

INTERWASTE	INTERWASTE	DOC NO	IWH-LS-112021-01-PAIA
		VERSION	1.0
	DIVISION	Legal Services	
	APPROVAL	IWH-BOD	
	DATE APPROVED	24.06.2021	
PO Box 382 Germiston 1400 Web: www.interwaste.co.za	Tel: +27 (0)11 323 7300 Fax: +27 (0) 86 576 8152	DATE FOR REVIEW	TBC
PAIA MANUAL			

PAIA Manual

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PAIA MANUAL			

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1. INTRODUCTION

- 1.1. The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual has to comply with.
- 1.3. This Manual constitutes Interwaste's PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.4. This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.
- 1.5. This Manual is available for inspection during Office Hours, free of charge at Interwaste's offices. Copies of the Manual are also available from the SAHRC, the Government Gazette and on Interwaste's website.

2. DEFINITIONS

- 2.1. **"Act"** means the Promotion of Access to Information Act, 2000 together with all relevant regulations published thereunder.
- 2.2. **"Interwaste"** or **"the Company"** means Interwaste Holdings (Pty) Ltd, , a company incorporated in accordance with the company Laws of the Republic of South Africa, its affiliates, subsidiaries and holding companies.
- 2.3. **"Manual"** means this manual together with any annexures thereto.
- 2.4. **"Office Hours"** means 08:00 am to 17:00 pm Monday to Friday, excluding public holidays.
- 2.5. **"Request"** means a request for access to a record in terms of section 53 of the ACT.
- 2.6. **"Requester"** means a person making a request for access to a record.
- 2.7. **"SAHRC"** means South African Human Rights Commission.

3. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator in the manner prescribed. Any enquiries regarding the Guide should be directed to:

Postal Address: 33 Hoofd Street
Forum III, 3rd Floor Braampark
Braamfontein, Johannesburg

Telephone No: +27 (0) 10 023 5207

Fax Number: To be updated once the Information Regulator makes this available.

Email address: infoereg@justice.gov.za

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

4. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- 4.1. to provide a list of all records held by the legal entity;
- 4.2. to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- 4.3. to define the manner and form in which a request for information must be submitted; and
- 4.4. to comply with the additional requirements imposed by POPIA.

5. ENTRY POINT FOR REQUESTS

- 5.1. PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- 5.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable Interwaste to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of a data subject's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.
- 5.3. The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.
- 5.4. The Information Officer will facilitate the liaison with the internal legal team on all of these requests.
- 5.5. All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

6. DETAILS REGARDING THE COMPANY

- 6.1. Interwaste is the main operating company within the Interwaste group of companies. The Interwaste group of companies is held by Interwaste Holdings Proprietary Limited.
- 6.2. Interwaste comprises a number of operational divisions who specialise in various forms of waste management including waste collection and disposal, recycling, waste reutilisation, commodity trading, waste to energy, refuse derived fuels, resource management, landfill facility construction and management, and land rehabilitation.
- 6.3. Interwaste uses the hierarchy of integrated waste management as the fundamental basis to every operation. Its successful implementation results in cost savings, as well as a reduction of the impact that the disposal of waste has on the environment.
- 6.4. Interwaste conducts business throughout South Africa and has operations/interests in a number of Southern African countries including Mozambique.

7. INTERWASTE CONTACT DETAILS

Name of body: Interwaste (Pty) Ltd
Physical address: 2 Brammer Road
Germiston South
Postal Address: P O Box 382
Germiston
1400
Telephone No: (011) 323 7300
Website: www.interwaste.co.za
Head of body: Chief Executive Officer Jason McNeil
Email address: popia@interwaste.co.za

8. INFORMATION OFFICERS

- 8.1. The Chief Executive Officer is the information officer of the Company.
- 8.2. The Head Regulatory and Compliance is designated as the Company's deputy information officer.
- 8.3. The details of the information officer and deputy information officers designated in terms of section 17 of the Act are as follows:

Information Officer: Chief Executive Officer
Tel: 011 323 7300
Email: popia@interwaste.co.za
Deputy Information Officer: Head Regulatory and Compliance
Tel: 011 323 7300
Email: popia@interwaste.co.za

9. CATEGORIES OF RECORDS FOR WHICH A REQUEST IN TERMS OF THE ACT IS NOT REQUIRED

- 9.1. No notice has been published in terms of section 52(2) of the ACT regarding the categories of records freely available without a person having to request access in terms of the ACT.
- 9.2. Records which are freely available can be viewed on the Interwaste website at www.interwaste.co.za.

10. INFORMATION REQUIRED UNDER SECTION 51 (1) (d) OF THE ACT

Where applicable to Interwaste's, records are kept in accordance with the following legislation:

- 10.1. Banks Act, 1990;
- 10.2. Basic Conditions of Employment Act, 1997;
- 10.3. Companies Act, 2008;
- 10.4. Compensation for Occupational Injuries and Diseases Act, 1993;
- 10.5. Conservation of Agricultural Resources Act, 1983;
- 10.6. Constitution of the Republic of South Africa, 1996;
- 10.7. Employment Equity Act, 1998;
- 10.8. Hazardous Substances Act, 1973;
- 10.9. Health Act, 1977;
- 10.10. Income Tax Act, 1962;
- 10.11. Insolvency Act, 1936;
- 10.12. Labour Relations Act, 1995;
- 10.13. National Environmental Management Act, 1998;
- 10.14. National Environmental Management: Waste Act: 2008;
- 10.15. National Environmental Management: Air Quality Act: 2004;
- 10.16. National Water Act, 1998;
- 10.17. Occupational Health and Safety Act, 1993;
- 10.18. Pension Funds Act, 1956;
- 10.19. Regional Services Councils Act, 1985;
- 10.20. Skills Development Levies Act, 1999;
- 10.21. Stock Exchanges Control Act, 1985;
- 10.22. Transfer Duty Act, 1949;
- 10.23. Unemployment Insurance Act, 1966;
- 10.24. Value-Added Tax Act, 1991.

This list is by no means exhaustive.

11. RECORDS HELD

Interwaste holds the following categories of records:

11.1. Statutory Company Information

- 11.1.1. Certificate of incorporation;
- 11.1.2. Certificate to Commence Business;
- 11.1.3. Memorandum of Incorporation;
- 11.1.4. Minutes, resolutions and proxy forms;
- 11.1.5. Registers of allotments, meetings, members, mortgages and debentures and fixed assets and directors.

11.2. Financial and accounting

- 11.2.1. Audited annual financial statements;
- 11.2.2. Ledgers;
- 11.2.3. Journals;
- 11.2.4. Budgets and business plans;
- 11.2.5. Bank account statements cheque books, cheques and deposit slips;
- 11.2.6. Asset register;
- 11.2.7. Management accounts;
- 11.2.8. Tax records;
- 11.2.9. VAT returns;
- 11.2.10. Auditors' and directors' reports;
- 11.2.11. Internal audits;
- 11.2.12. Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange;
- 11.2.13. Debtors and creditors;
- 11.2.14. Company policies;
- 11.2.15. Company procedures.

11.3. Legal, contracts and agreements

- 11.3.1. Statutory records;
- 11.3.2. Pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation;
- 11.3.3. Licences, permits and authorisations;
- 11.3.4. Agreements relating to –
 - 11.3.4.1. Joint ventures;
 - 11.3.4.2. Partnerships;
 - 11.3.4.3. Shareholders Agreements;
 - 11.3.4.4. The provision of goods or services;
 - 11.3.4.5. Settlements;

- 11.3.4.6. Leases;
- 11.3.4.7. Finance agreements;
- 11.3.4.8. Restraint Agreement;
- 11.3.4.9. Sale Agreements;
- 11.3.4.10. Warranties;
- 11.4. Insurance
 - 11.4.1. Insurance policies;
 - 11.4.2. Claim records;
 - 11.4.3. Details of insurance coverage, limits and insurers;
 - 11.4.4. Company procedures.
- 11.5. Administration
 - 11.5.1. Correspondence;
 - 11.5.2. Company policies;
 - 11.5.3. Company procedures.
- 11.6. Human resources
 - 11.6.1. Employee information records;
 - 11.6.2. Names, date of birth and occupations;
 - 11.6.3. Hours of work/shifts;
 - 11.6.4. Remuneration;
 - 11.6.5. Tax returns;
 - 11.6.6. Employment contracts;
 - 11.6.7. Policies and procedures;
 - 11.6.8. Attendance register;
 - 11.6.9. Expense accounts;
 - 11.6.10. Incentive schemes;
 - 11.6.11. Employee loans;
 - 11.6.12. Study assistance schemes;
 - 11.6.13. Disability schemes;
 - 11.6.14. Employee evaluation and performance records;
 - 11.6.15. Training and development;
 - 11.6.16. Payroll records;
 - 11.6.17. UIF, PAYE and SDL returns;
 - 11.6.18. Employee tax returns;
 - 11.6.19. Disciplinary records;
 - 11.6.20. Scholarships/bursaries;
 - 11.6.21. Recruitment and appointments;
 - 11.6.22. Collective agreements;

- 11.6.23. Arbitration awards;
- 11.6.24. Records of strikes, lockouts or protest action;
- 11.6.25. Company policies;
- 11.6.26. Company procedures.
- 11.7. Environmental, health and safety
 - 11.7.1. Employee medical surveillance records;
 - 11.7.2. Occupational Hygiene studies
 - 11.7.3. Staff training records;
 - 11.7.4. Inductions:
 - 11.7.5. Safety management systems,;
 - 11.7.6. Internal audit reports;
 - 11.7.7. Permits, licences, approvals and registrations for operations of sites and business;
 - 11.7.8. Emergency response plans;
 - 11.7.9. Environmental impact assessments;
 - 11.7.10. Environmental management programs and systems;
 - 11.7.11. Environmental action plans;
 - 11.7.12. Incident and accident reports;
 - 11.7.13. Incident and accident statistics;
 - 11.7.14. Disposal, treatment and recycling;
 - 11.7.15. Company policies;
 - 11.7.16. Company procedures.
- 11.8. Fixed property
 - 11.8.1. Title deeds;
 - 11.8.2. Leases;
 - 11.8.3. Building plans;
 - 11.8.4. Mortgage bonds or other encumbrances to fixed property;
 - 11.8.5. Zoning.
- 11.9. Intellectual property
 - 11.9.1. Patents, patent applications and inventions;
 - 11.9.2. Designs, trademarks, trade names and protected names;
 - 11.9.3. Copyrights;
 - 11.9.4. Agreements relating to intellectual property, inter alia, licence agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements, and joint development agreements;
 - 11.9.5. Litigation and other disputes involving intellectual property;
 - 11.9.6. Company polices;
 - 11.9.7. Company procedures.

11.10. Clients

11.10.1. Client information, records and correspondence.

11.11. Transportation

11.11.1. Permits and licences;

11.11.2. Despatch details;

11.11.3. Routing;

11.11.4. Transportation, warehouse and storage contracts.

11.12. Operational

11.12.1. Despatch details for equipment and waste containers and deliveries;

11.12.2. Availability of vehicles, equipment and waste containers;

11.12.3. Company policies;

11.12.4. Company procedures.

11.13. Marketing:

11.13.1. Service and product information;

11.13.2. Marketing literature (brochures, newsletters and advertising materials);

11.13.3. Company policies;

11.13.4. Company procedures;

11.13.5. Media releases;

11.13.6. Website.

11.14. Information technology:

11.14.1. Software packages;

11.14.2. Licenses;

11.14.3. Capacity and utilisation of current systems;

11.14.4. Disaster recovery processes and procedures;

11.14.5. Client database;

11.14.6. Hardware;

11.14.7. Internet;

11.14.8. Security;

11.14.9. Maintenance agreements.

11.15. Miscellaneous:

11.15.1. Records relating to Interwaste or its business which are held by any other party; and

11.16. Records held by Interwaste relating to any other party, including without limitation:

11.16.1. financial records;

11.16.2. correspondence;

11.16.3. contractual agreements;

11.16.4. records provided by such other party;

11.16.5. records provided by third parties about such other parties;

- 11.16.6. Company policies;
- 11.16.7. Company procedures.

12. REQUEST PROCEDURE

Completion of the prescribed form

- 12.1. Any request for access to a record from a public body in terms of PAIA must substantially correspond with the form included in Appendix A hereto.
- 12.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 12.3. POPIA provides that a data subject may, upon proof of identity, request Interwaste to 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 or have had access to such information.
- 12.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Interwaste must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 12.5. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 12.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by Interwaste, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Appendix C and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- 12.7. A data subject may also request Interwaste to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Interwaste is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 12.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Appendix D.

Proof of identity

- 12.9. Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

Payment of the prescribed fees

12.10. There are two categories of fees which are payable:

12.10.1. The request fee: R50

12.10.2. The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Appendix B.

12.11. Section 54 of PAIA entitles Interwaste to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

12.12. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

Timelines for consideration of a request for access

12.13. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

12.14. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

Grounds for refusal of access and protection of information

12.15. There are various grounds upon which a request for access to a record may be refused. These grounds include:

12.15.1. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;

12.15.2. 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);

12.15.3. if disclosure would result in the breach of a duty of confidence owed to a third party;

12.15.4. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;

12.15.5. if the record was produced during legal proceedings, unless that legal privilege has been waived;

12.15.6. if the record contains trade secrets, financial or sensitive information or any information that would put Interwaste (at a disadvantage in negotiations or prejudice it in commercial competition); and/or

12.15.7. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Interwaste.

12.16. Section 70 PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

12.17. 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. 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.

12.18. A request fee of R50, 00, or proof of payment thereof, must be provided with the request for information. Direct deposits may be made into Interwaste's bank account at:

ABSA Bank:	Strydom Park
Account Name:	Interwaste (Pty) Ltd
Account Number:	4046333817
Branch Code:	515005

12.19. Interwaste's information officer will consider the request and determine whether the information requested is available within the company. The request will then either be accepted, rejected or transferred to the rightful possessors of the information.

12.20. If the request is accepted, Interwaste will gather and prepare the information and calculate the cost involved (as prescribed).

12.21. The requester will then be informed of the completion of the request process as well as the outstanding fees payable. Once payment of the outstanding fees has been made, the information will be released to the requester.

13. GENERAL INFORMATION

13.1. The request form must be completed with enough detail to enable the Company's Information Officer to:

13.1.1. Identify the record or records requested; and

13.1.2. Identify the Requester.

13.1.3. The form must also:

13.1.4. Indicate the form of access required;

13.1.5. Specify a postal address or fax number (within South Africa) of the Requester;

13.2. Identify the right that the Requester is seeking to exercise or protect and provide an explanation on why the requested information is required for the exercise or protection of that right;

13.3. Where the Request is made on behalf of another person, contain proof, to the reasonable satisfaction of the Information Officer, of the capacity in which the Requester is making the request.

13.4. If the Requester wishes to be informed of a decision relating to his/her request in a manner in addition to writing, such manner must be stated and the necessary particulars provided.

13.5. Where a person is unable to complete the prescribed form due to illiteracy or disability, such person may make the request orally.

13.6. Interwaste will process the request for information within 30 days. This period may be extended for a further period of 30 days if the request concerns a large amount of information or the request requires the search for information held at another office of the company or consultations with divisions of the Company or third parties and the information cannot reasonable be obtained within the original 30 day period. Interwaste will notify the requester in writing within 30 days of receiving the request in the event that an extension needed.

14. REFUSAL OF A REQUEST FOR INFORMATION

- 14.1. The Company must refuse a request for information where its disclosure would involve unreasonable disclosure of personal information about a third party.
- 14.2. The Company must also refuse access to information, if the information:
- 14.2.1. Contains trade secrets of a third party;
 - 14.2.2. Contains financial, commercial, scientific or technical information the disclosure of which would be likely to cause harm to the financial or commercial interest of that third party;
 - 14.2.3. Was disclosed in confidence by a third person to the company, if the disclosure of the information could put that third party at a disadvantage in negotiations or commercial competition.
 - 14.2.4. Contains confidential information of third parties where the information is protected in terms of any agreement;
 - 14.2.5. Could reasonably be expected to endanger the safety of individuals or would be likely to prejudice or impair property;
 - 14.2.6. Would be regarded as privileged in legal proceedings;
 - 14.2.7. Concerns operations of Interwaste or commercial activities of Interwaste, which may include:
 - 14.2.8. Trade secrets of Interwaste;
 - 14.2.9. Financial, commercial, scientific or technical information which the disclosure of which could cause harm to the financial or commercial interests of the Company;
 - 14.2.10. Information which could, if disclosed, put Interwaste at a disadvantage in negotiations or commercial competition;
 - 14.2.11. A computer programme which is owned by Interwaste and which is protected by copyright.
 - 14.2.12. Relates to research by or on behalf of Interwaste, the disclosure of which would expose Interwaste or a third party or the subject matter of the research to serious disadvantage.

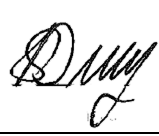
15. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

- 15.1. If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 15.2. There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.
- 15.3. Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

16. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the offices of Interwaste and at popia@interwaste.co.za

Policy / Revision / Amendment Approved By:	Designated Signatory:
Interwaste Holdings Board of Directors (IWH-BOD)	Jason McNeil CEO – Interwaste
	Signed: 
Date: 24/06/2021	Date: 24/06/2021

Policy / Revision / Amendment Approved By:
Sally Downing Group Legal Manager
Signed: 
Date: 24/06/2021

Appendix A –

J752

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:
- B. Particulars of person requesting access to the record

The particulars of the person who requests access to the record must be given below.
 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:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

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

E-mail address:

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

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:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. Particulars of record

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 folio and attach it to this form. The requester must sign all the additional folios.

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APPROVAL	IWH-BOD
DATE APPROVED	24.06.2021
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Description of record or relevant part of the record:

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

Reference number, if available:

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

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:

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

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

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

Indicate which right is to be exercised or protected:

.....

.....

.....

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		VERSION	1.0
	DIVISION	Legal Services	
	APPROVAL	IWH-BOD	
	DATE APPROVED	24.06.2021	
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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

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			APPROVAL	IWH-BOD
			DATE APPROVED	24.06.2021
		DATE FOR REVIEW	TBC	

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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

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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:

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

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

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

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Signed at this day of20.....

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

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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 THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

Affidavits or other documentary evidence as applicable in support of the request may be attached.

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

Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

the Correction or deletion of the personal information about the data subject which is in possession or under 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

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

Signed at this day of20.....

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