

**Legal Expenses Insurance Southern Africa Group
(LEZA Group)**

PAIA and POPI Manual

as prescribed by the provisions of

The Promotion of Access to Information Act, 2000

and

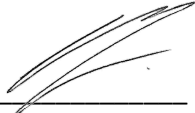
The Protection of Personal Information Act, 2013

Date of compilation: 4 October 2021

Date of revision: 22 December 2023; 11 November 2025

This revision of this Manual has been approved by the Chief Executive Officer of Legal Expenses Insurance Southern Africa Limited (LEZA) on behalf of the LEZA Group ('Group'), which consists of the ultimate holding company Sithega Protect (Pty) Limited, holding company Legal Expenses Group Africa Limited (LEGA), LEZA and the subsidiaries of LEZA, on 11 November 2025.

Signed by:

A handwritten signature in black ink, consisting of several fluid, overlapping strokes that form the letters 'E W du Toit'.

E W du Toit
LEZA CEO

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1. Purpose of the Manual

The purpose of this Manual is to set out the information which Legal Expenses Insurance Southern Africa Limited, its holding company Legal Expenses Group Africa Limited (LEGA) and its South African subsidiaries (together referred to as the Group) are legally required to disclose under the Promotion of Access to Information Act 2 of 2000, as amended (PAIA) and the Protection of Personal Information Act 4 of 2013, as amended (POPIA), and to explain how to exercise statutory rights under these acts with respect to records and personal information handled by entities in the Group.

This Manual applies only in respect to records and personal information held by entities in the Group that operate in South Africa.

2. Introduction to the Group

Legal Expenses Insurance Southern Africa Limited (the Company) underwrites legal expenses insurance. The Company is registered as a non-life Insurer at the Prudential Authority (PA) and as a Financial Service Provider (FSP) with the Financial Services Conduct Authority (FSCA). The Company serves as the registered Controlling Company for the Group and recognises its obligations to its stakeholders.

The Group contains the following entities operating in South Africa:

- Sithega Protect (Pty) Limited,
- Legal Expenses Insurance Southern Africa Limited (LEZA) (FSP licence number 17008),
- Legal Expenses Group Africa Limited (LEGA),
- LegalWise South Africa (RF) (Pty) Limited (FSP licence number 50292),
- Scorpion Legal Protection (RF) (Pty) Limited (including the funeral products) (FSP licence number 15960),
- Family Insurance (Pty) Limited (FSP licence number 15959) *,
- UGO Selling (Pty) Limited (FSP licence number 55323) and
- Yes Loans (Pty) Limited (NCRCP6247).

* Family Insurance (Pty) Limited is a Microinsurer licensed to conduct life microinsurance business and an authorised Financial Services Provider and underwrites the life insurance cover for the funeral products offered by LifeWise, a trading brand of Family Insurance and Scorpion Funeral which forms part of Scorpion Legal Protection.

The registered Accountable Institutions in the Group are Family Insurance (including the trading brand LifeWise), Scorpion Funeral, UGO Selling and Yes Loans.

This manual will also be applicable to the LEZA Pension Fund.

3. Group Head Office Contact Details

Postal address	P O Box 6144 Weltevreden Park 1715
Physical address	Somerset Office Estate, 604 Kudu Street, Allen's Nek, Roodepoort, Gauteng, 1709
Telephone:	+ 27 11 670 4500
Fax:	+27 11 679 1049
Email:	paia@leza.co.za
Websites:	www.leza.co.za ; www.legalwise.co.za ; www.staylifewise.co.za , www.scorpion.biz and www.yesloans.co.za

Information Officers:

The entities in the Group elected to implement a structure whereby each entity appointed designated Deputy Information Officers (DIO) in addition to the respective Information Officers (IO) for PAIA and POPIA purposes. The details of these individuals are set out in **Annexure A** of this Manual.

4. Information Regulator

Requestors are referred to the Guide in terms of Section 10 of PAIA that has been compiled by the South African Human Rights Commission (SAHRC), as well as the Guides published by the Information Regulator (IR), which contain information for the purposes of exercising any right in terms of PAIA and POPIA. These Guides are available from the SAHRC website (<https://www.sahrc.org.za/index.php/understanding-paia>) and the IR website

(<https://inforegulator.org.za>).

Email: enquiries@inforegulator.org.za or PAIAComplaints@inforegulator.org.za or POPIAComplaints@inforegulator.org.za

Contact details of the IR (South Africa):

Telephone number: 010 023 5200

Postal Address: P O Box 31533, Braamfontein, Johannesburg, 2017

Street Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Website: <https://inforegulator.org.za>

The latest version of the Manual will be posted on the websites of entities in the Group. Copies of the Manual are also available at the registered Group head office, from the PAIA Information officer (PAIA IO), upon request.

5. Right to request access to records and information held by the Group

5.1 Applicable legislation

PAIA grants a requestor access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges the request, the public body must be acting in the public interest.

Requests in terms of PAIA need to be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs regarding the access to the information requested are dealt with in Annexures A and B of the PAIA Regulations respectively and fees for reproduction and/or access to records of private bodies are also dealt with in **Annexure F** of this Manual

POPIA grants rights to access, correct or delete personal information of the relevant data subject, or the competent person of the data subject (subject to the provisions and exclusions as set out under POPIA). Personal information can be provided to a third party with the consent of the data subject who is the owner of the personal information. Policyholders are entitled to access all their personal information in relation to their policies after successful verification of their identity.

The requestor may also request information which is available in terms of other legislation. Refer to the ***Group regulatory landscape /compliance risk profile (Annexure B)***.

Public product information is freely available on websites of entities in the Group.

5.2 Records to be made available under PAIA

A requestor may request access to the following types of documents, which are **not freely** available:

Personnel records

These include but are not limited to the following:

- any personnel records provided by employees;
- any records a third party has provided to any entity within the Group about any of their employees;
- conditions of employment and other personnel-related contractual and quasi-legal records;
- internal evaluation records; and
- other internal records and correspondence.

Independent Contractor Records

These include but are not limited to the following:

- any personal records provided by independent contractors (ICs);
- any records a third party has provided to any entity within the Group about any ICs;
- information contained in the Independent Contractor's Agreement; and
- other internal records and correspondence.

Personal information

Personal information must be collected for a specific, explicitly defined and lawful purpose and the data subject must be made aware of the purpose of the collection of the information unless the provisions of section 18(4) of POPIA are applicable.

Personal information includes: information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including:

- race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone or cell phone number, location information, online identifier or other particular assignment to the person; and
- the biometric information of the person.

Customer-related records

A customer includes any natural or juristic entity (or their duly mandated person) who receives services from an entity in the Group. Customer-related information includes, but is not limited to the following:

- any records a customer has provided to a third party acting for or on behalf of an entity in the Group;
- any records a third party has provided to an entity in the Group; and
- records generated by or within an entity in the Group pertaining to the customer, including transactional records.

Private body records

Private body records include but are not limited to the following:

- financial records;
- operational records including audio records;
- databases;
- information technology;
- marketing records;
- internal correspondence;

- product records;
- statutory records;
- internal policies and procedures;
- treasury-related records;
- securities and equities; and
- records held by officials of entities in the Group.

Other parties

An entity in the Group may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary / holding / sister companies, joint venture companies, brokers and service providers. Alternatively, such other parties may possess records which can be said to belong to an entity in the Group.

The following records fall under this category:

- records of personnel, customers or an entity in the Group which are held by another party as opposed to being held by an entity in the Group; and
- records held by an entity in the Group pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

5.3 How to make a request for information

A request for access to a record of any entity in the Group may be made telephonically, via mail, email or website or any of the branches of the entities in the Group.

Such a request will only be actioned once the prescribed form has been completed and submitted together with the required request fee, to the PAIA IO at any of the addresses provided in part 3 or Annexure A of this Manual.

The form must contain the following:

- sufficient information to enable the PAIA IO to identify the requestor;
- sufficient information to enable the PAIA IO to identify the record(s) requested by the requestor;
- the form and manner of access required;
- the requestor's postal address, street address and / or email address in South Africa;
the requestor's contact numbers;
- identification of the right that the requestor is seeking to exercise or protect;
- an explanation on why the requested record is required to exercise or protect that right;
any reason for an exemption from payment of fees;
- if request is made on behalf of another person, the full name, identity number and postal and/or street address, email address and contact numbers of this person; and
- if in addition to a written reply, the requestor wishes to be informed of the decision / outcome of the request in any other manner, the requestor must state that manner and the necessary / applicable particulars.

The ***request for access to a record of an entity in the Group - form 2*** is attached hereto as ***Annexure C*** of this Manual.

The requestor is required to submit proof of identity and, where the request is made on behalf of another person, proof of such authorisation.

Should requestors not provide all the information listed above, the process will be delayed. The prescribed time periods will not commence until all required information has been furnished to the PAIA IO.

Fees payable for a request for information

Payment of fees is regulated by PAIA. There are two types of fees which may be imposed by the Group:

- **Request fee:** This is a non-refundable administration fee payable by all requestors who are not personal requestors. It is paid before the request is considered, and
- **Access fee:** This is payable by all requestors only when access is granted. This fee is intended to reimburse entities in the Group for the costs involved in searching for a record and preparing it for delivery to the requestor.

The PAIA IO may withhold a record until the request fee and the deposit (if applicable) have been paid.

A ***schedule of the prescribed fees for reproduction and/or access fees (Private bodies)*** is attached as **Annexure F** of this Manual.

Note that requests will not be processed until the full applicable request fee and/or access fee or deposit has been paid.

Requestor other than personal requestor

The PAIA IO must in writing inform any requestor, other than the personal requestor, of the amount of the request fee to be paid before the request may be further processed.

If in the PAIA IO's opinion, the search for a record, or preparation of the record for disclosure will require more than the prescribed hours, the PAIA IO may require the requestor to pay a deposit, not being more than one third of the access fee that would be payable if the request is granted. If the request is declined, the deposit must be repaid to the requestor.

The notice given by the PAIA IO must advise the requestor that he/she has a right to apply to court against the payment of the request fee or deposit, and also advise of the procedure of the application.

Personal requestor

A personal requestor is described in terms of PAIA as a requestor seeking access to a record containing information about themselves. This also includes any person who is requesting information on behalf of the personal requestor.

A personal requestor is not liable to pay a request fee or a deposit, but is liable for payment of access fees in the event of a request being granted.

Decision-making process

The PAIA IO will take into consideration the grounds for refusal of a request in terms of the "What are the potential grounds for refusal?" section of this Manual to decide whether access to any of the information stated above should be granted to the requestor.

The PAIA IO will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the PAIA IO must notify the requestor by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requestor must be given access if the request would otherwise have been granted.

The PAIA IO must within 30 days of receipt of a correctly completed request notify the requestor on the prescribed **outcome of request and of fees payable Form 3**, attached hereto as **Annexure D**, of the decision as to whether or not to grant the request. If the request is:

- **Granted:** the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requestor wish to apply to court against such fee, and the form in which access will be given.
- **Declined:** the notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon, and provide the procedure to be followed should the requestor wish to apply to court against the decision.

The PAIA IO may extend the period of 30 days by a further period not exceeding 30 days if:

- the request is for a large number of records or requires a search through a large number of records;
- the request requires a search for records located in a different office of an entity in the Group not situated in the same city;
- consultation between divisions of entities in the Group, or with another private body is required; or
- the requestor consents to the extension.

The requestor must be notified within the initial 30-day period in writing of the extension, together with reasons therefor, and the procedure involved should the requestor wish to apply to court against the extension.

The PAIA IO's failure to respond to the requestor within the 30-day period constitutes a deemed refusal of the request.

The PAIA IO may sever a record and grant access only to that portion which the law does not prohibit access to.

If access is granted, access must be given in the form that is reasonably required by the requestor, or if the requestor has not identified a preference, in a form reasonably determined by the PAIA IO.

5.4 What are the potential grounds for refusal of a request?

The PAIA IO will refuse access to a record in accordance with one of the prescribed grounds in terms of PAIA, namely:

- The unreasonable disclosure of the personal information of natural-person third parties to requestors. This includes the personal information of deceased persons. There are some exceptions to this.
- If it relates to records containing third party information pertaining to:
 - trade secrets;
 - financial, commercial, scientific or technical information where disclosure would be likely to cause harm to the commercial or financial interests of that third party; or
 - information supplied in confidence by the third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations, or prejudice the third party in commercial competition.
- The information must, however, be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.
- If such disclosure would constitute a breach of any duty of confidentiality owed to a third party in terms of an agreement.
- If disclosure could reasonably be expected to:
 - endanger the life or physical safety of an individual;
 - prejudice or impair the security of a building, structure or system, including but not limited to a computer or communication system, means of transport or any other property;
 - prejudice methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme or safety of the public.

The request has to be declined if the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived the privilege.

The PAIA IO may refuse access to a record if the record:

- contains trade secrets of an entity in the Group;
- contains financial, commercial, scientific or technical information, the disclosure of which would be likely to cause harm to the commercial or financial interests of an entity in the Group;
- contains information which, if disclosed, could reasonably be expected to put an entity in the Group at a disadvantage in contractual or other negotiations, or prejudice entities in the Group in commercial competition; or

- consists of a computer program owned by an entity in the Group.

Notwithstanding the above, the information must be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.

The disclosure of information is prohibited if it is about research where disclosure is likely to expose the third party, the person conducting the research on behalf of the third party, or the subject matter of the research to serious disadvantage. Disclosure is discretionary if such research pertains to an entity in the Group.

Notwithstanding any of the above-mentioned provisions, a record must be disclosed if its disclosure would:

- reveal evidence of a substantial contravention of or failure to comply with the law, imminent and serious public safety or environmental risk; and
- if the public interest in the disclosure clearly outweighs the harm.

5.5 Right of appeal to relevant authority

A requester or third party may within a period of 60 days of receiving the PAIA information Officer's decision, appeal this decision, using **Form 4 for an internal appeal** as provided for in **Annexure E** of this Manual, or may within 180 days, lodge a **complaint with the Information Regulator** as referred to in section 77A of PAIA.

If the third party is aggrieved by the outcome of the internal appeals procedure and/or the decision of the Information Regulator, they may **apply to a court** for the appropriate relief in terms of section 82 of PAIA.

It should be noted that notwithstanding any provision in PAIA, the court may examine the record(s) in question. No record may be withheld from the Court on any grounds. The Court may not, however, disclose the contents of the record(s).

The Court is empowered to grant any order that is just and equitable, including:

- confirming, amending or setting aside the PAIA IO's decision;
- requiring the PAIA IO to take any action, or refrain from taking any action as identified by the Court within a specified period;
- granting an interdict, interim or special relief, declaratory order or compensation, or costs.

If the requestor or any other person has any complaints regarding the access to information process, or non-compliance with the PAIA or POPIA the person may contact the IR at the contact details provided under point 4 and/or submit their complaints on Form 5, which is available on the IR website.

6. Protection of personal information processed by the Group

POPIA provides for the minimum conditions that must be met for the lawful processing (such as the collecting, using, transferring and sharing) of personal information and must be complied with, unless specific exclusions apply as outlined in POPIA.

The Group processes personal information of individual and juristic persons ("data subjects") in order to carry out its business and organisational functions. The manner and purpose of the processing is determined by the Group and may differ in respect of the circumstances and underlying relationship between the data subject and the responsible party within the Group.

The Group will ensure that the personal information of a data subject is dealt with accordingly through implementing procedures and measures to ensure that:

- the processing of personal information is conducted lawfully and in a reasonable manner to not infringe the privacy of the data subject. The Group will collect personal information directly from the data subject and process it with the consent of the data subject, unless the personal information is obtained and processed under the applicable exclusions as provided for in POPIA.
- the personal information is collected for specified, explicit and legitimate purposes and only retained for as long as is necessary to achieve that purpose, unless specific exclusions apply as outlined in POPIA (for example,

where required by law for record purposes, as provided for in a contract, with consent of the data subject, for historical, statistical or research purposes);

- the personal information is adequate, relevant and not excessive for the purposes for which it was collected;
- reasonably practical steps are taken to ensure that personal information is accurate and kept up to date;
- personal information is processed in a manner that secures the integrity and confidentiality of the personal information by taking the appropriate technical or organisational measures to prevent unauthorised or unlawful processing of the personal information and loss, destruction or damage to the personal information;
- effect is given to the rights of data subjects, where applicable.

POPIA gives certain rights to data subjects, such as the right to be notified that their personal information is being collected by the Group, as well as to be notified in the event of a data breach.

Data subjects also have the right to access their personal information, request for correction or deletion of their personal information, and to object to the processing of their personal information.

A data subject also has the right to complain to the IR regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

6.1 Request to access personal information

Section 23 of POPIA provides that a data subject has the right to request whether the Group holds personal information about them, and to access that information. This will include requests for a record or description of the personal information and which third parties or categories of third parties have access or have had access to the personal information.

Any request for information in this regard must be handled in accordance with the provisions of this Manual under paragraphs 5.3 and 5.4 above and by completing **Annexure C** of this Manual.

6.2 Object to the processing of personal information

Section 11(3) of POPIA and regulation 2 of the POPIA Regulations provide that a data subject may, at any time object to the processing of their personal information in the prescribed ***Form 1 for objection of processing personal information*** attached as **Annexure G** of this Manual and subject to exceptions contained in POPIA. Data subjects may also lodge a telephonic objection to the processing of personal information, such objections must be recorded electronically by the responsible party and made available to the data subject upon request, free of charge.

Data subjects may object to the processing of their personal information in terms of:

- Section 11(1)(d) to (f) of POPIA, which allows for the processing of personal information to protect the legitimate interest of the data subject, to pursue the legitimate interest of the Group or third party to whom information is supplied, and to perform a public law duty by a public body, unless legislation provides for such processing of personal information; and
- the processing of personal information for direct marketing purposes in general and/or by means of unsolicited electronic communications.

6.3 Request to correct or delete personal information

Section 24 of POPIA and regulation 3 of the POPIA Regulations provide that a data subject may ***request for their personal information to be corrected, deleted or destroyed*** in the prescribed ***Form 2*** attached as **Annexure H** of this Manual.

A data subject may request the **correction or deletion** of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information.

A data subject may request the **destruction or deletion** of a record of personal information the Group is no longer authorised to keep under section 14 of POPIA.

Section 14 of POPIA provides that personal information can be processed for longer periods to comply with a legal obligation, as provided for in a contract, with consent of the data subject, for historical, statistical or research purposes and so on.

The Group is bound by legislation to keep records of certain information for a prescribed period of time, which must be taken into account when considering a request to delete personal information.

7. Annual Reporting to the IR

The Group must submit its PAIA Annual Report to the Information Regulator by 30 June each year.

The Company will verify and update the registration of Information Officers annually.

8. Review of this Manual

This Manual shall be reviewed by the LEZA Company CEO in the event of any material changes to legislation or the business.

Amendments / changes to this Manual will follow the same process outlined for initial issuance and be reviewed and authorised by the CEO, and such changes will result in the existing Manual being superseded.

A copy of the most recently approved Manual is to be kept and centrally filed by the Group Company Secretariat and placed on the applicable company websites.

Annexure A – Group Information Officer and Designated Deputy Information Officer Details

Entity	CEO /MD Information Officer	Designated Deputy Information Officer	Designated Deputy Information Officer	Designated Deputy Information Officer	Email Address	Contact Number
Legal Expenses Insurance Southern Africa Limited (LEZA)	EW du Toit	D Jansen van Vuuren	A Tennant	R van Staden	popi-informationofficer@leza.co.za	011 670 4500
Sithega Protect (Pty) Limited	EW du Toit	NC Pace	N/A	N/A	popi-informationofficer@lega.africa	011 670 4500
Legal Expenses Group Africa Limited (LEGA)	CJ Luwes NC Pace	N/A	N/A	N/A	popi-informationofficer@lega.africa	011 670 4500
LegalWise South Africa (RF) (Pty) Limited	S Gengan	A Olivier	N/A	N/A	popi-informationofficer@legalwise.co.za	011 670 4500
Scorpion Legal Protection (RF) (Pty) Limited	RW Smith	R van Staden	L Viljoen	N/A	popi@scorpion.biz	011 470 3300
Family Insurance (Pty) Limited*	AW Jeppe	M Spronk	N/A	N/A	popi-informationofficer@staylifewise.co.za	011 472 2020
Yes Loans (Pty) Limited	RW Smith	L Viljoen	N/A	N/A	popi@scorpion.biz	011 470 3300
UGO Selling (Pty) Limited	EW du Toit	NC Pace	N/A	N/A	paia@leza.co.za	011 670 4500
Group PAIA IO	EW du Toit NC Pace	N/A	N/A	N/A	paia@leza.co.za	011 670 4500
LEZA Pension Fund	M Jansen Van Rensburg	N/A	N/A	N/A	paia@leza.co.za	011 670 4500

The above-mentioned individuals have been registered with the Information Regulator.

Annexure B - Records available in terms of other legislation

The requestor may also request information which is available in terms of legislation, such as the following:

1.	Insurance Act (including Prudential Standards)
2.	Long Term Insurance Act (LTIA) (including Binder Regulations) and Regulations (<i>Market conduct</i>)
3.	Short Term Insurance Act (STIA) (including Binder Regulations) and Regulations (<i>Market conduct</i>)
4.	Financial Advisory and Intermediary Services Act (FAIS) Including General Code of Conduct, Code of Good Practice and Fit and Proper Requirements)
5.	Financial Intelligence Centre Act (FICA) and Regulations including Financial Intelligence Centre Amendment Act as amended and also as amended by the General Laws (Anti-Money Laundering and Combating Terrorism Financing) Amendment Act (GLAA)
6.	Policyholder Protection Rules (PPR) including TCF requirements (STIA and LTIA)
7.	Direct Marketing Association Code of Ethics and Standard of Practice including Code of Advertising Practice
8.	Pension Funds Act and Regulations as amended
9.	Consumer Protection Act (CPA) as amended and Regulations
10.	Financial Sector Regulation (FSR) Act as amended
11.	Financial Sector Laws Amendment Act
12.	Prevention and Combating of Corrupt Activities (Fraud Management) as amended
13.	Protected Disclosures Act (Whistleblowing) as amended
14.	South African Reserve Bank Act (debit orders) and Regulations
15.	Association of Savings and Investments SA (ASISA) Code of ethics and conduct
16.	Public Finance Management Act, 1999 - Treasury Regulations for departments, trading entities, constitutional institutions and public entities - as amended - Stop orders
17.	National Payment Systems Act (NPSA) as amended including Debit order Directives and standards by SARB
18.	Code of banking practice (debit orders)
19.	SAIA Code of ethics and conduct
20.	Companies Act and Regulations as amended
21.	Income Tax Act and Regulations as amended
22.	Value Added Tax Act and Regulations as amended
23.	Prevention of Organised Crime Act (POCA) and Regulations as amended
24.	Protection of Constitutional Democracy Against Terrorism and Related Activities Act (POCDATARA) and Regulations as amended
25.	National Credit Act (NCA) and Regulations as amended
26.	Basic Conditions of Employment Act (BCEA) and Regulations as amended
27.	Labour Relations Act (LRA) and Regulations as amended
28.	Employment Equity (EE) Act and Regulations as amended (including Codes of Good Practice)

29.	National Minimum Wage Act (NMWA) and Regulations as amended
30.	Skills Development (SD) Act and Regulations as amended
31.	Unemployment Insurance Fund (UIF) Act and Regulations as amended
32.	Health and Safety Act (OHSA) and Regulations as amended
33.	Hazardous Biological Agents Regulations as amended
34.	Disaster Management Act and Regulations as amended
35.	Protection from Harassment Act and Regulations as amended
36.	Compensation for Occupational Injuries and Diseases Act (COIDA) and Regulations as amended
37.	Tobacco Products Control Act as amended
38.	Broad-Based Black Economic Empowerment (BBBEE) Act and Regulations as amended and Financial Sector Code as amended
39.	Legal Practice Act as amended
40.	Legal Aid Act and Regulations as amended
41.	Competition Act as amended
42.	Copyright Act and Regulations as amended
43.	Protection of Personal Information Act (POPIA) and Regulations as amended
44.	Promotion of Access to Information Act (PAIA) and Regulations as amended
45.	Electronic Communication and Transaction (ECT) Act and Regulations as amended
46.	General Data Protection Regulation (GDPR)
47.	Cybercrimes Act
48.	Administrative Adjudication of Road Traffic Offences Act (AARTO) and Regulations as amended
49.	National Road Traffic Act and Regulations as amended
50.	Road Transportation Act and Regulations as amended
51.	Transport Laws and Related Matters Amendment Act and Regulations
52.	Financial Sector and Deposit Insurance Levies Act 11 of 2022

FORM 2**REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1" style="display: inline-table;"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

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

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

Annexure D

Section 25 of the Promotion of Access to Information Act, No 2 of 2000

FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
-----------------	--	--	--

The amount must be paid into the following Bank account:

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

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

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

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

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

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

Annexure F - Reproduction and/or access fees (Private bodies)

The fees for reproduction and/or access referred to in PAIA and set out in the PAIA Regulations relating to the Access to Information:

Fees in Respect of Private Bodies

	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:	
	(iii) Flash drive (to be provided by requestor)	R40.00
	(iv) Compact disc:	
	If provided by requestor	R40.00
	If provided to the requestor	R60.00
5.	For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4 size page.	R24.00
8.	Copy of an audio record on:	
	(v) Flash drive (to be provided by requestor)	R40.00
	(vi) Compact disc:	
	If provided by requestor	R40.00
	If provided to the requestor	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	R145.00
	To not exceed a total cost of	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

Annexure G - Form for objection of processing personal information

FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION
11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013
(ACT NO.4 OF 2013)**

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

Signed at this day of20.....

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

Annexure H – Form for correction or deletion of personal information

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:

- 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
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