中国建设银行
China Construction Bank
Johannesburg Branch
(Incorporated in the People's Republic of China)

Access To Information Manual in terms of Section 51 of The Promotion of Access to Information Act 2 of 2000

Issued By:	Compliance Department
Approved By:	Risk, Compliance and Internal Control Committee
Implementation Scope:	Whole Branch
Contact Person:	Susan Xu

TABLE OF CONTENTS

1. Introduction 3
2. Roles and Responsibilities 3
3. Contact Details 3
4. Introduction to the Promotion of Access to Information Act ("PAIA") 4
5. The Information Regulator Guide 5
6. Categories of Data Subjects and information collected and processed 6
7. Recipients with whom personal information may be shared 6
8. Categories of Records held by CCB-JHB 7
9. Records which are available in compliance with other legislation 8
10. Processing and Protection of Personal Information 9
11. Information Related to POPIA 10
12. Processing of Personal Information 11
13. Information Security Measures 12
14. Planned Cross-border Transfer of Personal Information 13
15. Request for access to information 13
16. Grounds for Refusal of Access to Records 15
17. Remedies Available to Requester on Refusal of Access 16
18. Remedies Available to Third Party 16
19. Availability of Manual 17
20. Annexures: 17
21. Revision history 17

1. Introduction

1.1. China Construction Bank Corporation, Johannesburg Branch (CCB-JHB), in the course of conducting business activities, collects personal information from clients to establish a business relationship. The access to information manual describes the process to assist a person requesting access to information held by CCB-JHB.

1.2. The PAIA manual is applicable to all employees of CCB-JHB.

2. Roles and Responsibilities

2.1 The Compliance Department is the owner of this document and is responsible for:

i. updating this document at least annually or when required; and
ii. the development of the manual and facilitating its approval.

2.2 Executive Management is ultimately responsible for implementation of the manual.

2.3 CCB-JHB Management is responsible for identifying, assessing, managing and monitoring compliance risks and exposures.

2.4 The Compliance Department is responsible for assisting executive management and the governing body in undertaking all business activities in compliance with compliance obligations.

2.5 Executive Management, the Executive Management Committee and the Risk, Compliance and Internal Control Committee are responsible for enforcement of this manual. The Compliance Department is responsible for advising, monitoring and reporting on compliance risk management and the first line departments are responsible for implementation and reporting.

3. Contact Details

3.1 All requests for access to records in terms of the Promotion of Access to Information Act (PAIA Act) from CCB-JHB should be in writing and addressed to the designated Information Officer, using the contact details below:

CCB-JHB Information Officer / Deputy Information Officer

Information Officer:	Poendree Govender
Deputy Information Officer:	Joalene Janse van Rensburg
Company Registration Number:	2000/011198/10
Postal Address:	Private Bag X10007, Sandton, 2146
Physical Address:	Fifth Floor, China Construction Bank Johannesburg, 95 Grayston Drive, Morningside, 2196
Tel:	(011) 520 9400
Email:	compliance@ccbjhb.co.za poendreeg@ccbjhb.co.za joalenejvr@ccbjhb.co.za
Website:	www.ccbjhb.co.za

4. Introduction to the Promotion of Access to Information Act ("PAIA")

4.1 PAIA gives effect to the Constitutional right of access to any information held by the State or by any other person. The right to access information is one of the most effective ways of upholding the constitutional values of transparency, participation and accountability. PAIA sets out the requisite procedure for information requests, including the obligation to compile a PAIA Manual. Section 51 of PAIA obliges private bodies, like CCB-JHB, to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements to be included in the manual.

4.2 Where a person wishes to obtain information, in terms of PAIA, such a request needs to be in the format as prescribed in the PAIA Manual. The information requested has to be disclosed if the requester is able to show that the information is required for the protection of any rights, provided that no grounds of refusal as per PAIA are applicable.

4.3 CCB-JHB has compiled this manual, in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), to inform requesters of the procedure to be followed when requesting records and inform the requestor of any other requirements, when requesting records.

5. The Information Regulator Guide

5.1 In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA ("the Guide") is available in all the South African official languages. The Guide is made available free of charge on the following link: https://inforegulator.org.za/paia-guidelines/

5.2 Alternatively, the requester can request a copy of the guide from CCB-JHB. However, only the English and Afrikaans versions are available.

5.3 Members of the public can inspect or make copies of the Guide from the offices of the Regulator, during normal working hours.

5.4 The contact details of the Information Regulator are as follows:

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

Physical Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone Number: +27-10-023 5200

Complaints email: PAIAComplaints@inforegulator.org.za

General enquiries email: enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

6. Categories of Data Subjects and information collected and processed

6.1 CCB-JHB utilises various forms to collect the personal information of customers, employees and third parties, which are all lawful and only the relevant, necessary and non-excessive information is collected, directly from the data subjects or their authorised representatives.

6.2 CCB-JHB ensures that only the minimal and necessary personal information of the data subjects are processed which information is categorised as follows. This list is not exhaustive:

Categories	**Personal information**
Employee	Names, identity numbers, address, qualifications, gender, health/medical, race, religion, children, spouse and family, beneficiaries, criminal, financial, employment history, opinions and views, credit, curriculum vitae, biometric
Customer	Name, contact details, address details, registration numbers, source of income and funds, financial details
Third parties	Names, identity numbers, registration numbers, vat numbers, address, demographic information of other parties, financial information

7. Recipients with whom personal information may be shared

7.1 Information may be shared for various reasons and will always be done in accordance with regulatory requirements and where legally permitted. As such personal information collected and processed by CCB-JHB may be shared as follows:

a) Internally within CCB-JHB and with CCB group entities where applicable;
b) With external organisations such as credit bureaus as well as relevant authorities;
c) Regulatory or industry bodies to meet regulatory requirements; or
d) With third parties or counterparties in accordance with contractual arrangements

8. Categories of Records held by CCB-JHB

8.1 Records are categorised and sub-divided into the following categories:

Categories of records	Records
Company	Business process records Financial records Insurance records Tax records
Employee	Recruitment Employee records Policies and procedures
Customer	Customer details Customer complaints Products and services
Third parties	Contractor, client or supplier agreements Procurement policies, standards and documents

8.2 Voluntary Disclosed and Automatically Available Records

a. This category of records is automatically available without a person being required to request access in terms of the Act. Such records are available on CCB-JHB's website, to the Information Regulator and during inspection.

i. Public product information
ii. PAIA Manual and Privacy Statement
iii. Public Corporate Records
iv. Media Releases

b. Certain records relating to the administration of all companies are available from BizPortal, via BizProfile, a search tool for all companies registered on the Companies and Intellectual Property Commission (CIPC). The following records for CCB-JHB are currently available on BizPortal:

i. Company registration
ii. Directors' names
iii. Tax registration
iv. Records relating to the appointment of directors, auditor and secretary.

9. Records which are available in compliance with other legislation

9.1 Certain CCB-JHB records may be available without a PAIA request where another law creates a right of access or requires public availability. This section identifies legislation relevant to the availability of records and does not override any statutory confidentiality, secrecy or disclosure restriction.

9.2 Where another law regulates the disclosure, confidentiality or availability of a requested record, the Information Officer must assess that law together with section 5 of PAIA. Any decision must be based on the applicable statutory provisions, including any PAIA ground of refusal, severability and the public-interest override, rather than a general management discretion to achieve a 'fair outcome'.

9.3 The relevant legislation is listed below and is not exhaustive:

No.	**Legislation**
1.	Banks Act, No 94 of 1990
2.	Financial Intelligence Centre Act 2001 (as amended)
3.	Currency and Exchanges Act 9 of 1933 (Exchange Control Regulations and applicable exchange-control requirements)
4.	National Payment System Act.
5.	Financial Markets Act (OTC Derivative Regulation)
6.	Companies Act, No. 71 of 2008
7.	Labour Relations Act, No 66 of 1995 and amendments
8.	Basic Conditions of Employment Act, No. 57 of 1997
9.	Electronic Communications and Transactions Act
10.	Occupational Health and Safety Act, No. 85 of 1993
11.	Income Tax Act, No. 58 of 1962
12.	Employment Equity Act, No. 55 of 1998

13.	Protection of Personal Information Act 4 of 2013
14.	Compensation of Occupational Injuries and Diseases Act, No. 130 of 1993
15.	Financial sector code read with Broad Based Black Economic Empowerment Act, No. 53 of 2003
16.	Financial Sector Regulation Act 9 of 2017

10. Processing and Protection of Personal Information

10.1 The Protection of Personal Information Act (POPIA) provides for the minimum conditions for lawful processing of personal information by a responsible party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

10.2 CCB-JHB collects personal information from both individual and juristic persons in order to carry out its business and operational functions. The manner in which this information is processed and the purpose for which it is processed is determined by CCB-JHB and governed by the protection of personal information policy and manual.

10.3 CCB-JHB is accordingly a responsible party for the purposes of POPIA and will ensure that the personal information of a data subject:

a) is processed lawfully, fairly and transparently.
b) is processed only for the purposes for which it was collected;
c) will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
d) is adequate, relevant and not excessive for the purposes for which it was collected;
e) is accurate and kept up to date;
f) will not be retained for longer than necessary;
g) is processed in accordance with integrity and confidentiality principles;
h) is stored or processed securely and is protected against unauthorized access.
i) Is processed in accordance with the rights of Data Subjects, where applicable.

10.4 Data subjects have the right to:

a) be notified that their personal information is being collected by CCB-JHB.
b) be notified in the event of a data breach;

c) know whether CCB-JHB holds personal information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this manual;

d) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;

e) object to processing in the circumstances contemplated in section 11(3) of POPIA and request correction, deletion or destruction where the requirements of section 24 are met, subject to any lawful retention obligation;

f) object to processing of personal information for the purpose of marketing events;

g) complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged noncompliance with the protection of his, her or its personal information.

11. Information Related to POPIA

11.1 POPIA requires CCB-JHB to provide certain information relating to how personal information is processed, used, disclosed and destroyed.

11.2 A data subject may request confirmation and access to personal information under section 23 of POPIA, which is dealt with in accordance with PAIA to the extent required by section 23. Objections to processing are made under section 11(3) of POPIA, while requests for correction, deletion or destruction are made under section 24 and the applicable POPIA Regulations.

11.3 A person may request details of personal information CCB-JHB holds about that person under the Promotion of Access to Information Act 2 of 2000 (“PAIA”). This includes requesting:

- confirmation that CCB-JHB holds a person’s personal information;
- a copy or description of the record containing a person’s personal information; and
- the identity or categories of third parties who have had access to a person’s personal information.

12. Processing of Personal Information

12.1 CCB-JHB will only process the personal information for ordinary business purposes (this includes to open and maintain accounts, execute transactions, administer claims where applicable, manage CCB-JHB risks and maintain CCB-JHB's overall relationship with the data subject).

12.2 CCB-JHB may process personal information only where one or more lawful grounds in section 11(1) of POPIA applies:

- the data subject, or a competent person where applicable, consents to the processing;
- processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party;
- processing complies with an obligation imposed by law on CCB-JHB;
- processing protects a legitimate interest of the data subject; or
- processing is necessary for pursuing the legitimate interests of CCB-JHB or of a third party to whom the information is supplied.
- Consent is not required where another lawful basis under section 11 applies. The applicable lawful basis must be identified and documented.
- Where processing involves special personal information or personal information of children, the additional requirements in Chapter 3, Part B of POPIA must also be satisfied.

12.3 CCB-JHB may process special personal information only where an applicable authorisation under section 27 of POPIA exists and, where relevant, the category-specific requirements in sections 28 to 33 are satisfied. Relevant authorisations include:

- processing is carried out with the prior consent of a data subject or competent person if a child
- processing is necessary for the establishment, exercise or defence of a right or obligation in law;
- processing is necessary to comply with an obligation of international public law;
- processing is for historical, statistical or research purposes to the extent that (i) the purpose serves a public interest and the processing is necessary for the purpose concerned (the notion that an action or process or outcome widely and generally benefits the public at large).
- processing is for historical, statistical or research purposes to the extent that (ii) it appears to be impossible or would involve a disproportionate effort to ask for consent, and sufficient guarantees are provided for to ensure that the processing does not adversely affect the individual privacy of the data subject to a disproportionate extent;
- information has deliberately been made public by the data subject;

- provisions of sections 28 to 33 are, as the case may be, complied with; or
- where the proposed processing separately triggers section 57 of POPIA, the prior-authorisation requirements in sections 57 and 58 must be complied with, subject to any applicable statutory exception.

12.4 Personal information will only be processed in accordance with the following POPIA conditions:

- ‘‘Accountability’’, as referred to in section 8 of the POPIA;
- ‘‘Processing limitation’’, as referred to in sections 9 to 12;
- ‘‘Purpose specification’’, as referred to in sections 13 and 14;
- ‘‘Further processing limitation’’, as referred to in section 15;
- ‘‘Information quality’’, as referred to in section 16;
- ‘‘Openness’’, as referred to in sections 17 and 18;
- ‘‘Security safeguards’’, as referred to in sections 19 to 22; and
- ‘‘Data subject participation’’, as referred to in sections 23 to 25.

12.5 CCB-JHB ensures that personal information is processed:

- in a lawful manner that does not infringe on the privacy of the relevant clients, employees and third party service providers;
- in an adequate, relevant, necessary and non-excessive manner given the purpose for which it is being processed;
- on an identified lawful basis under section 11 of POPIA;
- for specific, explicit and legitimate purposes and only to the extent necessary for those purposes;
- in accordance with the additional rules applicable to special personal information and personal information of children, where relevant; and
- with appropriate information-quality, openness, security, retention and data-subject participation controls.

13. Information Security Measures

13.1 CCB-JHB manages the security of its record retention systems to ensure that personal information (including special person information) is adequately protected. Security controls have been implemented to minimise the risk of loss, unauthorised access, disclosure, interference, modification or destruction of personal information. These measures include but are not limited to:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

14. Planned Cross-border Transfer of Personal Information

14.1 CCB-JHB will not transfer personal information to a third party in a foreign country unless one or more of the requirements in section 72(1) of POPIA is satisfied. The applicable transfer mechanism must be identified and documented before the transfer.

14.2 CCB-JHB transfers certain categories of client, vendor and employee personal information to CCB Head Office and/or CCB systems in the People's Republic of China for identified business, operational, legal or regulatory purposes. The applicable section 72 transfer mechanism and the role of CCB Head Office for the relevant processing must be documented and kept under review.

15. Request for access to information

15.1 Any request for access to a record from a requester in terms of PAIA must substantially correspond with the form attached hereto marked – Annexure A: Form 2 - Request for access to record [Regulation 7].

15.2 All requests for records made by a requester will be assisted by the Information Officer or the Deputy Information Officer. The requester must comply with the guidelines set out below, which have been set out in line with requirements of the PAIA Act, relating to the request for records:

a) The requester must complete the prescribed form enclosed herein (Annexure A) and submit the completed form to the CCB-JHB Compliance Department on the address stated in Section 3 of this document.

b) The prescribed form must be completed in detail in order to allow the Information Officer to identify:

i. The record (s) requested;
ii. The identity of the requester (proof of identity is such as a certified copy of identity document or other legal forms of identity);
iii. The form of access as required;
iv. Proof of capacity in which the requester is making the request;
v. The contact details (email or address) of the requester;
vi. The manner in which the requester would like to be informed of CCB-JHB's decision, in addition to written form;
vii. The right which the requester is seeking to exercise or protect, with an explanation of the reason the record is required to exercise or protect the right; and
viii. The public interest declaration for requests from public bodies.

15.3 The request for access to records may be submitted orally under the circumstance of illiteracy or a disability of the requester. The completion of Annexure A will be done on behalf of the requester and provide a copy thereof to the requester.

15.4 Access to records will only be considered after the above checks are done, thereafter, CCB-JHB will respond to the requester within 30 calendar days with a copy of the requested record or the reason/s of grounds of refusal in writing.

15.5 The above 30 days' timeline may be extended for a further 30 days, should such a circumstance arise that an extension is needed. The requester will be notified, together with reasons explaining why the extension is necessary before the original 30 days expires.

15.6 If all reasonable steps have been taken to find a requested record and there are reasonable grounds to believe that the record is in CCB-JHB's possession but cannot be found, or that it does not exist, CCB-JHB must notify the requester by affidavit or affirmation in accordance with section 55 of PAIA. The affidavit or affirmation must give a full account of the steps taken to find the record or determine whether it exists. If the record is subsequently found, access must be granted unless a lawful ground of refusal applies.

15.7 CCB-JHB currently waives PAIA request access fees. If this position changes, any fee will be imposed only to the extent permitted by PAIA and the applicable PAIA Regulations, and the requester will be notified in the prescribed manner.

16. Grounds for Refusal of Access to Records

16.1 PAIA contains mandatory and discretionary grounds on which access to records of CCB-JHB must or may be refused. Relevant grounds include:

a) Mandatory protection of privacy of a third party, who is natural person, if the disclosure of a record would involve the unreasonable disclosure of personal information about the third party, including a deceased individual;

b) Mandatory protection of commercial information of a third party, if the request includes trade secrets, information supplied in confidence by the third party and financial, commercial, scientific or technical information of the third party, which the disclosure thereof would cause harm to the commercial or financial interest of that third party;

c) Mandatory protection of certain confidential information of a third party, which if it is disclosed would constitute an action for breach of duty of confidence owed to the third party in terms of an agreement;

d) Mandatory protection of safety of individuals, and protection of property where the disclosure could be reasonably expected to endanger the life or physical safety of an individual;

e) Commercial information of China Construction Bank Corporation;

f) Mandatory protection of records privileged from production in legal proceedings; and

g) Mandatory protection of research information of a third party, and protection of research information of CCB-JHB.

16.2 Where CCB-JHB was unable to disclose any part of information requested due to the exercise of one of the above Grounds for Refusal, any other information that is not part of the Grounds for Refusal will be disclosed.

17. Remedies Available to Requester on Refusal of Access

17.1 CCB-JHB is a private body and there is no internal appeal under PAIA against a decision of the head of a private body. A requester aggrieved by a refusal of access or another decision contemplated in section 77A may submit a written complaint to the Information Regulator within the applicable statutory period.

17.2 The requester must be informed of the available remedies, including:

a) submitting a written complaint to the Information Regulator in the prescribed manner under section 77A of PAIA, generally within 180 days of the relevant decision;

b) using the Information Regulator's prescribed PAIA complaint process, including Form 5, the eServices process where available, or PAIAComplaints@inforegulator.org.za;

c) where postal communication is used, P.O. Box 31533, Braamfontein, Johannesburg, 2017; and

d) after exhausting the applicable complaints procedure under section 77A, applying to a court for appropriate relief in accordance with section 78 of PAIA, subject to the applicable statutory period and any condonation permitted by law.

18. Remedies Available to Third Party

18.1 Where a request concerns a record contemplated in section 71(1) of PAIA, CCB-JHB must take all reasonable steps to inform the affected third party as soon as reasonably possible and in any event within 21 days after receipt of the request. The third party then has 21 days after being informed to make written or oral representations why the request should be refused or to give written consent to disclosure.

18.2 Where CCB-JHB decides to grant access to a third-party record, it must notify the third party of the decision, the reasons and the remedies available under PAIA. Access must not be given before the 30-day period contemplated in section 73 has expired, unless the third party has consented to disclosure, and must be withheld where a complaint to the Information Regulator or a court application affecting disclosure is lodged within that period.

19. Availability of Manual

19.1 A copy of this manual shall be available on CCB-JHB's website as stated below: www.ccbjhb.co.za

19.2 A hard copy of this manual is available for public inspection during normal business hours at CCB-JHB's principal place of business and may also be requested from the Information Officer or Deputy Information Officer. Contact details are set out in Section 3 of this manual.

20. Annexures:

ANNEXURE A: FORM 2- REQUEST FOR ACCESS TO RECORD (THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000) [REGULATION 7]

ANNEXURE B: FORM 3- OUTCOME OF REQUEST AND FEES PAYABLE (THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000) [REGULATION 8].

21. Revision history

Document Number	Effective Date	Remarks/ Changes/ Updates
R1	July 2020	First Issue
R2	April 2021	Inclusion of POPIA conditions
R2.1	Feb 2022	Inclusion of PAIA Notice 757 - Remove Section 10 - Fees in Respect of Private Bodies - Added the Information Regulator's details.
R.3	April 2022	Inclusion of POPIA forms
R3.1	June 2022	Align the Request Procedure.

PR-PAIA Manual-2023	12 December 2023	Updated Annexure A: Form 2 – Request for Access to Record. Added Annexure C: Form 3 – Outcome of request and of fees payable. Updated the Deputy Information Officer and the Information Regulator details. Remove Personal Information of Children.
PR-PAIA Manual-2024	17 December 2024	Updated processes to align with the PAIA.
PR-PAIA Manual-2025	15 December 2025	Version control.
PR-PAIA Manual-2026	05 October 2026	Added: -process to follow should disclosure under PAIA conflict with provisions in other legislation. -CCB-JHB's retention period is subject to South African and Chinese legislation. -timeline related to remedies available to third party.

ANNEXURE A:

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

_____
_____
_____
_____
(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable)*:				
Identity Number				
Postal Address				

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

PARTICULARS OF RECORD REQUESTED

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

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images *(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	

FORM OF ACCESS *(Mark the applicable box with an "X")*	
Printed copy of record *(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 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	

MANNER OF ACCESS *(Mark the applicable box with an "X")*	
Personal inspection of record 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)*	
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)*	

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 *(Please specify)*

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

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

_____

Signature of Information Officer

ANNEXURE B:

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

OR

2. You requested:

Printed copies of the information *(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 virtual 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)*	

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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 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 (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐ Yes ☐ No

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

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