



# FLUENT

## Promotion of Access to Information Act “PAIA” Manual

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**Note:**

*The Promotion of Access to Information Act 2 of 2000 (“The Act”) seeks to advance the values of transparency and accountability in South Africa and provide the mechanism for requesters to exercise and protect their constitutional right of access to a record.*

*This manual is prepared in Terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000.*

*It is drafted in accordance with the requirements issued by the South African Human Rights Commission, amended to the needs of Fluent, with further additions to comply with the Protection of Personal Information Act No. 4 of 2013.*

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<b>Policy Custodian</b>	Joe-Anne Gardner
<b>Approved By</b>	EOH Group Information Officer
<b>Approval/Effective Date</b>	15/12/2021
<b>Next Review Date</b>	As required for any updates
<b>Document name and version</b>	Fluent PAIA Manual – v1.0
<b>Printed Version</b> <b>Print Date</b>	This document is only valid for 24 hours after print date. It is the responsibility of the user to ensure that the printed document corresponds with the original master copy as published.

## Table of Contents

1.	Right of Access to Information.....	5
1.1	Introduction .....	5
1.2	Who may request access to information.....	5
1.3	Contact Details of Fluent Information Officer: Sec 51 (1) (a) .....	6
1.4	Policy with regards to Confidentiality and Access to Information.....	6
1.5	Guidance to Requesters on how to use the Act .....	6
2.	Classes of Records.....	7
2.1	Automatic Disclosure: Sec 51 (1) (c) – Records automatically available to the public .....	7
2.2	Records available in accordance with other legislation – PAIA Sec 51 (1) (d) .....	7
2.3	Other Information.....	9
2.4	Personal Information .....	10
3.	Access Procedure and Requests .....	10
3.1	Guidance on Completion of Prescribed Access Form: Sec 51(1) (e).....	10
3.2	Submission of Prescribed Access Form.....	10
3.3	Payment of Prescribed Fees.....	11
3.3.1	Request Fee.....	11
	An initial, non-refundable fee of R57.00 (incl. VAT) is payable upon submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.....	11
3.3.2	Access Fee .....	11
3.3.3	Reproduction Fee.....	11
3.3.4	Deposit .....	11
3.4	Notification .....	11
4.	Grounds for Refusal to Records .....	12
4.1	Grounds for Refusal: Chapter 4 .....	12
4.1.1	Requests may be refused on the following grounds, as set out in the Act: .....	12
4.2	Appeal .....	12
5.	Prescribed Fees: .....	13
6.	Sharing of Personal Information .....	14
6.1	Security Measures.....	14
6.2	Transborder flow of Personal Information: PAIA Sec 51(1)(c)(iv).....	14
6.3	Purpose of Processing of Personal Information .....	15
7.	Security measures to protect Personal Information – PAIA Sec 51 (1)(c)(v) .....	15
8.	Availability of Fluent PAIA Manual.....	16
9.	Updating of this PAIA Manual.....	16

10. Issued and authorised by .....	16
Annexure A.....	17
Request for Access to Record Form.....	17
Request of copy of the guide .....	20
Internal appeal form .....	21
Complaint Form .....	24

# 1. Right of Access to Information

## 1.1 Introduction

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to information.

The Promotion of Access to Information Act 2 of 2000 (“the Act”), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise of protection of any of his or her legal rights;
- That requester complies with all procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

## 1.2 Who may request access to information

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered. A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- A personal requester who requests a record about him/herself
- An agent requester who requests a record on behalf of someone else with the person’s consent and where it is required for the protection of that person’s legal right
- A third-party requester who requests a record about someone else with that person’s consent and where it is required for the protection of that person’s legal right; and
- A public body who may request a record if:
  - It fulfils the requirements of procedural compliance
  - The record is required for the exercise or protection of a right; and
  - No grounds for refusal exists

### 1.3 Contact Details of Fluent Information Officer: Sec 51 (1) (a)

The Information and Deputy Information Officers will handle all request on Fluent’s behalf and ensure that the information of the Act are administered in a fair, objective and unbiased manner

The Contact details for Fluent are:

Company Name	Fluent (Registration Number: 2019/204161/07)
Information Officer	Joe-Anne Gardner
Email Address	<a href="mailto:Joe-Anne.Gardner@nextec.co.za">Joe-Anne.Gardner@nextec.co.za</a>
Deputy Information Officer	Jason Hershowitz
Email Address	<a href="mailto:Jason.Hershowitz@nextec.co.za">Jason.Hershowitz@nextec.co.za</a>
Contact Number	+27 11 607 8100
Physical Address	1st Floor Block E Pinmill Farm 164 Katherine Street Barlow Park Sandton 2148
Postal Address	P.O Box 59 Bruma 2001

### 1.4 Policy with regards to Confidentiality and Access to Information

Fluent will protect the confidentiality of information provided to it by third parties, subject to Fluent’s obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, Fluent is obliged to attempt to contact this third party to inform them of the request.

This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

### 1.5 Guidance to Requesters on how to use the Act

Guidelines in terms of Section 10 of PAIA that will facilitate ease of use of the Act for Requesters can be obtained from the Information Regulator of South Africa as set out below:

<b>Postal Address:</b>	<b>Physical Address:</b>
Information Regulator of South Africa P.O Box 31533 Braamfontein, Johannesburg 2017	JD House 27 Siemens Street Braamfontein Johannesburg 2001
General enquiries email address: <a href="mailto:infoREG@justice.gov.za">infoREG@justice.gov.za</a>	
Complaints can be directed to: <a href="mailto:complaints.IR@justice.gov.za">complaints.IR@justice.gov.za</a>	

## 2. Classes of Records

### 2.1 Automatic Disclosure: Sec 51 (1) (c) – Records automatically available to the public

No notice has been published in terms of Section 52 of this Act.

### 2.2 Records available in accordance with other legislation – PAIA Sec 51 (1) (d)

Where applicable to its operation, Fluent also retains records and documents in terms of legislation listed below for the relevant periods as provided in the applicable legislation. Please note that the records referred to on the listed legislation below are not exhaustive and as such, each request for access to record will be treated uniquely with consideration of applicable legislation, procedure and policy. Records are kept in accordance with such other legislation as applicable which includes, but is not limited to:

<b>Employee-Employer Relationship</b>	Basic Conditions of Employment Act, 75 of 1997
	Compensation of Occupational Injuries and Diseases Act, 130 of 1993
	Employment Equity Act, 55 of 1998
	Labour Relations Act, 66 of 1995
	Occupational Health and Safety Act, 85 of 1993
	Disaster Management Act, 57 of 2002
	Unemployment Insurance Act, 63 of 2001
	Skills Development Act 97 of 1998
	Pension Funds Act, 24 of 1956
<b>Revenue/Income</b>	Value Added Tax Act, 89 of 1991
	Income Tax Act, 58 of 1962
	Skills Development Levies Act 9 of 1999
	Tax Administration Act, 28 of 2011
	Taxation Laws Amendment Act (latest amendment Act)
<b>General</b>	Protection of Personal Information Act, 4 of 2013
	Broad-Based Black Empowerment Act, 53 of 2003
	Companies Act, 71 of 2008
	Constitution of the Republic of South Africa Act, 108 of 1996
	Copyright Act, 98 of 1978
	Competition Act 89 of 1998
	Consumer Protection Act 68 of 2008
	Electronic Communications and Transaction Act; 25 of 2002

As part of EOH Holdings Limited Group, much of this is handled by Group systems. Fluent does form part of group with regards to, and is incorporated in, the following (except where explicitly stated below):

In addition, the information may be classified and grouped according to Records relating to the following subjects and categories. It is also recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter:

<b>Corporate Secretariat and Governance</b>	Applicable Statutory Documents (both EOH Holdings and Fluent as appropriate)
	Annual Reports
	Board of Directors and Board Committee Terms of Reference
	Codes of Conduct
	Legal Compliance Records (both EOH Holdings and Fluent as appropriate)
	Memoranda of Incorporation
	Group Policies and Procedures (both EOH Holdings and Fluent as appropriate)
	Statutory Returns to Relevant Authorities (both EOH Holdings and Fluent as appropriate)
<b>Financial Division</b>	Policies and Procedures (both EOH Holdings and Fluent as appropriate)
	Accounting Records (both EOH Holdings and Fluent as appropriate)
	Annual Financial Statements
	Audit Reports (both EOH Holdings and Fluent as appropriate)
	Capital Expenditure Records (both EOH Holdings and Fluent as appropriate)
	Invoices and Statements (both EOH Holdings and Fluent as appropriate)
	Management Reports (both EOH Holdings and Fluent as appropriate)
	Purchasing Records (both EOH Holdings and Fluent as appropriate)
	Sale and Supply Records (both EOH Holdings and Fluent as appropriate)
	Tax Records and Returns (both EOH Holdings and Fluent as appropriate)
	Treasury Dealing (both EOH Holdings and Fluent as appropriate)
	Transactional Records (both EOH Holdings and Fluent as appropriate)
	<b>Human Resources</b>
Employee Benefit Records	
Employment Contracts (both EOH Holdings and Fluent as appropriate)	
Employment Equity Records	



	Employee Information (both EOH Holdings and Fluent as appropriate)
	Employee Share Option Scheme
	Policies and Procedures (both EOH Holdings and Fluent as appropriate)
	Group Life
	Leave Records
	Medical Records
	Pension and Retirement Funding Records
	Study assistance scheme/s (both EOH Holdings and Fluent as appropriate)
	Tax Returns of employees
	UIF Returns
	Learning and Development
<b>Information Technology</b>	Hardware and Software Packages
	Policies and Procedures
	Internal Systems Support
	Licenses
	Operating Systems
<b>Legal</b>	Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation (both EOH Holdings and Fluent as appropriate)
	Material licenses, permits and authorizations (both EOH Holdings and Fluent as appropriate)
<b>Sales, Marketing and Communication</b>	Brochures, Newsletters and Advertising Material (both EOH Holdings and Fluent as appropriate)
	Client Information (both EOH Holdings and Fluent as appropriate)
	Marketing Brochures (both EOH Holdings and Fluent as appropriate)
	Marketing Strategies (both EOH Holdings and Fluent as appropriate)
	Product Brochures (both EOH Holdings and Fluent as appropriate)
	Policies and Procedures (both EOH Holdings and Fluent as appropriate)

### 2.3 Other Information

Fluent may possess information and Records pertaining to other parties, including and without limitations: Suppliers/ holding/ sister companies, joint ventures and service providers.

## 2.4 Personal Information

Fluent may hold Personal Information of the following types of Data Subjects: Employees, clients, suppliers, holding or sister companies, joint ventures and/or service providers or other organisations and persons.

## 3. Access Procedure and Requests

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by Fluent.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.

If it is reasonable suspected that the requester has obtained access to Fluent records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

### 3.1 Guidance on Completion of Prescribed Access Form: Sec 51(1) (e)

In order for Fluent to facilitate your access to a record you need to complete the attached prescribed access form attached as Annexure A. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided. Fluent will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

- The Access Request Form must be completed in the English language.
- Proof of identity is required to authenticate the requester's identity. If the requesters acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
- Type of print in BLOCK LETTERS an answer to every question
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular section, state "nil" in response to the question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

### 3.2 Submission of Prescribed Access Form

The completed Access Request Form must be submitted either via conventional mail or e-mail and must be addressed to the Information Officer.

### 3.3 Payment of Prescribed Fees

Payment details can be obtained from the Information Officer and payment can be made via a direct deposit. Proof of payment must be supplied

Four types of fees are provided for in terms of the Act:

#### 3.3.1 Request Fee

An initial, non-refundable fee is payable upon submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information

#### 3.3.2 Access Fee

If the request for access to a record is successful, an access fee may be required to reimburse Fluent for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.

#### 3.3.3 Reproduction Fee

This fee is payable with respect to all records that are automatically available.

#### 3.3.4 Deposit

A deposit of one third (1/3) of the amount of the applicable access fee, is payable if Fluent receives a request for access to information held on a person other than the requester himself / herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

Refer to Section 5 “Prescribed Fees” for a breakdown of fees.

### 3.4 Notification

Fluent will within thirty (30) days of receipt of the request decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The thirty (30) day period within which Fluent has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of Fluent and the information cannot reasonably be obtained within the original thirty (30) day period. Fluent will notify the requester in writing should an extension be sought.

If the request for access to a record is successful, the requester will be notified of the following:

- The amount of the access fee payable upon granting access to the record;
- An indication of the form in which the access will be granted; and
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

If the request for access to a record is not successful, the requester will be notified of the following:

- Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal); and
- That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

If Fluent has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

## 4. Grounds for Refusal to Records

### 4.1 Grounds for Refusal: Chapter 4

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

#### 4.1.1 Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or Fluent, if the record contains:
  - Trade secrets of the third party or Fluent;
  - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or Fluent; and
  - Information disclosed in confidence by a third party to Fluent if the disclosure could put that third party to a disadvantage or commercial competition.
- Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of Fluent.

### 4.2 Appeal

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

## 5. Prescribed Fees:

### Fees in Respect of Public Bodies (Excluding VAT)

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Services to be outsourced. Will depend on quotation from Service Provider
6.	Copy of visual images	Services to be outsourced. Will depend on quotation from Service Provider
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email, or any other electronic transfer	Actual expense if any.

### Fees in Respect of Private Bodies (Excluding VAT)

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester	R40.00 R40.00

	• If provided to the requester	R60.00
5.	For a transcription of visual images per A4-size page	Services to be outsourced. Will depend on quotation from Service Provider
6.	Copy of visual images	Services to be outsourced. Will depend on quotation from Service Provider
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email, or any other electronic transfer	Actual expense if any.

A request fee of R50.00 (Excl. VAT) is payable upfront where a requester submits a request for access to information on anybody else other than a requestor.

## 6. Sharing of Personal Information

Fluent may share information with:

- Other companies located outside of South Africa that provide services or goods to Fluent, its customers or affiliates;
- Service providers who perform services on behalf of Fluent; and
- Third party suppliers

### 6.1 Security Measures

Fluent takes the security of your data seriously and therefore reasonable technical and organisational measures have been implemented to protect personal information. Together with the EOH Group, Fluent has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

Fluent will take steps to ensure that third party providers who process personal information on behalf of Fluent apply adequate safeguards as required in terms POPIA.

### 6.2 Transborder flow of Personal Information: PAIA Sec 51(1)(c)(iv)

Fluent may from time to time transfer personal information to another country for the purposes of rendering services to employees and customers. Fluent will take the necessary steps to ensure that service providers and third party operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

### 6.3 Purpose of Processing of Personal Information

Fluent processes Personal Employee Information (and potential employees) which may include but is not limited to the following purposes:

- Rendering of services to our customers
- Transacting with our suppliers
- Maintaining customer records
- Recruitment Process
- Apprenticeship and bursary purposes
- General administration
- Financial and tax purposes
- Legal purposes
- Health and safety purposes
- Investigating of and preventing fraud
- Debt recovery

## 7. Security measures to protect Personal Information – PAIA Sec 51 (1)(c)(v)

It should be noted that Fluent makes use of EOH Group systems and security and as such the following applies (where these are not yet implemented, they are underway or planned):

- Physical Security Measures
  - Access control to offices;
  - Additional access control to areas where hard copies are stored
- Cyber Security Measures
  - Perimeter security (Controlled access per application and port)
  - Controlled network segregation
  - Endpoint encryption
  - Server encryption
  - Anti-virus for endpoints and servers includes Host Intrusion Prevention System (HIPS) and Endpoint detection and response (EDR)
  - Data classification (underway)
  - Data Loss Prevention (DLP) and Zero-Trust solution (underway)
  - Password control to devices where electronic information is stored
  - Mobile Device Management for accessing corporate data via mobile device
- Policies on Information Security

EOH has adopted, among others, the following group policies, relating to information security:

  - Information Security Policy;
  - Information Security Incident Management Policy;
  - Data Encryption Policy;
  - Information Security Acceptable Use Policy;
  - Information and Systems Access Policy;
  - Password Management Policy;
  - IT Security Management Policy;
  - IT Mobile and Personal Device Management Security Policy;
  - Data and Record Retention and Disposals Policy;
  - Information, Data Management and Control Policy;

- Vulnerability Management Policy;
- Information Asset Classification and Handling Management Policy;
- Business Continuity Policy; and
- IT Hardware and Software Asset Management Policy.

## 8. Availability of Fluent PAIA Manual

A Public Copy is available for inspection:

- On the group website [www.educos.co.za](http://www.educos.co.za)
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.


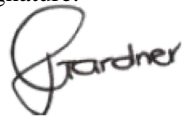
A fee for a copy of the Manual, as contemplated in Annexure A (see section 5 of this manual) of the Regulations, shall be payable per each A4-sized photocopy made.

## 9. Updating of this PAIA Manual

The Fluent Information Officer will on a regular basis update this manual.

## 10. Issued and authorised by

This PAIA manual is issued and authorised by the following:

Name: Vikki Esterhuizen	Name: Joe-Anne Gardner
Role: General Manager	Role: Information Officer, Fluent
Signature: 	Signature: 
Date: 25/05/2023	Date: 25/05/2023



## Annexure A

### Request for Access to Record Form

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**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

P.O Box 59

Bruma

2026

\_\_\_\_\_

(Address)

Email Address: [Joe-Anne.Gardner@eoh.co.za](mailto:Joe-Anne.Gardner@eoh.co.za)

Mark with an "X"

Request is made in my own name       Request is made on behalf of another person

Personal Information		
<b>Full Names</b>		
<b>Identity Number</b>		
<b>Capacity in which request is made (When made on behalf of another person)</b>		
<b>Postal Address</b>		
<b>Street Address</b>		
<b>Email Address</b>		
<b>Contact Numbers</b>	<b>Tel. (B)</b>	
	<b>Cellular</b>	
<b>Full Names of person on whose behalf request is made (if applicable)</b>		
<b>Identity Number</b>		
<b>Postal Address</b>		
<b>Street Address</b>		

<b>Email Address</b>		
<b>Contact Number</b>	<b>Tel. (B)</b>	
	<b>Cellular</b>	
<b>Particulars of Record Requested:</b>		
<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>		
<b>Description of record or relevant part of the record:</b>		
<b>Reference number if available</b>		
<b>Any further particulars of the record</b>		
<b>Type of Record</b>		
<i>Mark the applicable box with an "x"</i>		
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		
<b>Form of Access</b>		
<i>Mark the applicable box with an "x"</i>		
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)		
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)		
Transcription of soundtrack (written or printed document)		
Copy of record on flash drive (including virtual images and soundtracks)		
Copy of record on compact disc drive (including virtual images and soundtracks)		
Copy of record saved on cloud storage server		
<b>Manner of Access</b>		
<i>Mark the applicable box with an "x"</i>		
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)		
Postal services to postal address		
Postal services to street address		
Courier service to street address		
Facsimile of information in written or printed format (including transcriptions)		
E-mail of information (including soundtracks if possible)		

Cloud share/file transfer	
Preferred language <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>	
<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<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	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

Request of copy of the guide

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**To:** The Information Officer

P.O Box 59

Bruma

2026

\_\_\_\_\_

(Address)

I,

Full Names				
In my capacity as (mark with an "x")	Information Officer		Other	
Name of *public/private body (If Applicable)				
Postal Address				
Street Address				
Email Address				
Contract 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
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with an "x"):

Personal Collection	Postal Address	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

Signature of requester

[Internal appeal form](#)

**Internal Remedies:**

Requesters may appeal the ruling if the request for information is refused, and/or the requester is not satisfied with the answer supplied. An appeal form, attached below, must be completed with adequate reasons for the appeal and submitted to the Information Officer within 30 (thirty) days of the notification of the decision. The information Officer, or Group Information Officer of the Holding Company will review the appeal collectively and decide on the validity thereof. The matter may be escalated to Legal if deemed necessary. The result will be communicated back to the data subject within a reasonable timeframe, which will be noted upon receipt of the appeal.

Reference Number (of request if known): \_\_\_\_\_

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)		Cellular	
Email 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: (Proof of the capacity in which appeal is lodged, if applicable, must be attached)				
Particulars of Person on whose behalf the internal appeal is lodged <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Cellular	
Email Address				
Decision against which the Internal Appeal is lodged				
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 Sec 26(1) of the Act		
Decision in terms of Sec 29(3) of the Act to refuse access in the form requested by the requester		
Decision to grant request for access		
<b>Ground for Appeal</b>		
<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 this appeal		

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

Personal Collection	Postal Address	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

\_\_\_\_\_  
Signature of Appellant / Third party

**For Official Use**

**Official Record of Internal Appeal**

Appeal received by: (State rank, name and surname of Information Officer)			
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		
<b>Outcome of Appeal</b>			
Refusal of request for	Yes		New decision (If not confirmed)
	No		

access. Confirmed				
Fees (Sec 22) Confirmed	Yes		New decision (If not confirmed)	
	No			
Extension (Sec26(1)) Confirmed	Yes		New decision (If not confirmed)	
	No			
Access (Sec 29(3)) Confirmed	Yes		New decision (If not confirmed)	
	No			
Request for access granted. Confirmed	Yes		New decision (If not confirmed)	
	No			

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

Relevant Authority

## Complaint Form

### Note:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as “the Complainant”) in requesting a review of a Public or Private Body’s response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“PAIA”). Please fill out this form and send it to the following email address: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za) or complete online complaint form available at <https://www.justice.gov.za/infoereg/>
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as “the Body”) an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA Form 2 and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. Please attach copies of the following documents, if you have them:
  - a. Copy of the form to the Body requesting access to records;
  - b. The Body’s response to your complaint or access request;
  - c. Any other correspondence between you and the Body regarding your request;
  - d. Copy of the appeal form, if your complaint relate to a public body;
  - e. The Body’s response to your appeal;
  - f. Any other correspondence between you and the Body regarding your appeal;
  - g. Documentation authorizing you to act on behalf of another person (if applicable);
  - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Capacity of Person/Party Lodging a Complaint				
	Complainant Personally			
	Representative of Complainant			
	Third Party			
Prerequisites				
Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	



Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	