copy of information on flash drive (<i>including virtual images and soundtracks</i>) | |
| Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>) | |
| Copy of record saved on cloud storage server | |

3. To be submitted:

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

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

| Item | Cost per A4-size page or part thereof/item | Number of pages/items | Total |
|--|--|-----------------------|-------|
| Photocopy | | | |
| Printed copy | | | |
| For a copy in a computer-readable form on: | | | |
| (i) Flash drive <ul style="list-style-type: none"> • To be provided by requestor | R40.00 | | |
| (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor | R40.00 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 | R40.00 R40.00 R60.00 | | |
| (i) Flash drive | | | |
| • To be provided by requestor | | | |
| (ii) Compact disc | | | |
| • If provided by requestor | | | |
| • If provided to the requestor | | | |
| Postage, e-mail or any other electronic transfer: | Actual costs | | |
| TOTAL: | | | |

5. Deposit payable (if search exceeds six hours):

Yes

No

| Hours of search | Amount of deposit (calculated on one third of total amount per request) |
|-----------------|--|
| | |

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer

Annexure B
FEES
FEES IN RESPECT OF PRIVATE BODIES

| ITEM | DESCRIPTION | AMOUNT |
|------|---|---|
| 1. | The request fee payable by every Requester | R140.00 |
| 2. | Photocopy/printed black and white copy of A4-size page | R2.00 per page or part thereof. |
| 3. | Printed copy of A4-size page | R2.00 per page or part thereof. |
| 4. | For a copy in a computer-readable form on: (i) Flash drive (to be provided by Requester) (ii) Compact disc <ul style="list-style-type: none"> • If provided by Requester • If provided to the Requester | R40.00 R40.00 R60.00 |
| 5. | For a transcription of visual images per A4-size page | Service to be outsourced. Will depend on quotation from Service provider. |
| 6. | Copy of visual images | Service to be outsourced. Will depend on quotation from Service provider. |
| 7. | Transcription of an audio record, per A4-size page | R24.00 |

| | | |
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| 8. | For a copy of an audio record: (i) Flash drive (to be provided by Requester) (ii) Compact disc <ul style="list-style-type: none"> • If provided by Requester • If provided to the Requester | R40.00 R40.00 R60.00 |
| 9. | To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of: | R145.00 R435.00 |
| 10. | Deposit: If search exceed 6 hours | One third of amount per request calculated in terms of items 2 to 8. |
| 11. | Postage, email or any other electronic transfer | Actual expense, if any. |