

PAI ACT Manual

SYNAQ (Proprietary) Limited

1966/005897/07

**Published in terms of Section 51 of The Promotion of Access to Information
Act 2 of 2000 ("the Act")**

David Jacobson, Founder and Chief Executive Officer | Sam Gelbart, Head of Innovation

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1. INTRODUCTION

This information manual (“Manual”) provides an outline of the types of records held by SYNAQ (Pty) Ltd (“SYNAQ”, “Company”) and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 (“PAI Act”, “Act”).

This Manual has been prepared in accordance with Section 51 of the Act, giving effect to everyone’s constitutional right of having access to information held by private sector bodies (i.e. companies) or public bodies (i.e. Government institutions), where such access is needed for the exercise and/or protection of the requester’s rights. This Manual aims to facilitate requests for access to the relevant or applicable records.

2. DEFINITIONS AND INTERPRETATION

2.1. Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder –

- 2.1.1. **“GDPR”** means General Data Protection Regulation (EU);
- 2.1.2. **“Information Officer”** means the person acting on behalf of SYNAQ and discharging the duties and responsibilities assigned to the head of SYNAQ by the Act. The Information Officer is duly authorised to act as such, with such authorisation having been confirmed by the head of SYNAQ in writing;
- 2.1.3. **“Manual”** means this manual published in compliance with Section 51 of the Act;
- 2.1.4. **“PAI Act”** means the [Promotion of Access to Information Act 2 of 2000](#), as amended from time to time;
- 2.1.5. **“POPI”** means the Protection of Personal Information Act 4 of 2013;
- 2.1.6. **“Record”** means any recorded information, regardless of form or medium, which is in the possession or under the control of SYNAQ, irrespective of whether or not it was created by SYNAQ;
- 2.1.7. **“Request”** means a request for access to a Record held by SYNAQ;
- 2.1.8. **“Request fee”** means the fee required from a Requester by the Information Officer before further processing of a request for access;

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- 2.1.9. **“Requester”** means any authorised person/contact, including a public body or an official thereof, making a Request for access to a Record held by SYNAQ and includes any person acting on behalf of that person;
- 2.1.10. **“SAHRC”** means the South African Human Rights Commission;
- 2.1.11. **“SLA”** means Service Level Agreement; and
- 2.1.12. **“SYNAQ”** means SYNAQ (Proprietary) Limited as more fully described in overview, hereunder.

2.2. Unless a contrary intention clearly appears, words signifying: -

- 2.2.1. the singular includes the plural and vice versa;
- 2.2.2. any one gender includes the other genders and vice versa; and
- 2.2.3. natural persons include juristic persons.

2.3. Unless otherwise stated, terms defined in the Act shall have the same meaning in this Manual.

3. OVERVIEW OF SYNAQ (PROPRIETARY) LIMITED

SYNAQ (Proprietary) Limited is a private company incorporated in terms of the company laws of the Republic of South Africa. SYNAQ specialises in Cloud Email Software as a Service (SaaS).

3.1. Services provided include:

3.1.1. **Email Security - SecureMail:**

- Advanced spam detection;
- Virus protection;
- Identity Threat Protection (ITP);
- Data Leak Prevention (DLP) and LinkShield;
- Punitive phishing protection SLA against leading banks in RSA; and

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- Reporting on email usage, top threats and bandwidth savings.

3.1.2. **Email Branding:**

- Targeted marketing campaigns;
- Development of campaign banners with powerful marketing message; and
- Development of brand and corporate identity.

3.1.3. **Email - Cloud Mail:**

- Device and platform agnostic;
- Provision of single platform for hosted email and archiving; and
- 99,9% uptime SLA.

3.1.4. **Mail Management:**

- Provision of user-friendly and cost- effective mail management packages; and
- Mail management packages designed as all-in-one integrated suites that are email and device agnostic.

3.1.5. **SecureArchive – Email Archiving:**

- Unlimited, tamper-proof email storage service with 10-year retention;
- Integration into O365, Google Apps, Microsoft Exchange and all popular mail services;
- POPI and GDPR Compliance (E-Discovery and Legal Hold); and
- Email security for archived mail that is safe from spam, phishing and email- borne viruses.

3.1.6. **Continuity:**

- Unlimited mailbox storage for up to 30 days of email retention;

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- Email accessibility at any time, from anywhere in the world and on any platform; and
- Email accessibility that is not email server dependent.

4. PARTICULARS IN TERMS OF SECTION 51

4.1. Company Contact Details (Section 51(1)(a)):

Full Name: SYNAQ (Proprietary) Limited
Physical Address: Ballyoaks Office Park
Ground Floor Golden Oak House
35 Ballyclare Drive
Gauteng
2191
Postal Address: Ballyoaks Office Park
Ground Floor Golden Oaks
House 35B
Bryanston
Johannesburg
Gauteng
2191
Telephone Number: +27 11 262 3632 (Head Office)
E-mail: hello@synaq.com
Website: <https://www.synaq.com/>

4.2. Contact details of Designated Information Officer (Section 51(1)(a)):

Information Officer: Sam Gelbart
Physical & Postal Address: Ballyoaks Office Park
Ground Floor Golden Oak House
35 Ballyclare Drive
Johannesburg
2191
Telephone Number: +27 11 262 3632

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E-mail: popia@synaq.com

Website: <https://www.synaq.com/>

5. GUIDE TO THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (Section 51(1)(b), read with section 10))

5.1. In terms of the Act, a requester may be granted access to records held by a private body. This access is subject to the records being required for the exercise or protection of any right. Should a public body lodge a complaint, in order to receive access, the public body must be acting in the public interest.

5.2. In terms of section 10 of the Act, the South African Human Rights Commission (SAHRC) compiled an Information Guide ("Guide"), containing information for the purposes of exercising your Constitutional Rights. The Guide is set out in an easy to understand form to assist Requesters with exercising any right contemplated in the Act. Requesters are referred to this guide which is available on the SAHRC's website at: <http://www.sahrc.org.za>. It describes, in each official language:

- What the objectives of the Act are;
- The details of the private body;
- The process that needs to be followed in order to make a request;
- How to get copies of the Guide at no charge;
- How to get access to the manual of a private body; and • All the remedies available in law to you.

5.3. SAHRC contact details:

Postal Address: Private Bag
2700
Houghton Johannesburg
2041

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33 Hoofd Street Braamfontein Johannesburg 2001

Tel. Number: +27 11 877 3600 (Switchboard)
+27 11 877 3750 (Gauteng Office)
+27 11 877 3803
Fax Number: +27 (0)11 403 0668 (Gauteng Office)
+27 (0)11 403 0625
E-mail: section51.paia@sahrc.org.za
Website: <http://www.sahrc.org.za>

6. AUTOMATIC DISCLOSURE - CATEGORIES OF RECORDS AVAILABLE WITHOUT HAVING REQUEST ACCESS (Section 51(1)(c))

Records that are automatically available to the public are:

- 6.1. All records of SYNAQ lodged in terms of government requirements with various statutory bodies, including the Registrar of Companies, and the Registrar of Deeds.
- 6.2. All records in booklets, brochures, pamphlets, and magazines published by SYNAQ or any of its agents or representatives for distribution to the public relating SYNAQ.
- 6.3. All records on SYNAQ's website <https://www.synaq.com/>.

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION (Section 5(1)(d))

SYNAQ is required to keep particular records, in terms of certain statutes. Insofar as may be applicable, SYNAQ keeps records of information to the extent required in terms of the following legislation, as amended, and codes of best business practice. Records that are automatically available to the public are:

- 7.1. All records of SYNAQ lodged in terms of government requirements with various statutory bodies, including the Registrar of Companies, and the Registrar of Deeds.

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7.2. All records in booklets, brochures, pamphlets, and magazines published by SYNAQ or any

of its agents or representatives for distribution to the public relating SYNAQ.

7.3. All records on SYNAQ's website <https://www.synaq.com/>

8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION (Section 5(1)(d))

SYNAQ is required to keep particular records, in terms of certain statutes. Insofar as may be applicable, SYNAQ keeps records of information to the extent required in terms of the following legislation, as amended, and codes of best business practice:

- 8.1. Basic Conditions of Employment Act, No. 75 of 1997;
- 8.2. Companies Act, No. 71 of 2008;
- 8.3. Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
- 8.4. Competition Act, No 89 of 1998;
- 8.5. Constitution of South Africa Act, No 108 of 1996;
- 8.6. Consumer Protection Act No. 68 of 2008;
- 8.7. Corporate Laws Amendment Act, No. 24 of 2006;
- 8.8. Credit Agreements Act, No 75 of 1980;
- 8.9. Electronic Communications & Transactions Act, No. 25 of 2002;
- 8.10. Employment Equity Act, No. 55 of 1998;
- 8.11. Employment Equity Regulations of 2006;
- 8.12. Financial Intelligence Centre Act, No. 38 of 2001;
- 8.13. Income Tax Act, No. 58 of 1962;
- 8.14. King IV Report on Corporate Governance;
- 8.15. Labour Relations Act, No. 66 of 1995;
- 8.16. National Credit Act, No. 34 of 2005;
- 8.17. Occupational Health and Safety Act, No. 29 of 1996;

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8.18. Prevention and Combating of Corruption Activities

Act, No. 12 of 2004; 8.19. Prevention of Organised Crime Act, No. 121 of 1998;

8.20. Promotion of Access to Information Act, No. 2 of 2000;

8.21. Protected Disclosures Act, No. 26 of 2000;

8.22. Protection of Constitutional Democracy Against Terrorism and Related Activities Act No. 33 of 2004;

8.23. Protection of Personal Information Act, No 4 of 2013;

8.24. Regulation of Interception of Communications and Provision of Communication-Related Information Act Revenue Laws Amendment Act No. 45 of 2003;

8.25. Skills Development Act, No. 97 of 1998;

8.26. Skills Development Levies Act, No. 9 of 1999;

8.27. Unemployment Contributions Act, No. 4 of 2002; 8.28.

Unemployment Insurance Act, No. 63 of 2001; or

8.29. Value-Added Tax Act, No. 89 of 1991.

Information and records held by SYNAQ in terms of any of the abovementioned legislation will be made available in terms of the provisions of the relevant legislation, but without prejudice to the provisions of the Promotion of Access to Information Act.

9. TYPES OF RECORDS HELD BY SYNAQ (Section 51(1)(e))

SYNAQ maintains records on the following categories and subject matters. **Please note** that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted.

9.1. Personnel Documents and Records:

- 9.1.1. *“Personnel”* refers to any authorised person who works for or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company. This includes,

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without limitation, directors (executive and non- executive), all permanent, temporary and part-time staff, as well as contract workers.

9.1.2. Personal information relating to past, present and prospective personnel with reference to “Personal information”, as defined in Section 1 of the Act (as amended by the POPIA), including but not limited to: -

- records provided by third parties relating to personnel;
- records relating to conditions of employment;
- records relating to personnel-related contracts and quasi-legal records;
- records containing the results of internal evaluations;
- correspondence relating to personnel;
- disciplinary records;
- records of salaries paid, other remuneration and benefits as they relate to al past, present and prospective personnel;
- SETA records;
- records embodying codes of conduct and policies and procedures relating to personnel;
- Leave records;
- Pension Fund records; • Provident Fund records; and
- IRP5's.

9.1.3. Personal information relating to past, present and prospective personnel with reference to “Personal information”, as defined in Section 1 of the Act (as amended by the POPIA), including but not limited to: -

- records provided by third parties relating to personnel;
- records relating to conditions of employment;
- records relating to personnel-related contracts and quasi-legal records;
- records containing the results of internal evaluations;
- correspondence relating to personnel;
- disciplinary records;

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- Leave records;
- records of salaries paid, other remuneration and benefits as they relate to all past, present and prospective personnel;
- SETA records;
- records embodying codes of conduct and policies and procedures relating to personnel;
- Pension Fund records; • Provident Fund records; and • IRP5's.

9.2. Client Related Records:

A "client" refers to any natural or juristic entity that receives services from the Company.

These records may include, but are not limited to, the following:

- Records provided by clients in respect of their business and in terms of the contractual arrangements between the Company and clients.
- Records generated by or within the Company related to its clients, including transactional records.
- Records pertaining to third party information provided by clients.
- Records provided by third parties in the course of doing business with the Company.

9.3. Statutory Company Records/ Corporate Records:

- Minutes of executive and other decision-making operational bodies;
- Documents of Incorporation;
- Memorandum and Articles of Association;
- Minutes of Board of Directors' Meetings and Board sub-committee Meetings;
- Share Register and other Statutory Registers;

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- Delegations of authority; and/ or
- Other statutory documents of a legal and commercial nature.

9.4. Other Company Records:

- Documents relating to the operational, commercial and financial interests of the Company;
- Commercial and other legal contracts or agreements;
- Client and other data bases;
- Information on existing and past litigation;
- Trade Mark and Intellectual Property applications and information;
- Administrative Information;
- Licenses;
- Human Resources Information;
- Insurance Policies;
- Marketing records;
- Internal and external correspondence;
- Disaster recovery plans;
- Company product records;
- Internal policies and procedures; and/ or
- Records held by officials of the Company.

10. OTHER INFORMATION AS MAY BE PRESCRIBED (Section 51(1)(f))

The Company may possess records pertaining to other parties, including, without limitation, contractors, suppliers, subsidiary/ holding/ sister companies, joint venture companies and/ or services providers. Alternatively, such other companies may possess records that can be said to belong to the Company. These records include but are not limited to:

- Personnel, customer or private records which are held by another party as opposed to the records held by the Company.

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- Records held by the Company pertaining to other parties, including but not limited to, financial, commercial, operational and legal records, contractual records, correspondence, records provided by the other party, and records provided by third parties about contractors/ suppliers.

11. STEPS TO CONSIDER BEFORE SUBMITTING A REQUEST

The following steps must be considered before submitting a request:

11.1. Step 1: The purpose of the information that the authorised Requester requests

11.1.1. Please note that Section 7(1) states that:

- “This Act does not apply to a record of a public body or a private body if – (a) that record is requested for the purpose of criminal or civil proceedings;
- (b) so requested after the commencement of such criminal or civil proceedings, as the case may be; and
- (c) the production of or access to those records for the purpose referred to in Paragraph (a) is provided for in any other law”.

11.1.2. If Section 7(1) applies, the Requester may not bring a request in terms of this Act. The Requester must use the rules and procedures for discovery of information of the relevant legal forum and proceedings that he/ she is involved in.

11.1.3. SYNAQ reserves the right to claim all expenses and other damages incurred as a result of a Requester submitting a request in contravention of Section 7(1).

11.2. Step 2: Does the information requested exist in the form of a record?

11.2.1. The Act only applies to documents that are in existence at the time of receiving the request.

11.2.2. The Act does not compel anyone to create a record which is not yet in existence at the time the request is made.

11.3. Step 3: Is the document in the possession or under the control of SYNAQ?

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11.3.1. The Act provides that the requested record must be in SYNAQ's possession or under its control. If the document is not in SYNAQ's possession, the Requester must request the record from the party under whose possession or control it is.

12. ACCESS: PROCEDURE, AVAILABILITY AND PRESCRIBED FEES

12.1. How to request a Record (Section 53):

- 12.1.1. Requests for access to Records must be made to the Information Officer on the prescribed form ([Annexure 1](#)). The prescribed form is also available on the website of the South African Human Rights Commission at www.sahrc.org.za;
- 12.1.2. Failure to make use of the prescribed form could result in your Request being refused or delayed.
- 12.1.3. Address your request to the Head of the Company (CEO) or the Information Officer at the address, phone number or electronic mail address referred to in **Error! Reference source not found.**
- 12.1.4. A Request for access to a Record must be accompanied by payment of an initial non-refundable Request fee of **R57.50** (inclusive of VAT). This fee is not applicable to personal Requests, i.e. individual seeking access to Records pertaining to him/herself. The Act sets out further fees which could be applicable to your Request. These fees are available under [Annexure 2](#).
- 12.1.5. Should the Information Officer be of opinion that fulfilment of the Request will require more time than the prescribed hours, the Requester will be informed to pay a deposit, of no more than a third of the above Request fee. In the event that the Request is denied, the deposit will be refunded to the Requester.
- 12.1.6. The Requester must provide sufficient detail on the Request Form to enable the Information Officer to clearly identify:
 - 12.1.6.1. The record(s) requested;
 - 12.1.6.2. The Requester (positive proof of identification); and
 - 12.1.6.3. The format of access required;

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- i. The postal address and fax number of the Requester in the Republic;
and
- ii. If the Requester wishes to be informed of the decision in any manner
(in addition to written), the manner and particulars thereof.

12.1.7. Access is not automatic. The Requester must therefore identify the right he/ she is seeking to exercise or protect a right, and provide an explanation as to why the requested Record is required for the exercise or protection of that right.

12.1.8. If a Request is made on behalf of a person, the Requester must then submit proof, to the satisfaction of the Information Officer, of his/ her authority to make the Request. Failure to do so will result in the Request being rejected.

12.2. Decision on Request (Section 56):

12.2.1. The Requester will be notified, within 30 days, in the manner indicated by him/ her of the outcome of his/ her Request, alternatively whether an extension not exceeding 30 days is required to deal with the Request.

12.2.2. If the Request for access is granted, a further access fee must be paid for the reproduction, the search and preparation of the Records as well as for any time that has exceeded the prescribed hours to search and prepare the Record for disclosure. Access will be withheld until the Requester has made payment of the applicable fee(s).

12.2.3. If the Request for access is refused, reasons for the refusal will be provided and the Requester will be advised that he/ she may lodge an application with a court against the refusal of the Request, as well as the procedure for lodging the application.

12.2.4. The main grounds for refusal of a request relates to:

12.2.4.1. the unreasonable disclosure of personal information about a third party, including a deceased person (subject to section 63(2) of the Act);

12.2.4.2. disclosure that could reasonably be expected to endanger the life or physical safety of an individual;

12.2.4.3. the disclosure that would likely prejudice or impair, inter alia:

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- i. the security of a building, structure or system, including but not limited to, a computer or communication system;
 - ii. a means of transport; or iii. any other property;
- 12.2.4.4. mandatory protection of the privacy of a third party who is a natural person, which would involve unreasonable disclosure of personal information of that natural person;
- 12.2.4.5. mandatory protection of 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 interest of that third party; and
 - iii. information disclosed in confidence by a third party to SYNAQ, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
 - iv. mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - v. mandatory protection of the safety of individuals and the protection of property;
 - vi. mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
 - vii. mandatory protection of the safety of individuals and the protection of property;
 - viii. mandatory protection of records which would be regarded as privileged in legal proceedings; and/ or
 - ix. commercial activities of SYNAQ, which may include –
 - trade secrets of SYNAQ;

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- financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of SYNAQ;
- information which, if disclosed could put SYNAQ at a disadvantage in negotiations or commercial competition;
- a computer programme which is owned by SYNAQ and which is protected by copyright;
- the research information of SYNAQ or a third party, if its disclosure would disclose the identity of SYNAQ, the researcher or the subject matter and would place the research at a serious disadvantage; or

12.2.4.6. Requests for information which is clearly frivolous or vexatious, or which involve unreasonable diversion of resources.

12.2.5. The Requester may lodge an internal appeal or on application to court against the tender or payment of the Request fee.

12.3. Records that cannot be found or that are lost:

- 12.3.1. If all reasonable steps have been taken to find a requested record(s), and there are reasonable grounds to believe the record(s) is in SYNAQ's possession, but cannot be found or does not exist, SYNAQ's Information Officer will notify the Requester by way of affidavit or affirmation as prescribed by the Act, that it is not possible to give access to the requested record;
- 12.3.2. If, after notice is given as per **Error! Reference source not found.**, the record is found, the Requester concerned must be given access to the record, unless access is refused on any of the refusal grounds provided for in the Act (see **Error! Reference source not found.**).
- 12.3.3. Requests for information which is clearly frivolous or vexatious, or which involve unreasonable diversion of resources.

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12.3.4. The Requester may lodge an internal appeal or on application to court against the tender or payment of the Request fee.

12.4. Remedies available when a Request is refused:

- 12.4.1. SYNAQ does not have an internal appeal procedure.
- 12.4.2. Any decision made by the Information Officer is final.
- 12.4.3. Should the Requester not be satisfied, the Requester should exercise the external remedies provided for in the Act.

12.5. Limitation of Liability:

- 12.5.1. SYNAQ is relieved from liability and shall have no duty whatsoever in relation to -
 - 12.5.1.1. the integrity or accuracy of the information requested;
 - 12.5.1.2. any delay associated with the delivery, except to comply with the procedures stipulated herein; and/ or
 - 12.5.1.3. that the information requested will conform with the requirements of the Requester, except that it should correspond with the title and description provided by the Requester.

13. AVAILABILITY

- 13.1. This Manual is available on the SYNAQ website, <https://www.synaq.com/>, alternatively at: Ballyoaks Office Park, Ground Floor Golden Oak House, 35 Ballyclare Drive, Johannesburg, Gauteng, 2191 during office hours: 08:30 - 18:00 (Monday to Friday), excluding Public Holidays and Weekends in the Republic of South Africa.
- 13.2. Fees: The fees payable in respect of access to Records are attached as [Annexure 2](#).

SIGNATURE OF HEAD OF COMPANY

David Jacobson, Founder and Chief Executive Officer | Sam Gelbart, Head of Innovation

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

TO: The Information
 Regulator

P.O. Box 31533

Braamfontein

2017

E-mail address: infoereg@justice.gov.za

Tel number: +27 (0) 10 023 5200

I,

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

hereby request the following copy(ies) of the guide:

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	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Signed _____ this _____ day of _____ 20_____
 at _____ of _____

Signature of requester

David Jacobson, Founder and Chief Executive Officer | Sam Gelbart, Head of Innovation

Ballyoaks Office Park, Ground Floor Golden Oak House, 35 Ballyclare Drive, Johannesburg, 2021.
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FORM 2
REQUEST FOR ACCESS TO RECORD
 [Regulation 7]

(Section 53(1) of the Promotion of Access to Information Act 2 of 2000)

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

SAM GELBART

BALLYOAKS OFFICE PARK

GROUND FLOOR GOLDEN OAK HOUSE

35 BALLYCLARE DRIVE, JOHANNESBURG

2021

(Address)

E-mail address:	popia@synaq.com
-----------------	--

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 on which request is made (when on behalf of another person):	
Postal address:	

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Street address:			
E-mail address:			
Contact numbers:	Tel (B):		Facsimile:
	Cellular:		
PARTICULARS OF RECORDS REQUESTED <i>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.)</i>			
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	
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 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	

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Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail 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 that you prefer, access may be granted in the language in which the record is available)</i>	
PARTICULARS OF RIGHT TO BE EXECUTED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>

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d) If you qualify for exemption of the payment of any fee, please state the reason for the 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

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FOR OFFICIAL USE

Reference number:	
request received by: <i>(state rank, name and surname of Information Officer)</i>	
Date received:	
Access fee:	
Deposit (if any):	

Signature of Information Officer

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FEES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/ printed black & 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: <ul style="list-style-type: none"> (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	
7.	Transcription of an audio record per A4-sized page	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> (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.	R145.00
	To not exceed a total of:	R435.00
10.	Deposit: If search exceeds six hours	One third of the amount per request calculated in terms items 2. to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

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