

**MANUAL**

**in terms of**

**The Promotion of Access to Information Act 2/2000**

(the "ACT")

**As amended by the Protection of Personal Information Act, 4 of 2013**

("POPIA")

Of

**SANTOVA EXPRESS SOUTH AFRICA (PTY) LTD**

REGISTRATION NUMBER: 2020/835592/07

("SANTOVA")

UPDATED: May 2021

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## **I. INTRODUCTION**

SANTOVA is a part of the Santova Group of companies involved in international logistics and supply chain solutions involving moving goods by sea, air, road and rail from origin to final destination, insurance brokerage as well as other related services within the other Group entities. If you would like to find out more about us, please visit our website at [www.santova.com](http://www.santova.com).

## **2. CORPORATE INFORMATION**

Persons designated/duly authorised persons: this may change from time to time therefore please visit [www.santova.com](http://www.santova.com) to find out whether there has been any changes.

Directors:	GH Gerber (Chief Executive Officer)
	RM Herselman ( Group Financial Director)
Company Secretary:	JA Lupton, of Highway Corporate Services (Pty) Ltd
Group Legal Advisor:	AKG Lewis
Group Auditor:	Moore Johannesburg Inc.
Human Resources Manager:	H Ritchie
Postal Address:	P.O. Box 6148, Durban, 4001 RSA
Street Address:	Santova House, 88 Mahatma Gandhi Rd (Point Rd), Durban, 4001
Telephone Number:	031 374 7000

## **3. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS**

### 3.1. Details:

SANTOVA Information Officer: GP Fourie  
Address: 7 Mirage Road, Bedfordview, 2008  
Telephone number: +27 (0) 87 086 7568  
Email: [gerrit.fourie@santova.com](mailto:gerrit.fourie@santova.com)  
Information Regulator Reference Number: 52352/2021-2022/IRRTT

### Deputy Information Officers:

Santova Logistics (Pty) Ltd Deputy Information Officer: Muhammad Desai  
Address: 88 Mahatma Gandhi Rd (Point Rd), Durban, 4001  
Telephone number: +27 (0) 31 374 7000  
Email: [muhammad.desai@santova.co.za](mailto:muhammad.desai@santova.co.za)  
Information Regulator Reference Number: 52365/2021-2022/IRRTT

Santova Financial Services (Pty) Ltd Deputy Information Officer: Lorraine van der Westhuizen  
Address: 88 Mahatma Gandhi Rd (Point Rd), Durban, 4001  
Telephone number: +27 (0) 31 374 7200

Email: [Lorraine.vanderwesthuizen@santova.com](mailto:Lorraine.vanderwesthuizen@santova.com)

Information Regulator Reference Number: 52369/2021-2022/IRRTT

### 3.2. Correspondence

For the attention of the Information Officer:

Please email: [informationofficer@santova.com](mailto:informationofficer@santova.com).

## 4. **THE ACT**

- 4.1. The ACT grants a requester access to records SANTOVA, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 4.2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7.
- 4.3. Requesters are referred to the Guide which shall assist those who are not familiar with PAIA/POPIA and this Guide shall assist you with understanding how to exercise your rights under PAIA. This is available in all the South African official languages. If you have any queries/need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg

Postal Address: P.O Box 31533, Braamfontein

Complaints email: [Compliants.IR@justice.gov.za](mailto:Compliants.IR@justice.gov.za)

General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Website: <https://www.justice.gov.za/infoereg/contact.html>

## 5. **MAIN SUBSIDIARIES AND ASSOCIATE COMPANIES**

Santova Limited South Africa - 1998/018118/06

Santova Corporate Services (Pty) Ltd South Africa - 2016/126718/07

Santova Logistics (Pty) Ltd South Africa - 1987/001296/07

Santova Financial Services (Pty ) Ltd South Africa - 2002/004034/07

Santova International Holdings (Pty) Ltd South Africa - 2005/008170/07

Santova International Trade Solutions (Pty) Ltd South Africa - 2005/042259/07

Santova NVOCC (Pty) Ltd South Africa - 2004/031099/07

Santova Logistics Pty Ltd Australia - ABN 20 093 012 901

Santova Logistics Ltd United Kingdom - 02463065

W.M. Shipping Limited United Kingdom - 02337432

Santova Logistics B.V. Netherlands - 24457789

Santova Logistics Ltd Hong Kong - 1009949

Santova Logistics GmbH Germany - HRB82904

Tradeway Shipping Ltd United Kingdom - 01475410

Jet Air & Ocean Freight Services Ltd Mauritius - C06010043

ASM Logistics (S) Pte. Ltd Singapore - 200911711K

Santova Logistics Vietnam Co., Ltd Vietnam - 316346967

ASM Logistics (Thailand) CO., LTD Thailand - 105552113135

SAI Logistics Ltd United Kingdom - 6455595

Tradeway Northwest Ltd United Kingdom - 04911489

MCL Maritime Cargo Logistics GmbH Germany - HRB16982

MCL Maritime Warehouse GmbH Germany – HRB115823

MCL Administration GmbH Germany - HRB107896

ASM Global Logistics Limited Mauritius - C18159219

Santova Express Singapore Pte Ltd Singapore - 202104625E

Any other entity listed as a member of the Santova Limited Group of Companies is available on our website [www.santova.com](http://www.santova.com) from time to time.

If you have any PAIA request and you would like to submit to one of the above entities then you should still follow the procedures set out in this PAIA Manual as it will apply to them.

This Manual is available for inspection free of charge at the registered office of Santova as set out above or on its website at: <https://santova.com/>

## **6. ACCESS TO RECORDS AND AVAILABILITY**

*Records that SANTOVA is required to disclose are freely available on the website or available on request at the office of SANTOVA.*

### **Records Subject**

#### Public Affairs

- Corporate Records & Registers
- Memorandum of Incorporation
- Written Resolutions
- Records relating to the appointment of directors/auditors/company secretary/public officer/any other officers
- Share Register and other statutory registers
- Other statutory records
- Documents of Incorporation
- Media Releases

#### Financial

- Accounting Records
- Banking Records
- Bank Statements
- Paid cheques
- Invoices
- Electronic Banking Records
- Asset Register
- Financial Statements
- Tax Records (Company)
- Asset Register
- Management Accounts
- Banking Records
- Investment information
- Debtors information
- Creditors information

#### Marketing

- Market Information
- Performance Records
- Marketing Records
- Customer Database and Records

## Human Resources

- Tax Records (Employees)
  - PAYE Records
  - Documents issued to employees for income tax purposes
  - Records of payments made to SARS on behalf of employees
  - All other statutory compliances:
    - VAT
    - Regional Services Levies
    - Skills Development Levies
    - UIF
    - Workmen's Compensation
- Administration Records (Payroll, UIF, Etc)
- Employment Records and Contracts
- Employment Equity Plan (if applicable)
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Leave records
- Training records, manuals, materials and reports
- Personal records provided by personnel
- Other statutory records
- Related correspondence
- Policy and Procedures
- Health and Safety and Environment Risk Assessment
- Pension/Provident Fund Records

## Other

- IT Records
- Address lists and internal telephone lists
- Relevant Legal Agreements
- Operational Records
- Relevant Correspondence
- Relevant Third Party Records (Suppliers, Etc)
- Other Statutory Records
- Records available in terms of any other legislation

## **7. FORM OF REQUEST**

To facilitate the processing of your request, kindly action as follows:

### 7.1. Information relating to POPIA:

- 7.1.1. POPIA requires that we provide certain information relating to how personal information that we process is (amongst other things) used, disclosed and destroyed.
- 7.1.2. Requests for personal information under POPIA must be made in accordance with the provisions of PAIA and this is outlined in the request procedure below.
- 7.1.3. If we do provide the Personal Information, you may request the correction, deletion/destruction of your Personal Information (in the prescribed form).
- 7.1.4. You may also object to the processing of your personal Information in the prescribed form.
- 7.1.5. These forms have been attached to this Manual for your convenience.

- 7.1.6. We shall also provide a written estimate for the fee for providing you with your personal information before providing you with the services and we may also require you provide us with a deposit for all/part of the fee prior to giving any such requested personal information.
- 7.1.7. POPIA does indicate that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy and the type of such personal information processed will depend on the purpose for which it is collected. We shall disclose to you why the personal information is being collected and we shall not process such personal information for any other purpose.
- 7.1.8. We may also supply personal information to recipients such as Management, Employees, Temporary Staff, Sub-contracted Operators and other recipients of international organisations. In addition, we may disclose personal information collected, to any of our overseas subsidiaries, associate entities/third party service providers which we may engage in business/services as required for the business (including any cloud services hosted internationally). Finally we may disclose personal information where we have a legal duty/right to do so.
- 7.1.9. Santova employs appropriate, reasonable technical and organizational measures to prevent loss of, damage to or unauthorized destruction of personal information and unlawful access to/processing of personal information. These measures include firewalls, virus protection software, update protocols, logistical and physical access control, secure setup of hardware and software making up Santova's information technology infrastructure and we also involve outsourced service providers who are contracted to implement security controls.
- 7.1.10. Types of personal information that is processed, category of data subject and category of personal information: (please note that this list is not exhaustive):

#### Clients

- Natural Persons
- Names
- Contact details
- Physical and postal addresses
- Date of birth
- ID number
- Tax related information
- Nationality
- Gender
- Confidential correspondence
- Juristic persons/entities including any foreign persons/entities
- Names of contact persons
- Name of legal entity
- Physical and postal address and contact details
- Financial information
- Registration number
- Founding documents
- Tax related information
- Authorized signatories
- Beneficiaries
- Ultimate beneficial owners

#### Service Providers/Intermediary

- Names of contact persons
- Name of legal entity
- Physical and postal addresses and contact details

- Financial information
- Registration number
- Founding documents
- Tax related information
- Authorised signatories
- Beneficiaries
- Ultimate beneficial owners

#### Employees/Directors

- Includes any potential employees,
- Employees' family member
- Temporary staff
- Gender
- Pregnancy
- Marital status
- Race
- Age
- Language
- Education information
- Financial information
- Employment history
- ID number
- Next of Kin
- Children's name, gender, age, physical address
- Criminal behaviours/records
- Wellbeing
- Trade union membership
- Medical information

### **8. REQUEST PROCEDURE**

- 8.1. Any request for access to a record in terms of PAIA must be in the prescribed form, attached and marked '*Appendix A – Form C – Request for access to record for private body*'
- 8.2. Address your request to the following email address: [informationofficer@santova.com](mailto:informationofficer@santova.com).
- 8.3. Provide sufficient details to enable SANTOVA to identify:
  - 8.3.1. The record(s) requested;
  - 8.3.2. The requester (and if an agent is lodging the request, proof of capacity);
  - 8.3.3. The form of access required;
    - 8.3.3.1. The postal address or fax number of the requester in the Republic;
    - 8.3.3.2. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;

The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

### **9. FORMALITIES**

The following applies to requests (other than personal requests):

- 9.1. A requestor is required to pay the prescribed fees depending on the type of information requested as further set out in the Appendix B 'Fees in respect of private bodies.' before a request will be processed;
- 9.2. There are two categories of fees payable:
  - 9.2.1. The request fee – R50



- 9.2.2. The access fee – calculated taking into account reproduction costs, search and preparation costs as well as postal costs.
- 9.3. PAIA does allow Santova to levy a charge or request a fee to enable it to recover the costs of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) of PAIA.
- 9.4. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees are paid in full.
- 9.5. Please note that POPIA provides that a data subject may, upon proof of identity, request Santova confirm (free of charge) all the information it holds about the data subject and may request access to such information including information about the identity of third parties who have/have had access to such information.
- 9.6. POPIA confirms that where a data subject is required to pay a fee for services provided to him/her, Santova must provide the data subject a written estimate of the payable amount before providing the services and may require that the data subject pays a deposit for all/part of the fee.
- 9.7. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 9.8. Records may be withheld until the fees have been paid.
- 9.9. POPIA allows for you as a Data Subject to object, at any time, to the processing of Personal Information by Santova subject to it being on reasonable grounds relating to his/her particular situation unless there is legislation which provides for such processing.
- 9.10. If you wish to object, please:
- 9.10.1. complete the prescribed form attached '*Appendix C – Form 1 – Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2]*'
- 9.10.2. Provide proof of identity (e.g. certified copy of your Identity Document/other legal forms of identity) to authenticate your identity and request.
- 9.10.3. Submit the form once completed to the Information Officer at email: [informationofficer@santova.com](mailto:informationofficer@santova.com).
- 9.11. POPIA allows you to request a correction/deletion of Personal Information held about you the Data Subject in Santova's possession/under its control where it is inaccurate, irrelevant, excessive, out-of-date, incomplete, misleading/obtained unlawfully or where it is requested Santova delete a record of Personal Information about the Data Subject that Santova is no longer authorized to retain in terms of POPIA's retention and restriction of records provisions.
- 9.12. If you wish to correct/delete Personal Information/require the destruction/deletion of a record of Personal Information please:
- 9.12.1. Complete the form attached '*Appendix D - FORM 2 - Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]*'
- 9.12.2. Provide proof of identity (e.g. certified copy of your Identity Document/other legal forms of identity) to authenticate your identity and request.
- 9.12.3. Submit a request to the Information Officer at email: [informationofficer@santova.com](mailto:informationofficer@santova.com).
- 9.13. Requests will be processed within 30 (thirty) days unless the requests contains considerations which are of such a nature that a time extension is needed and if so you will be notified together with reasons explaining why the extension is necessary.
- 9.14. There are also grounds for refusing a request for access to a record, these may include (list is not exhaustive):
- 9.14.1. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;

- 9.14.2. the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
  - 9.14.3. if disclosure would result in the breach of a duty of confidence owed to a third party;
  - 9.14.4. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
  - 9.14.5. if the record was produced during legal proceedings, unless that legal privilege has been waived;
  - 9.14.6. if the record contains trade secrets, financial or sensitive information or any information that would put Santova at a disadvantage in negotiations or prejudice it in commercial competition; and/or
  - 9.14.7. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Santova.
- 9.15. However PAIA contains an overriding provision (Section 70) and disclosure of a record is compulsory if it would reveal:
- 9.15.1. either a substantial contravention of/failure to comply with the law or there is an imminent and serious public safety/environmental risk; and
  - 9.15.2. the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.
- 9.16. If the request for access to information affects a third party then such third party must first be informed within 21 (twenty one) days of receipt of the request and the third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.
- 9.17. If the Information Officer decided to grant a requester access to the particular record then such access must be granted within 30 (thirty) days of being informed of the decision.
- 9.18. There is an appeal procedure which can be followed after a request to access information has been refused, this will outline by the Information Officer upon request.
- 9.19. In the event you are not satisfied with the outcome of the appeal then you are entitled to apply to the Information Regulator/a court of competent jurisdiction to take matters further.
- 9.20. If a third party is affected by the request for access and the Information Officer has decided to grant you access to the record then the third party involved has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction and if no appeal has been lodged by the third party within 30 (thirty) days then you must be granted access to the record.



REPUBLIC OF SOUTH AFRICA

FORM C  
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY  
(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))  
[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head:

[Redacted area]

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname:

[Grid of 13 empty boxes for name entry]

.....

Identity number:

Postal address: .....

Telephone number: (.....) ..... Fax number: (.....) .....

E-mail address: .....

Capacity in which request is made, when made on behalf of another person:

[Redacted area]

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

.....

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Identity number:

**D. PARTICULARS OF RECORD**

(a) 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.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....  
.....  
.....  
.....  
.....

2. Reference number, if available:

.....  
.....  
.....  
.....  
.....

3. Any further particulars of record:

.....  
.....  
.....  
.....  
.....

**E. FEES**

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(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 for exemption from payment of fees:

.....  
.....

.....

.....

**F. FORM OF ACCESS TO RECORD**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: ..... Form in which record is required:  
.....

Mark the appropriate box with an **X**.

NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>				
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>
<b>2. If record consists of visual images -</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):				
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*	<input type="checkbox"/>
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>				
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>				
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)	<input type="checkbox"/>

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
--	------------------------------	-----------------------------

**G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Indicate which right is to be exercised or protected:

.....

.....

.....

.....

.....

.....

2. Explain why the record requested is required for the exercise or protection of the  
aforementioned right:

.....  
.....  
.....  
.....  
.....  
.....

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at ..... this day..... of .....year .....

.....  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS  
MADE

## Appendix B

### FEES IN RESPECT OF PRIVATE BODIES

1. The "request fee" payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The "fees for reproduction" referred to in section 52(3) and "access fees" payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
  - (a) for every photocopy of an A4-size page or part thereof - R1 - R10
  - (b) for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form - R0 - R75
  - (c) for a copy in a computer-readable form on:
    - (i) stiffy disc - R7 - R50
    - (ii) compact disc - R70
  - (d)
    - (i) for a transcription of visual images, for an A4-size page or part thereof - R40;
    - (ii) for a copy of visual images - R60
  - (e)
    - (i) for transcription of an audio record, for an A4-size page or part thereof - R20;
    - (ii) for a copy of an audio record - R30
  - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester  
Exemptions from paying "access fees"

Person or persons exempted from paying access fees:

- (i) A single person whose annual income does not exceed R14,712.00; or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

**Appendix C**

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION  
IN TERMS OF SECTION 11(3) OF POPIA**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

[Regulation 2]

*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:	
	Code (     )
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:	
	Code (     )
Contact number(s):	
Fax number/ E-mail address:	



C	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

.....  
*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 (ACT NO. 4 OF 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 THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (     )
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:	
	Code (     )
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

<b>D</b>	<p><b>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</b></p> <p><b>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.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at ..... this ..... day of .....20.....

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

## **FURTHER INFORMATION**

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### **FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA**

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 is for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
  - (a) For every photocopy of an A4-size page or part thereof R 1, 10.
  - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0, 75.
  - (c) For a copy in a computer-readable form on -
    - (i) stiffy disc R7, 50;
    - (ii) compact disc R70,00.
  - (d) (i) For a transcription of visual images, for an A4-s1ze page or part thereof R40,00;  
(ii) For a copy of visual images R60,00.
  - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;  
(ii) For a copy of an audio record R30,00.
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
  - (1) (a) For every photocopy of an A4-size page or part thereof R1, 10.  
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.  
(c) For a copy in a computer-readable form, on -
    - (i) stiffy disc R7,50;
    - (ii) compact disc R70,00.
  - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00;  
(ii) For a copy of visual images R60,00.
  - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00;  
(ii) For a copy of an audio record R30,00.
  - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and reparation.
  - (2) For purposes of section 54(2) of PAIA, the following applies:
    - (a) six hours as the hours to be exceeded before a deposit is payable; and
    - (b) one third of the access fee is payable as a deposit by the requester.
  - (3) The actual postage is payable when a copy of a record must be posted to a requester.

## RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- Administration of Estates Act 66 of 1965 (Estates)
- Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (Transport)
- Admission of Advocates Act 74 of 1964 (Professions)
- Advertising on Roads and Ribbon Development Act 2 of 1940 (Environment and Conservation)
- Advisory Board on Social Development Act 3 Of 2001 (Welfare and Pensions)
- African Renaissance and International Co-operation Fund Act 51 of 2000 (Finance)
- Aged Persons Act 81 of 1967 (Welfare and Pensions)
- Agricultural Debt Management Act 45 of 2001 (Farming)
- Airports Company Act 44 of 1993 (Transport)
- Alienation of Land Act 68 of 1981 (Contract and Delict)
- Appeals Amendment Act 105 of 1982 (Procedural Law)
- Apportionment of Damages Act 34 of 1956 (Contract and Delict)
- Arbitration Act 42 of 1965 (Procedural Law)
- Architectural Profession Act 44 of 2000 (Professions)
- Associated Institutions Pension Fund Act 41 of 1963 (Welfare and Pensions)
- Associated Institutions Provident Fund Act 11 of 1971 (Welfare and Pensions)
- Atmospheric Pollution Prevention Act 45 of 1965 (Environment and Conservation)
- Attorneys Act 53 of 1979 (Professions)
- Auditing Profession Act 26 of 2005 (Professions)
- Aviation Act 74 of 1962 (Transport)
- Banking Institutions Act 25 of 1946 (Financial Institutions and Insurance)
- Banks Act 94 of 1990 (Financial Institutions and Insurance)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Bills of Exchange Act 34 of 1964 (Commercial Law)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Broadcasting Act 4 of 1999 (Communication)
- Business Names Act 27 of 1960 (Commercial Law)
- Carriage of Goods by Sea Act 1 of 1986 (Shipping)
- Central Energy Fund Act 38 of 1977 (Energy)
- Citation of Constitutional Laws Act 5 of 2005 (Constitutional Law)
- Civil Aviation Act 13 of 2009 (Transport)
- Civil Aviation Offences Act 10 of 1972 (Transport)

- Civil Proceedings Evidence Act 25 of 1965 (Procedural Law)
- Close Corporations Act 69 of 1984 (Corporate Law)
- Co-operatives Act 91 of 1981 (Corporate Law)
- Co-operative Banks Act 40 of 2007 (Corporate Law)
- Commission on Gender Equality Act 39 of 1996 (Constitutional Law)
- Communal Land Rights Act 11 of 2004 (Land)
- Companies Act 61 of 1973 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998 (Commercial Law)
- Computer Evidence Act 57 of 1983 (Procedural Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Affairs (Unfair Business Practices) Act 71 of 1988 (Commercial Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Contingency Fees Act 66 of 1997 (Legal Administration)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Conventional Penalties Act 15 of 1962 (Contract and Delict)
- Copyright Act 98 of 1978 (Commercial Law)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Corporate Amendment Act 24 of 2006 and Directors Liability
- Corruption Act 94 of 1992 (Criminal Law)
- Council for Medical Schemes Levies Act 58 of 2000 (Health)
- Council for the Built Environment Act 43 of 2000 (Professions)
- Counterfeit Goods Act 37 of 1997 (Commercial Law)
- Credit Agreements Act 75 of 1980 (Contract and Delict)
- Criminal Procedure Act 51 of 1977 (Procedural Law)
- Cross-Border Insolvency Act 42 of 2000 (Estates)
- Cross-Border Road Transport Act 4 of 1998 (Transport)
- Customs and Excise Act 91 of 1964 (Revenue)
- Debt Collectors Act 114 of 1998 (Legal Administration)
- Deeds Registries Act 47 of 1937 (Legal Administration)
- Designs Act 195 of 1993 (Commercial Law)
- Divorce Act 70 of 1979 ((Family and Persons)
- Documentary Evidence from Countries in Africa Act 62 of 1993 (Procedural Law)
- Domicile Act 3 of 1992 (Citizenship)

- Dumping at Sea Control Act 73 of 1980 (Environment and Conservation)
- Electricity Act 41 of 1987 (Energy)
- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Enforcement of Foreign Civil Judgments Act 32 of 1988 (Legal Administration)
- Engineering Profession Act 46 of 2000 (Professions)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Establishment of the Northern Cape Division of the Supreme Court of South Africa Act 15 of 1996 (Courts)
- Estate Agency Affairs Act 112 of 1976 (Professions)
- Expropriation Act 63 of 1975 Legal (Administration)
- Finance Act 42 of 2008 (Finance)
- Financial and Fiscal Commission Amendment Act 25 of 2003 (Constitutional Law)
- Financial Institutions (Protection of Funds) Act 28 of 2001 (Financial Institutions and Insurance)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)
- Financial Services Board Act 97 of 1990 (Financial Institutions and Insurance)
- Financial Services Ombud Schemes Act 37 of 2004 (Financial Institutions and Insurance)
- Foreign Courts Evidence Act 80 of 1962 (Procedural Law)
- Formalities in respect of Leases of Land Act 18 of 1969 (Contract and Delict)
- Gas Act 48 of 2001 (Energy)
- Gas Regulator Levies Act 75 of 2002 (Energy)
- General Pensions Act 29 of 1979 (Welfare and Pensions)
- Hazardous Substances Act 15 of 1973 (Health)
- Health Act 63 of 1977 (Health)
- Identification Act 68 of 1997 (Citizenship)
- Immigration Act 13 of 2002 (Citizenship)
- Immovable Property (Removal or Modification of Restrictions) Act 4 of 1965 (Estates)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)
- Insolvency Act 24 of 1936 (Estates)
- Institution of Legal Proceedings against certain Organs of State Act 40 of 2002(Procedural Law)
- Insurance Amendment Act 17 of 2003 (Financial Institutions and Insurance)
- Insurance Laws Amendment Act 27 of 2008 ((Financial Institutions and Insurance)
- Interpretation Act 33 of 1957 (Procedural Law)

- Intestate Succession Act 81 of 1987 (Estates)
- Investigation of Serious Economic Offences Amendment Act 46 of 1995 (Criminal Law)
- Justices of the Peace and Commissioners of Oaths Act 16 of 1963 (Legal Administration)
- Land Affairs Act 101 of 1987 (Land)
- Labour Relations Act 66 of 1995 (Labour)
- Law of Evidence Amendment Act 45 of 1998 (Procedural Law)
- Law of Succession Amendment Act 43 of 1992 (Estates)
- Limitation of Legal Proceedings (Provincial and Local Authorities) Act 94 of 1970 (Procedural)
- Liquor Act 59 of 2003 (Liquor)
- Liquor Products Act 60 of 1989 (Liquor)
- Long-term Insurance Act 52 of 1998 (Financial Institutions and Insurance)
- Magistrates' Courts Act 32 of 1944 (Courts)
- Maintenance Act 99 of 1998 (Family and Persons)
- Maintenance of Surviving Spouses Act 27 of 1990 (Estates)
- Marine Pollution (Control and Civil Liability) Act 6 of 1981 (Environment and Conservation)
- Marine Pollution (Intervention) Act 64 of 1987 (Environment and Conservation)
- Marine Pollution (Prevention of Pollution from Ships) Act 2 of 1986 (Environment and Conservation)
- Marine Traffic Act 2 of 1981 (Shipping)
- Matrimonial Affairs Act 37 of 1953 (Family and Persons)
- Matrimonial Property Act 88 of 1984 (Family and Persons)
- Measurement Units and Measurement Standards Act 18 of 2006 (Science)
- Medical Schemes Act 131 of 1998 (Health)
- Mental Health Care Act 17 of 2002 (Health)
- Merchandise Marks Act 17 of 1941 (Commercial Law)
- Merchant Shipping Act 57 of 1951 (Shipping)
- Mine Health and Safety Act 29 of 1996 (Health)
- Mineral and Petroleum Resources Development Act 28 of 2002 (Resources)
- Natal Advocates and Attorneys Preservation of Rights Act 27 of 1939 (Professions)
- Natal Conveyancers Act 24 of 1926 (Professions)
- National Building Regulations and Building Standards Act 49 of 1995 (Legal Administration)
- National Credit Act 34 of 2005 (Contract and Delict)
- National Energy Act 34 of 2008 (Energy)
- National Energy Regulator Act 40 of 2004 (Energy)
- National Environmental Laws Amendment Act 14 of 2009 (Environment and Conservation)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)



- National Environmental Management Amendment Act 62 of 2008 (Environment and Conservation)
- National Environmental Management: Air Quality Act 39 of 2004 (Environment and Conservation)
- National Environmental Management: Integrated Coastal Management Act 24 of 2008 (Environment and Conservation)
- National Environmental Management: Protected Areas Act 57 of 2003 (Environment and Conservation)
- National Environmental Management: Protected Areas Amendment Act 15 of 2009 (Environment and Conservation)
- National Environmental Management: Protected Areas Amendment Act 31 of 2004 (Environment and Conservation)
- National Environmental Management: Waste Act 59 of 2008 (Environment and Conservation)
- National Health Act 61 of 2003 (Health)
- National Key Points Act 102 of 1980 (Security and Prisons)
- National Ports Act 12 of 2005 (Transport)
- National Railway Safety Regulator Act 16 of 2002 (Transport)
- National Roads Act 54 of 1971 (Transport)
- National Road Safety Act 9 of 1972 (Transport)
- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Older Persons Act 13 of 2006 (Welfare and Pensions)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Petition Proceedings Replacement Act 35 of 1976 (Courts)
- Petroleum Pipelines Act 60 of 2003 (Energy)
- Petroleum Pipelines Levies Act 28 of 2004 (Energy)
- Petroleum Products Act 120 of 1977 (Energy)
- Physical Planning Act 88 of 1967 (Environment and Conservation)
- Prescription Act 68 of 1969 (Procedural Law)
- Prescribed Rate of Interest Act 55 of 1975 (Contract and Delict)
- Private Security Industry Regulation Act 56 of 2001 (Professions)
- Prize Jurisdiction Act 3 of 1968 (Procedural Law)
- Professional and Technical Surveyors' Act 40 of 1984 (Professions)
- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 (Constitutional Law)
- Property Valuers Profession Act 47 of 2000 (Professions)

- Protection of Businesses Act 99 of 1978 (Commercial Law)
- Public Accountants and Auditors Act 80 of 1991 (Professions)
- Public Audit Act 25 of 2004 (Finance)
- Qualification of Legal Practitioners Amendment Act 78 of 1997 (Professions)
- Quantity Surveying Profession Act 49 of 2000 (Professions)
- Rationalisation of Corporate Laws Act 45 of 1996 (Corporate Law)
- Recognition and Enforcement of Foreign Arbitral Awards Act 40 of 1997 (Courts)
- Recognition of Foreign Legal Qualifications and Practice Act 114 of 1993 (Professions)
- Regulation of Interception of Communication and Provision of Communications- Related Information Act 70 of 2002 (Communication)
- Removal of Restrictions Act 84 of 1967 (Land)
- Renaming of High Courts Act 30 of 2008 (Courts)
- Right of Appearance in Courts Act 62 of 1995 (Courts)
- Road Accident Fund Act 56 of 1996 (Financial Institutions and Insurance)
- Road Traffic Act 29 of 1989 (Transport)
- Sea Transport Documents Act 65 of 2000 (Shipping)
- Second State Oil Fund Amendment Act 74 of 1979 (Energy)
- Sectional Titles Act 95 of 1986 (Housing)
- Security by means of Movable Property Act 57 of 1993 (Contract and Delict)
- Security Officers Act 92 of 1987 (Security and Prisons)
- Ship Registration Act 58 of 1998 (Shipping)
- Short Process Courts and Mediation in Certain Civil Cases Act 103 of 1991 (Courts)
- Short-term Insurance Act 53 of 1998 (Financial Institutions and Insurance)
- Skills Development Act 97 of 1998 (Labour)
- Skills Development Amendment Act 37 of 2008 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)
- Small Claims Courts Act 61 of 1984 (Courts)
- South African Passports and Travel Documents Act (Citizenship)
- Special Pensions Act 69 of 1996 (Welfare and Pensions)
- Standards Act 8 of 2008 (Science)
- State Attorney Act 56 of 1957 (Professions)
- Supreme Court Act 59 of 1959 (Courts)
- Temporary Employees Pension Fund Act 75 of 1979 (Welfare Pensions)
- The South African National Roads Agency Limited and Roads Act 7 of 1998 (Transport)
- Tobacco Products Control Act 83 of 1993 (Health)

- Town and Regional Planners Act 19 of 1984 (Professions)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Trade Metrology Act 77 of 1973 (Science)
- Trade Practices Act 76 of 1976 (Commercial Law)
- Transfer Duty Act 40 of 1949 (Revenue)
- Trust Property Control Act 7 of 1988 (Estates)
- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Vexatious Proceedings Act 3 of 1956 (Courts)
- Water Services Act 108 of 1997 (Resources)
- Wills Act 7 of 1953 (Estates)