



This is a manual as prescribed by the PAIA and will be lodged with the Human Rights Council. As it is not a policy it is not in the standard format.

BHBW SOUTH AFRICA PROPRIETARY LIMITED

(Registration number: 2016/275663/07)

("The Company")

MANUAL

as prescribed by the provisions of

THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

And

THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

1. DEFINITIONS

- 1.1. **Company** means BHBW South Africa Proprietary Limited (registration number 2016/275663/07), a company duly registered and incorporated with limited liability in accordance with the company laws of the Republic of South Africa and having its principal place of business situated at 136 Main Reef Road, Boksburg North, Gauteng, Republic of South Africa;
- 1.2. **Conditions for Lawful Processing** means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;
- 1.3. **Constitution** means the Constitution of the Republic of South Africa, 1996;
- 1.4. **Customer** refers to any natural or juristic person that received or receives services from the Company;
- 1.5. **Data Subject** has the meaning ascribed thereto in section 1 of POPIA;
- 1.6. **Deputy Information Officer** means the employee as referred to in clause 5 of this Manual.
- 1.7. **Head of the Company** means the “head” as defined in section 1 of PAIA and referred to in clause 4.1 of this Manual;
- 1.8. **Information Officer** means the Company’s Chief Executive as referred to in clause 4 of this Manual;
- 1.9. **Manual** means this manual prepared in accordance with section 51 of PAIA and regulation 4(1)(d) of the POPIA Regulations;
- 1.10. **PAIA** means the Promotion of Access to Information Act, 2000 as amended from time to time;
- 1.11. **Personal Information** has the meaning ascribed thereto in section 1 of POPIA;
- 1.12. **Personnel** refers to any 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, which includes, without limitation, directors (executive and non-executive) all permanent, temporary and part-time staff as well as contract workers;
- 1.13. **POPIA** means the Protection of Personal Information Act, 2013 as amended from time to time;
- 1.14. **POPIA Regulations** mean the regulations promulgated in terms of section 112(2) of POPIA;
- 1.15. **Private Body** has the meaning ascribed thereto in sections 1 of both PAIA and POPIA;
- 1.16. **Processing** has the meaning ascribed thereto in section 1 of POPIA;
- 1.17. **Regulator** has the meaning ascribed thereto in section 1 of POPIA;
- 1.18. **Responsible Party** has the meaning ascribed thereto in section 1 of POPIA;

- 1.19. **Record** has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information;
- 1.20. **Requester** has the meaning ascribed thereto in section 1 of PAIA; and
- 1.21. **Request for Access** has the meaning ascribed thereto in section 1 of PAIA.

Capitalized terms used in this Manual have the meanings ascribed thereto in section 1 of POPIA and PAIA as the context specifically requires, unless otherwise defined herein.

2. PURPOSE OF THE MANUAL

This Manual:

- 2.1. for the purposes of PAIA, details the procedure to be followed by a Requester and the manner in which a Request for Access will be facilitated; and
- 2.2. for the purposes of POPIA, amongst other things, details the purpose for which Personal Information may be Processed; a description of the categories of Data Subjects for whom the Company Processes Personal Information as well as the categories of Personal Information relating to such Data Subjects; and the recipients to whom Personal Information may be supplied.

3. COMPANY DETAILS

- 3.1. The details of the Company are as follows:

Physical address	BHBW South Africa Proprietary Limited 136 Main Reef Road Boksburg North Gauteng
Postal address:	PO Box 762 Boksburg 1461
Telephone number:	011 898 0000

4. CONTACT DETAILS OF THE INFORMATION OFFICER

- 4.1. The Head of the Company and the Information Officer is the Chief Executive.
- 4.2. The Information Officer has delegated his obligations in terms of POPIA and PAIA to the Deputy Information Officer. The Deputy Information Officer acts with the authority of the Head of the Company in respect of the matters contemplated in the Manual and the obligations imposed by POPIA and PAIA.
- 4.3. The Information Officer's contact details are as follows:

Information Officer	Mark Hughes Chief Executive
Physical address	BHBW South Africa Proprietary Limited 136 Main Reef Road Boksburg North Gauteng
Postal address	PO Box 762 Boksburg 1461
Email address	info@bhbw.co.za
Contact number	011 898 0000

5. CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER

- 5.1. The designated employee who has been selected as Deputy Information Officer is the Senior Legal and Compliance Officer (**Deputy Information Officer**).
- 5.2. The Deputy Information Officer's contact details are as follows:

Deputy Information Officer	Taryn Macintosh Senior Legal and Compliance Officer
Physical address	BHBW South Africa Proprietary Limited 136 Main Reef Road Boksburg North Gauteng
Postal address	PO Box 762 Boksburg 1461
Email address	tmacintosh@bhbw.co.za
Contact number	011 898 0000

6. THE REGULATOR

- 6.1. The Regulator has compiled a guide containing information to assist any person who wishes to exercise any right as contemplated in POPIA and PAIA.
- 6.2. This guide is available at <https://www.justive.gov.za/inforeg/docs.html> and at the Company's head office.

7. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

7.1. Schedule of Records

The Schedule of Records as contained in Appendix 1 of this Manual details the Records that are held and/or Processed by the Company for the purposes of PAIA and POPIA respectively. Access to such Records may not be granted if they are subject to the grounds of refusal which are specified in clause 8 below.

7.2. List of applicable legislation

7.2.1 The Company retains Records which are required in terms of legislation other than PAIA.

7.2.2 Certain legislation provides that private bodies shall allow certain persons access to specified Records, upon request. Legislation that may be consulted to establish whether the Requester has a right of access to a record other than in terms of the procedure set out in the PAIA are set out in Appendix 2.

8. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA

The following are the grounds on which the Company may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

8.1. mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;

8.2. mandatory protection of the commercial information of a third party, if the Records contain:

8.2.1 trade secrets of that third party;

8.2.2 financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or

8.2.3 information disclosed in confidence by a third party to the Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;

8.3. mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

8.4. mandatory protection of the safety of individuals and the protection of property;

8.5. mandatory protection of Records that would be regarded as privileged in legal proceedings;

- 8.6. protection of the commercial information of the Company, which may include:
- 8.6.1. trade secrets;
 - 8.6.2. financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Company;
 - 8.6.3. information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
 - 8.6.4. computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;
- 8.7. research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 8.8. requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

9. INFORMATION OR RECORDS NOT FOUND

If the Company cannot find the Records that the Requester is looking for despite reasonable and diligent search and it believes either that the Records are lost or that the Records are in its possession but unattainable, the Requester will receive a notice in this regard from the Information Officer in the form of an affidavit setting out the measures taken to locate the Record and accordingly the inability to locate the Record.

10. REMEDIES AVAILABLE TO THE REQUESTER UPON REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA

- 10.1. The Company does not have internal appeal procedures. As such, the decision made by the Information Officer is final and Requesters will have to exercise such external remedies at their disposal if the Request for Access is refused.
- 10.2. In accordance with sections 56(3)(c) and 78 of PAIA, a Requester may apply to a court for relief within 180 days of notification of the decision for appropriate relief.

11. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA

- 11.1. A Requester must comply with all the procedural requirements as contained in section 53 of PAIA relating to a Request for Access to a Record.
- 11.2. A Requester must complete the prescribed Request for Access form attached as Appendix 3, and submit the completed Request for Access form as well as payment of a request fee (if applicable) and a deposit (if applicable), to the Information Officer at the postal or physical address, facsimile number or

electronic mail address stated in clause 4 above.

- 11.3. The Request for Access form must be completed with enough detail so as to enable the Information Officer to identify the following:
 - 11.3.1 the Record/s requested;
 - 11.3.2 the identity of the Requester;
 - 11.3.3 the form of access that is required (if the request is granted);
 - 11.3.4 the postal address or fax number or email address of the Requester; and
 - 11.3.5 the right that the Requester is seeking to protect and an explanation as to why the Record is necessary to exercise or protect such a right.
- 11.4. If a Request for Access is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer.
- 11.5. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 11.6. The Company will voluntarily provide the requested Records to a Personal Requester (as defined in section 1 of PAIA). The prescribed fee for reproduction of the Record requested by a Personal Requester will be charged in accordance with section 54(6) of PAIA and paragraph 12 below.

12. FEES

- 12.1. When the Request for Access is received by the Information Officer, the Information Officer will by notice require the Requester, other than a Personal Requester, to pay the prescribed request fee (if any), before further processing the Request for Access.
- 12.2. Prescribed request fees are set out in Appendix 4.
- 12.3. If the search for a Record requires more than the prescribed hours for this purpose, the Information Officer will notify the Requester to pay as a deposit, the prescribed portion of the access fee (being not more than one-third) which would be payable if the Request for Access is granted.
- 12.4. The Information Officer will withhold a Record until the Requester has paid the fees set out in Appendix 4.
- 12.5. 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 reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.
- 12.6. If a deposit has been paid in respect of a Request for Access which is refused, the Information Officer will repay the deposit to the Requester.

13. DECISION TO GRANT ACCESS TO RECORDS

- 13.1. The Company will decide whether to grant or decline the Request for Access

within 30 days of receipt of the Request for Access and must give notice to the Requester with reasons (if required) to that effect.

- 13.2. The period referred to above may be extended for a further period of not more than 30 days if the Request for Access is for a large number of Records or the Request for Access requires a search for Records held at another office of the Company and the Records cannot reasonably be obtained within the original 30-day period.
- 13.3. The Company will notify the Requester in writing should an extension of time as contemplated above be required.
- 13.4. If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and particulars so required.

14. AVAILABILITY OF THE MANUAL

- 14.1. This Manual is made available in terms of PAIA and section 4 of the Regulations to POPIA.
- 14.2. This Manual is also available at www.bhbwholdings.co.za.
- 14.3. No fee will be levied for any request to inspect this Manual.
- 14.4. Copies of the Manual can be obtained from the Information Officer. A fee will be levied for copies of the manual in accordance with Appendix 4.

15. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY

- 15.1. Chapter 3 of 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.
- 15.2. The Company needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by the Company. The Company is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:
 - 15.2.1 is Processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Company, in the form of privacy or data collection notices. The Company must also have a legal basis (for example, consent) to Process Personal Information;

- 15.2.2 is Processed only for the purposes for which it was collected;
- 15.3.3 will not be Processed for a secondary purpose unless that Processing is compatible with the original purpose;
- 15.3.4 is adequate, relevant and not excessive for the purposes for which it was collected;
- 15.3.5 is accurate and kept up to date;
- 15.3.6 will not be kept for longer than necessary;
- 15.3.7 is Processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Company, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- 15.3.8 is Processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
 - 15.3.8.1 be notified that their Personal Information is being collected by the Company. The Data Subject also has the right to be notified in the event of a data breach;
 - 15.3.8.2 know whether the Company 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;
 - 15.3.8.3 request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained Personal Information;
 - 15.3.8.4 object to the Company's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the Company's record keeping requirements);
 - 15.3.8.5 object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
 - 15.3.8.6 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 non-

compliance with the protection of his, her or its Personal Information.

15.3. *Purpose of the Processing of Personal Information by the Company*

As outlined above, Personal Information may only be Processed for a specific purpose. The purposes for which the Company Processes or will Process Personal Information is set out in Part 1 of Appendix 5.

15.4. *Categories of Data Subjects and Personal Information/special Personal Information relating thereto*

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Part 2 of Appendix 5 sets out the various categories of Data Subjects that the Company Processes Personal Information on and the types of Personal Information relating thereto.

15.5. *Recipients of Personal Information*

Part 3 of Appendix 5 outlines the recipients to whom the Company may provide a Data Subject's Personal Information to.

15.6. *Cross-border flows of Personal Information*

Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

15.6.1 recipient country can offer such data an "adequate level" of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or

15.6.2 Data Subject consents to the transfer of their Personal Information; or

15.6.3 transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or

15.6.4 transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or

15.6.5 the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

Part 4 of Appendix 5 sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

15.7. *Description of information security measures to be implemented by the Company*

Part 5 of Appendix 5 sets out the types of security measures implemented by the Company in order to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Company may be conducted in order to ensure that the Personal Information that is processed by the Company is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

15.8. *Objection to the Processing of Personal Information by a Data Subject*

Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this Manual as Appendix 6 subject to exceptions contained in POPIA.

15.9. *Request for correction or deletion of Personal Information*

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Appendix 7 to this Manual.

APPENDIX 1

Description of the subjects on which the Company holds records, and the categories of records held on each subject. Each of these records are available on request in terms of PAIA.

1 Client Services Records

1.1	<i>Client correspondence;</i>	1.7	<i>Proposal and tender documents;</i>
1.2	<i>Client fee files;</i>	1.8	<i>Project plans;</i>
1.3	<i>Client contracts;</i>	1.9	<i>Risk management records; Solution methodologies;</i>
1.4	<i>Client business information;</i>	1.10	<i>Standard terms and conditions of supply of goods and/or services.</i>
1.5	<i>Legal documentation;</i>		
1.6	<i>Working papers;</i>		

2 Corporate Governance

2.1	<i>Codes of conduct;</i>	2.4	<i>Executive committee meeting minutes;</i>
2.2	<i>Corporate social investment records;</i>	2.5	<i>Legal compliance records;</i>
2.3	<i>Board meeting minutes;</i>	2.6	<i>Policies.</i>

3 Finance and Administration

3.1	<i>Accounting records;</i>	3.6	<i>Remittances;</i>
3.2	<i>Annual financial statements;</i>	3.7	<i>Invoices and statements;</i>
3.3	<i>Agreements; Banking records;</i>	3.8	<i>Tax records and returns;</i>
3.4	<i>Correspondence;</i>	3.9	<i>Statistics SA returns.</i>
3.5	<i>Purchase orders;</i>		

4 Human Capital

4.1	<i>BEE statistics;</i>	4.6	<i>Letters of employment;</i>
4.2	<i>Career development records;</i>	4.7	<i>Leave records;</i>
4.3	<i>Personnel information;</i>	4.8	<i>PAYE records and returns;</i>
4.4	<i>Employment equity reports;</i>	4.9	<i>Performance management records;</i>
4.5	<i>General terms of employment;</i>	4.10	<i>Assessments; Policies and procedures;</i>

4.11	<i>UIF returns;</i>	4.13	<i>Medical Aid records.</i>
4.12	<i>Retirement benefit</i>		
5	Information Management and Technology		
5.1	<i>Agreements;</i>	5.4	<i>IT Standards, procedures and guidelines.</i>
5.2	<i>Equipment register;</i>		
5.3	<i>Information policies;</i>		
6	Learning and Education		
6.1	<i>Training material;</i>	6.4	<i>Training agreements.</i>
6.2	<i>Training records and statistics;</i>		
6.3	<i>Learnership Programmes;</i>		
7	Library and Information and Research Centre		
7.1	<i>External publications;</i>	7.4	<i>Periodicals;</i>
7.2	<i>Internal publications;</i>	7.5	<i>Research files and articles.</i>
7.3	<i>Reference works;</i>		
8	Marketing and Communication		
8.1	<i>Proposal documents;</i>	8.6	<i>Agreements;</i>
8.2	<i>New business development;</i>	8.7	<i>Client relationship programmes;</i>
8.3	<i>Brand information management;</i>	8.8	<i>Marketing publications and brochures;</i>
8.4	<i>Marketing strategies;</i>	8.9	<i>Sustainability programmes.</i>
8.5	<i>Communication strategies;</i>		
9	Operations		
9.1	<i>Access control records;</i>	9.8	<i>PABX management information;</i>
9.2	<i>Agreements;</i>	9.9	<i>Service level agreements;</i>
9.3	<i>Archival administration documentation;</i>	9.10	<i>Standard trading terms and conditions of supply of services and goods;</i>
9.4	<i>Communication strategies;</i>	9.11	<i>Travel documentation;</i>
9.5	<i>General correspondence;</i>	9.12	<i>Procurement agreements and documentation;</i>
9.6	<i>Patents and Trade Mark documents;</i>	9.13	<i>Used order books;</i>
9.7	<i>Insurance documentation;</i>		

9.14 *Vehicle registration documents;*

9.15 *Cellular phone registration documents,
including RICA.*

10 **Secretarial Services**

10.1 *Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business;*

10.2 *Corporate structure documents;*

10.3 *Memoranda of Incorporation and Articles of Association;*

10.4 *Share/Securities registers;*

10.5 *Statutory Returns to relevant authorities;*

10.6 *Share certificates;*

10.7 *Shareholder agreements;*

10.8 *Minutes of meetings;*

10.9 *Resolutions passed.*

LIST OF APPLICABLE LEGISLATION

Administration of Adjudication of Road Traffic Offences Act 46 of 1998
Basic Conditions of Employment Act 75 of 1997
Bills of Exchange Act 34 of 1964
Broad-Based Black Economic Empowerment Act 53 of 2003
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Competition Act 89 of 1998
Constitution of South Africa Act 108 of 1996
Consumer Protection Act 68 of 2009
Copyright Act 98 of 1987
Criminal Procedure Act 51 of 1977
Currency & Exchanges Act 9 of 1933
Customs and Excise Act 91 of 1964
Electronic Communications and Transactions Act 25 of 2002
Employment Equity Act 55 of 1998
Environment Conservation Act 73 of 1989
Financial Advisory & Intermediary Services Act 37 of 2002
Financial Intelligence Centre Act 38 of 2001
Firearms Control Act 60 of 2000
Formalities In Respect of Leases of Land Act 18 of 1969
Health Act 63 of 1977
Income Tax Act 58 of 1962
Labour Relations Act 66 of 1995
National Building Regulations and Building Standards Act 103 of 1997
National Credit Act 34 of 2005
National Environmental Management Act 107 of 1998
National Environmental Management: Air Quality Act 39 of 2004
National Environmental Management: Waste Act 59 of 2008
National Water Act 36 of 1998
National Road Traffic Act 93 of 1996
Occupational Health and Safety Act 85 of 1993
Patents Act 57 of 1987
Pension Funds Act 24 of 1956
Prescription Act 18 of 1943
Prevention & Combating of Corrupt Activities Act 12 of 2004
Prevention of Constitutional Democracy Against Terrorist & Related Activities Act 33 of 2004
Prevention of Organised Crime Act 121 of 1998
Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Protected Disclosures Act 26 of 2000
Regulation of Interception of Communications and Provisions of Communication Related Information Act 70 of 2002
Sales and Service Matters Act 25 of 1964
Second-Hand Goods Act 23 of 1955
Securities Services Act 36 of 2004
Securities Transfer Act 25 of 2007

Short-Term Insurance Act 53 of 1998
Skills Development Act 97 of 1997
Skills Development Levies Act 9 of 1999
The South African National Roads Agency Limited & National Roads Act 7 of 1998
Tobacco Products Control Act 12 of 1999
Trade Marks Act 194 of 1993
Transfer Duty Act 40 of 1949
Unemployment Insurance Act 63 of 2001
Unemployment Insurance Fund Contributions Act 4 of 2002
Value-Added Tax Act 89 of 1991

Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a Record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

Note:

1. Proof of identity must be attached by the Requester.
2. If request is 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:

Cellular:

Facsimile:

Full names of person on whose behalf request is made (*if applicable*):

Identity number:

Postal Address:

Street Address:

E-mail Address:

Contact numbers:

Tel:

Cellular:

Facsimile:

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 option 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 or 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 option 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 (<i>Please specify</i>)
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Signed at _____ on 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

APPENDIX 4

FEE IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy 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)	R40.00
	(ii) Compact disc	
	• If provided by requester	R40.00
	• If provided to the requester	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
8.	Copy of an audio record on:	
	(i) Flash drive (to be provided by requester)	R40.00
	(ii) Compact disc	
	• If provided by requester	R40.00
	• If provided to the requester	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
10.	Deposit: If search exceeds 6 hours	R435.00
		One-third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

APPENDIX 5

Part 1

PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA

Purpose of the Processing of Personal Information	Type of Processing
1 To provide services to the Customer in accordance with terms agreed to by the Customer;	Collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
2 To undertake activities related to the provision of services and transactions, including:	
2.1 to fulfil foreign and domestic legal, regulatory and compliance requirements and comply with any applicable treaty or agreement with or between foreign and domestic governments applicable to the Company	
2.2 to verify the identity of Customer representatives who contact the Company or may be contacted by the Company;	
2.3 for risk assessment, information security management, statistical, trend analysis and planning purposes;	
2.4 to monitor and record calls and electronic communications with the Customer for quality, training, investigation and fraud prevention purposes;	
2.5 for crime detection, prevention, investigation and prosecution;	
2.6 to enforce or defend the Company's rights; and	
2.7 to manage the Company's relationship with the Customer.	
3 The purposes related to any authorised disclosure made in terms of agreement, law or regulation;	
4 Any additional purposes expressly authorised by the Customer; and	
5 Any additional purposes as may be notified to the Customer or Data Subjects in any notice provided by the Company	

Part 2

Categories of Data Subjects and categories of Personal Information relating thereto

Categories of Data Subjects and categories of Personal Information relating thereto	Data Subject	Personal Information Processed
<p>Customer:</p> <p>o Corporate</p> <p>Customer Profile information including, account details, payment information, corporate structure, customer risk rating and other customer information including to the extent the categories of information relate to individuals or representatives of customers (e.g., shareholders, directors, etc.) required for the above-mentioned purposes</p> <p>o Individual;</p> <p>Name; contact details (Company E-Mail Address, Company Telephone Number), client details (Home Facsimile Number, Home Postal Address, Home Telephone Number, Personal Cellular, Mobile Or Wireless Number, Personal E-Mail Address); regulatory identifiers (e.g. tax identification number); Account information (Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type, Bank account balance); transaction details and branch details; “know-your-customer” data, photographs; other identification and verification data as contained in images of ID card, passport and other ID documents; images of customer signatures)</p>	<p>Natural Persons;</p> <p>Juristic Persons.</p>	<p>Personal Information relating to a Data Subject received by or on behalf of the Company from the Customer, Customer affiliates and their respective representatives and related parties in the course of providing accounts and services to the Customer or in connection with a transaction or services. Customer Personal Information may include names, contact details, identification and verification information, nationality and residency information, taxpayer-identification numbers, voiceprints, bank account and transactional information (where legally permissible), to the extent that these amount to Personal Information under POPIA.</p>
<p>Payment beneficiaries: Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type; beneficiary address, transaction details; payment narrative and, for certain data transferred from the UK only, National Insurance numbers.</p>		

Categories of Data Subjects and categories of Personal Information relating thereto	Data Subject	Personal Information Processed
Personnel: Name; employee ID number; business contact details (address/telephone number/email address)		

Part 3

Recipients of Personal Information

The Company, its affiliates and their respective representatives

Part 4

Cross-border transfers of Personal Information

When making authorized disclosures or transfers of Personal Information in terms of section 72 of POPIA, Personal Information may be disclosed to recipients located in countries which do not offer a level of protection for that Personal Information as high as the level of protection afforded in South Africa.

Part 5

Description of information security measures

The Company undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The Company may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

- 1 **Access Control of Persons**
The Company has implemented suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.
- 2 **Data Media Control**
The Company has implemented suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by the Company and containing personal data of Customers.
- 3 **Data Memory Control**
The Company undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorized reading, alteration or deletion of stored data.
- 4 **User Control**
The Company has implemented suitable measures to prevent its data processing systems from being used by unauthorized persons by means of data transmission equipment.
- 5 **Access Control to Data**
The Company represents that the persons entitled to use the Company's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorization).
- 6 **Transmission Control**
The Company has enabled the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of the Company's data communication equipment / devices.
- 7 **Transport Control**
The Company has implemented suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the

transmission thereof or during the transport of the data media.

8 Organization Control

The Company maintains its internal organization in a manner that meets the requirements of this Manual.

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

Note:

- 1 Affidavits or other documentary evidence as applicable in support of the objection may be attached.

- 2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

- 3 Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of Data Subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of Responsible Party:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)

	(Please provide detailed reasons for the objection)

Signed at this day of20.....

.....
Signature of data subject/designated person

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

Note:

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

Mark the appropriate box with an "x".

Request **for:**

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.**
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.**

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of Data Subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of Responsible Party:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	

<p style="text-align: center;">C</p>	<p>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</p>
<p style="text-align: center;">D</p>	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)</p>