



Institute for Pharmaceutical Services (Pty) Ltd

This manual has been prepared in terms of the section 51 of the Promotion of Access to Information Act 2 of 2000 and to address the requirements of the Protection of Personal Information Act 4 of 2013.

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1. DEFINITIONS

Client	Any natural or juristic person that received or receives services from Institute for Pharmaceutical Services.
Conditions for Lawful Processing	The conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and in paragraph 12 of this Manual.
Data Subject	The person to whom Personal Information relates.
Information Officer	The individual who is identified in paragraph 3 of this manual.
Manual	This manual.
PAIA	The Promotion of Access to Information Act 2 of 2000.
Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to – - Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. - Information relating to the education or the medical, financial, criminal or employment history of the person. - Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other assignment to the person. - The biometric information of the person. - The personal opinions, views, or preferences of the person. - Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or



further correspondence that would reveal the contents of the original correspondence.

- g. The views or opinions of another individual about the person; and
- h. The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Personnel

Any person who works for or provides services to or on behalf of Institute for Pharmaceutical Services and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Institute for Pharmaceutical Services, which includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff as well as contract workers.

POPI

The Protection of Personal Information Act 4 of 2013.

POPI Regulations

The regulations promulgated in terms of section 112(2) of POPI.

Private Body

Means –

- a. A natural person who carries or has carried on any trade, business or profession, but only in such capacity.
- b. A partnership which carries or has carried on any trade, business, or profession; or
- c. Any former or existing juristic person but excludes a public body.

Processing

Means any operation or activity or any set of operations, whether by automatic means, concerning personal information, including –

- a. The collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, or use.
- b. Dissemination by means of transmission, distribution or making available in any other form; or



- c. Merging, linking, as well as restriction, degradation, erasure, or destruction of information.

SAHRC

The South African Human Rights Commission.

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

2. INTRODUCTION

To POPI and PAIA, Institute for Pharmaceutical Services is defined as a private body. In accordance with Institute for Pharmaceutical Services' obligations in terms of POPI and PAIA, Institute for Pharmaceutical Services has produced this manual.

- 2.1. This manual sets out all information required by both PAIA and POPI.
- 2.2. This manual also deals with how requests are to be made in terms of PAIA.
- 2.3. This manual also establishes how compliance with POPI is to be achieved.

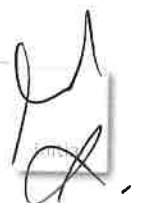
3. CONTACT DETAILS

Business Name	Institute for Pharmaceutical Services (Pty) Ltd
Registration Number	1966/012937/07
Registered Office	Bioforce House, 130 on 16 th Road, Halfway House Estate, Midrand, Gauteng, 1682
Postal Address	P.O. Box 3988, Halfway House, Midrand, 1685
Contact Number	010 020 2520
Information Officer	Pierre Linford
Email address	popi@pharmaforce.co.za / pierre@ips.co.za

Background information of how Institute for Pharmaceutical Services processes information can be found at <https://ipslabs.co.za/>

4. GUIDE OF INFORMATION REGULATOR

- 4.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.
- 4.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3. Should you wish to access the guide you may request a copy from the Information Officer by submitting **ANNEXURE A**, attached hereto, to the details specified above.



- 4.4. You may also inspect the guide at Institute for Pharmaceutical Services' offices during ordinary working hours.
- 4.5. You may also request a copy of the guide from the Information Regulator at the following details:

Information Regulator:

Postal Address: P O Box 31533, Braamfontein, Johannesburg, 2017
Telephone: +27 (10) 023-5200
Website: www.justice.gov.za
Email: PAIACompliance.IR@justice.gov.za

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

- 5.1. At this stage, no Notice(s) has/have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

- 6.1. Institute for Pharmaceutical Services holds and/or processes the following records for the purposes of PAIA and POPI.
- 6.2. The following records may be requested; however, it should be noted that there is no guarantee that the request will be honored. Each request will be evaluated in terms of PAIA and any other applicable legislation.

Products and/or Services:

- All products and/or services are available freely on Institute for Pharmaceutical Services' website as set out above.

Human Resources:

- Employment Contracts
- Employee benefits
- Personnel records and correspondence
- Training records
- Internal policies
- Information pertaining to share options, share incentives, bonus or profit-sharing agreements of each employee
- Pension and provident fund records

Legal:

- Agreements with Clients
- Agreement with Suppliers
- Shareholder agreements
- Partnership agreements
- Licenses and Permits
- Power of Attorneys
- Sale agreements
- Lease agreements

Company Secretarial:

- Memorandum of Incorporation
- Secretarial records
- Tradename registrations
- Trademark registrations
- Institute for Pharmaceutical Services (Pty) Ltd Company registration documents
- Statutory registers
- Minutes of Shareholder's meetings
- Minutes of Director's meetings
- Register of Directors
- Share Certificates

Financial:

- Accounting records
- Annual reports
- Interim reports
- Auditor details and reports
- Tax returns
- Insurance records

Client:

- Client database
- Credit Applications
- Correspondence with Clients

- Documentation prepared for Clients.
- Invoices, receipts, credit and debit notes

Marketing:

- Published Marketing material

Miscellaneous:

- Internal Correspondence
- Information technology records
- Trade secrets
- Domain name registrations
- Website information

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 7.1. Basic Conditions of Employment Act, No. 75 of 1997
- 7.2. Companies Act, No. 71 of 2008
- 7.3. Constitution of the Republic of South Africa Act, No. 108 of 1996
- 7.4. Debt Collectors Act, No. 114 of 1998
- 7.5. Deed Registries Act, No. 47 of 1937
- 7.6. Electronic Communication and Transactions Act, No. 25 of 2002
- 7.7. Employment Equity Act, No. 55 of 1998
- 7.8. Financial Intelligence Centre Act, No. 38 of 2001
- 7.9. Income Tax Act, No. 58 of 1962
- 7.10. Insolvency Act, No. 24 of 1936
- 7.11. Intellectual Property Laws Amendment Act No.38 of 1997
- 7.12. Labour Relations Act No. 66 of 1995
- 7.13. Medicines and Related Substances Act No. 101 of 1965
- 7.14. National Credit Act, No. 34 of 2005
- 7.15. Occupational Health and Safety Act No. 85 of 1993
- 7.16. Patents, Designs and Copyright Merchandise Marks Act, No. 17 of 1941
- 7.17. Pension Funds Act, No. 24 of 1956
- 7.18. Pharmacy Act No. 53 of 1974
- 7.19. Prescription Act No. 68 of 1969

- 7.20. Prevention of Organised Crime Act No. 121 of 1998
- 7.21. Protection of Personal Information Act 4 of 2013
- 7.22. Skills Development Levies Act, No. 9 of 1999
- 7.23. The Criminal Procedure Act, No. 51 of 1977
- 7.24. The Labour Relations Act, No. 66 of 1995
- 7.25. Trademark Act No. 194 of 1993
- 7.26. Transfer Duty Act No. 40 of 1949
- 7.27. Unemployment Insurance Act, No. 63 of 2001
- 7.28. Value Added Tax Act, No. 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.*

8. REQUEST PROCESS

- 8.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 8.2. The requester must complete **ANNEXURE B**, which is attached hereto, and submit it to the Information Officer at the details specified above.
- 8.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 8.4. The prescribed form must be completed with enough particularity to enable the Information Officer to determine:
 - 8.4.1. The record(s) requested.
 - 8.4.2. The identity of the requestor.
 - 8.4.3. What form of access is required; and
 - 8.4.4. Postal address or fax number of the requestor.
- 8.5. The requestor must state that the records are required for the requestor to exercise or protect a right and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested are required to exercise or protect the right.
- 8.6. The request for access will be dealt with within 30 days from the date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
- 8.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for

information held at another office of Institute for Pharmaceutical Services and the information cannot be reasonably obtained within 30 days. The Information Officer will notify the requestor in writing should an extension be necessary.

- 8.8. The Information Officer must communicate a response to the request for access using "Annexure E," this communication shall inform the requestor of:
 - 8.8.1. The decision.
 - 8.8.2. Fees payable in terms of paragraph 11.
- 8.9. If the Information Officer is of the opinion that the searching and preparation of the record for disclosure would amount to more than 6 hours, he/she shall inform the requestor to pay a deposit not exceeding one third of the amount payable.
- 8.10. Should the requestor have any difficulty with the form, or the process laid out herein, the requestor should contact the Information Officer for assistance.
- 8.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

9. GROUNDS FOR REFUSAL

- 9.1. The following are grounds upon which Institute for Pharmaceutical Services may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:
 - 9.1.1. 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.
 - 9.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
 - 9.1.2.1. Trade secrets of that third party.
 - 9.1.2.2. 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
 - 9.1.2.3. Information disclosed in confidence by a third party to Institute for Pharmaceutical Services, 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.
 - 9.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
 - 9.1.4. Mandatory protection of the safety of individuals and the protection of property.
 - 9.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings.
 - 9.1.6. Protection of the commercial information of Institute for Pharmaceutical Services, which may include:
 - 9.1.6.1. Trade secrets.

- 9.1.6.2. Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Institute for Pharmaceutical Services.
- 9.1.6.3. Information which, if disclosed, could put Institute for Pharmaceutical Services at a disadvantage in contractual or other negotiations or prejudice the Institute for Pharmaceutical Services in commercial competition; and/or
- 9.1.6.4. Computer programs which are owned by Institute for Pharmaceutical Services, and which are protected by copyright and intellectual property laws.
- 9.1.7. Research information of Institute for Pharmaceutical Services or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 9.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

10. REMEDIES SHOULD A REQUEST BE REFUSED

- 10.1. Institute for Pharmaceutical Services does not have an internal appeal procedure considering a denial of a request, decisions made by the Information Officer is final.
- 10.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

11. FEES

- 11.1. The following fees shall be payable upon request by a requestor:

Request fee (Payable on every request)	R140.00
Photocopy of an A4 page or part thereof	R2.00
Printed copy of an A4 page or part thereof	R2.00
Hard copy on flash drive (Flash drive to be provided by the requestor)	R40.00
Hard copy on a compact disc (Compact disc to be provided by the requestor)	R40.00
Hard copy on a compact disc (Compact disc to be provided by Institute for Pharmaceutical Services)	R60.00
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record per A4 page	R24.00



Copy of an audio record on flash drive (Flash drive to be provided by the requestor)	R40.00
Copy of an audio on a compact disc (Compact disc to be provided by the requestor)	R40.00
Copy of an audio on a compact disc (Compact disc to be provided by Institute for Pharmaceutical Services)	R60.00
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 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. (Cannot exceed total cost)	R435.00
Postage, email, or any other electronic transfer	Actual expense if any

12. POPI

12.1. Conditions for lawful processing:

12.1.1. POPI has eight conditions for lawful processing and includes:

- 12.1.1.1. Accountability
- 12.1.1.2. Processing limitation
- 12.1.1.3. Purpose specification
- 12.1.1.4. Further processing limitation
- 12.1.1.5. Information quality
- 12.1.1.6. Openness
- 12.1.1.7. Security safeguards
- 12.1.1.8. Data subject participation

12.1.2. Institute for Pharmaceutical Services is involved in the following types of processing:

- 12.1.2.1. Collection
- 12.1.2.2. Recording
- 12.1.2.3. Organization
- 12.1.2.4. Structuring
- 12.1.2.5. Storage
- 12.1.2.6. Adaptation or alteration
- 12.1.2.7. Retrieval
- 12.1.2.8. Consultation

- 12.1.2.9. Use
- 12.1.2.10. Disclosure by transmission
- 12.1.2.11. Dissemination or otherwise making available
- 12.1.2.12. Alignment or combination
- 12.1.2.13. Restriction
- 12.1.2.14. Erasure
- 12.1.2.15. Destruction

12.1.3. Institute for Pharmaceutical Services processes information for the following purposes:

- 12.1.3.1. To fulfil agreements in relation to its employees.
- 12.1.3.2. to provide services to its clients in accordance with terms agreed to by the Clients.
- 12.1.3.3. to undertake activities related to the provision of services, such as
 - 12.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements.
 - 12.1.3.3.2. to verify the identity of Customer representatives who contact Institute for Pharmaceutical Services or may be contacted by Institute for Pharmaceutical Services.
 - 12.1.3.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes.
 - 12.1.3.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation, and fraud prevention purposes.
 - 12.1.3.3.5. to enforce or defend Institute for Pharmaceutical Services or Institute for Pharmaceutical Services affiliates' rights.
 - 12.1.3.3.6. to manage Institute for Pharmaceutical Services relationship with its clients, which may include providing information to its clients and its clients affiliates about Institute for Pharmaceutical Services and Institute for Pharmaceutical Services affiliates' products and services.
- 12.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law, or regulation.
 - 12.1.3.4.1. any additional purposes expressly authorised by Institute for Pharmaceutical Services' client.
- 12.1.3.5. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by Institute for Pharmaceutical Services.

12.2. Institute for Pharmaceutical Services processes personal information the following categories of Data Subjects:

- 12.2.1. Juristic persons –
 - 12.2.1.1. Corporate Clients
 - 12.2.1.2. Suppliers
- 12.2.2. Natural persons –
 - 12.2.2.1. Individuals

- 12.2.2.2. Staff
- 12.2.2.3. Clients
- 12.2.2.4. Suppliers

12.3. Institute for Pharmaceutical Services process the following categories personal information:

- 12.3.1. Client profile information.
- 12.3.2. Bank account details.
- 12.3.3. Payment information.
- 12.3.4. Client representatives.
- 12.3.5. Names.
- 12.3.6. Email addresses.
- 12.3.7. Telephone numbers.
- 12.3.8. Facsimile numbers.
- 12.3.9. Physical addresses.
- 12.3.10. Tax numbers.
- 12.3.11. Identity numbers.
- 12.3.12. Passport numbers.

12.4. Recipients of Personal Information.

12.4.1. Institute for Pharmaceutical Services, Institute for Pharmaceutical Services' affiliates, their respective representatives.

12.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.

12.6. The following Security measures are implemented by Institute for Pharmaceutical Services:

12.7. Institute for Pharmaceutical Services implements numerous security measures to protect personal information that is stored electronically and physically.

12.7.1. Institute for Pharmaceutical Services ensures that appropriate security measures are taken and updates these measures on a regular basis.

12.7.2. Institute for Pharmaceutical Services have also implemented various policies for additional security for personal information stored both physically and electronically.

12.8. The personal information that is stored physically is protected as follows:

12.8.1. Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.

12.8.2. Such physical data records will be 'locked-away' and secured when not in use.

12.9. Institute for Pharmaceutical Services may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.

12.10. Objection to the processing of personal information by a data subject:

12.10.1. Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as **ANNEXURE "B"**.

12.11. Request for correction or deletion of personal information:

12.11.1. Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE "C"**.

12.11.2. Regulation 8 of the POPI regulations provides for requests the outcomes of requests and of fees payable in the prescribed form attached hereto as **ANNEXURE "E"**.

SIGNATURE INFORMATION

OFFICER

: 

DATE

: 23/06/2025


Initials



INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information
and effective access to information

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200

Email: PAIACompliance@infoRegulator.org.za

REQUEST FOR A COPY OF THE GUIDE

FORM 1

[Regulation 2]

I,

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

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

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
☐ Sepedi		☐ Sesotho	
☐ Setswana		☐ siSwati	
☐ Tshivenda		☐ Xitsonga	
☐ Afrikaans		☐ English	
☐ isiNdebele		☐ isiXhosa	
☐ isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester _____

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

Full names:	ef		
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

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

Language (mark with "X")		No of copies	Language (mark with "X")		No of copies
☐	Sepedi		☐	Sesotho	
☐	Setswana		☐	siSwati	
☐	Tshivenda		☐	Xitsonga	
☐	Afrikaans		☐	English	
☐	isiNdebele		☐	isiXhosa	
☐	isiZulu				

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
☐	☐	☐	☐

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

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

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <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			
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 <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <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)	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

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?		Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>		☐	☐
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes ☐ No ☐	
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Fees (Sec 22). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Extension (Sec 26(1)). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Access (Sec 29(3)). Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		
Request for access granted. Confirmed?	Yes	☐	New decision <i>(if not confirmed)</i>	
	No	☐		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority _____