



DATORA (PTY) LTD

Registration number: 2011 / 141935 / 07

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

TABLE OF CONTENTS

- 1. Definitions.....3
- 2. Introduction5
- 3. PAIA Manual.....5
- 4. Our Contact Details6
- 5. Guide Of SAHRC6
- 6. Latest Notices In Terms Of Section 52(2) Of PAIA7
- 7. Availability Of Certain Records In Terms Of PAIA.....7
- 8. Records Available In Terms Of Other Legislation9
- 9. Request Process.....10
- 10. Grounds For Refusal.....11
- 11. Remedies Should A Request Be Refused13
- 12. Fees13
- 13. POPI14

1. DEFINITIONS

Client	any natural or juristic person that received or receives services from Datora (Pty) Ltd
Conditions for Lawful Processing	the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA and in paragraph 12 of this Manual
Data Subject	the person to whom personal information relates
Information Officer	the individual who is identified in paragraph 6 of this manual
Manual	this manual
PAIA	the Promotion of Access to Information Act 2 of 2000
Personal Information	means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— <ol style="list-style-type: none">a. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;b. information relating to the education or the medical, financial, criminal or employment history of the person;c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person;d. the biometric information of the person;e. the personal opinions, views, or preferences of the person;f. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

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

Personnel	any person who works for, or provides services to or on behalf of Datora, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Datora, which includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff as well as contract workers
POPI	the Protection of Personal Information Act 4 of 2013
POPI Regulations	the regulations promulgated in terms of section 112(2) of POPI
Private Body	means— <ul style="list-style-type: none"> a. a natural person who carries or has carried on any trade, business or profession, but only in such capacity; b. a partnership which carries or has carried on any trade, business, or profession; or c. any former or existing juristic person, but excludes a public body
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— <ul style="list-style-type: none"> a. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use; b. dissemination by means of transmission, distribution or making available in any other form; or c. merging, linking, as well as restriction, degradation, erasure, or destruction of information
Record	has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information
Requester	has the meaning ascribed thereto in section 1 of PAIA

Request for access has the meaning ascribed thereto in section 1 of PAIA
SAHRC the South African Human Rights Commission

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

2. INTRODUCTION

- 2.1. For the purpose of POPI and PAIA, Datora (Pty) Ltd (“Datora”) is defined as a private body. In accordance with Datora’s obligations in terms of POPI and PAIA, Datora has produced this manual.
- 2.2. The Promotion of Access to Information Act, 2000 was implemented on 9 March 2001. PAIA aims to uphold the Constitutional right to access information held by the State or any other entity when such information is necessary for exercising or safeguarding any rights. It grants individuals and legal entities the right to access records held by public or private bodies, with certain limitations, to facilitate the exercise or protection of their rights.
- 2.3. PAIA establishes the procedural aspects related to information requests, which include the requirement to create a PAIA Manual. Private bodies are mandated by Section 51 of PAIA to compile a manual that allows individuals to access information held. The manual specifies the minimum criteria that must be met.
- 2.4. If a person wishes to obtain information from a private body under PAIA, the request must be made in the prescribed format outlined in the private body's PAIA Manual. Once the request is received, the private body must disclose the information if the requester can demonstrate that the record is necessary for exercising or protecting their rights, provided that no grounds for refusal stated in PAIA are applicable.

3. PAIA MANUAL

- 3.1. This Manual serves as Datora’s PAIA manual, complying with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (POPIA). POPIA, which primarily came into effect on 1 July 2020, upholds individuals' Constitutional right to privacy and emphasizes the protection of personal information handled by public and private entities. It establishes specific conditions to establish minimum requirements for the handling of personal information.

- 3.2. POPIA amends certain provisions of PAIA, striking a balance between the need for information access and the necessity to safeguard personal information. It establishes an Information Regulator with certain powers, duties, and functions under both POPIA and PAIA. Additionally, it introduces codes of conduct and safeguards individuals' rights concerning unsolicited electronic communications and automated decision-making processes. The aim is to regulate the flow of personal information and address related matters.
- 3.3. We have compiled this Manual to provide you with guidance and ensure that you understand the procedural and other requirements that must be fulfilled when making a PAIA request to Datora.

4. OUR CONTACT DETAILS

Business Name	Datora (Pty) Ltd
Registration Number	2011/141935/07
Registered Office	Bally Oaks Office Park 35 Ballyclare Dr Bryanston, Johannesburg South Africa 2191
Postal Address	Bally Oaks Office Park 35 Ballyclare Dr Bryanston, Johannesburg South Africa 2191
Contact Number	011 568 9616
Information Officer	Juan-Pierre Du Toit
Email address	juan@datorasa.com

Background information of Datora can be found at www.DatoraSa.com.

5. GUIDE OF SAHRC

- 5.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.

- 5.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 5.3. Should you wish to access the guide you may double click on the pdf images below or you may request a copy from the Information Officer by submitting **ANNEXURE A**, attached hereto, to the details specified above or you may also inspect the guide at Datora during ordinary working hours.



- 5.4. You may also request a copy of the guide from Information Regulator at the following details:

Information Regulator:

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone: (010) 023 5200
Website: www.justice.gov.za
Email: PAIACompliance.IR@justice.gov.za

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

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

7. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

- 7.1. Datora holds and/or process the following records for the purposes of PAIA and POPI.
- 7.2. The following records below may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.
- 7.3. All services are available freely on Datora's website as set out above.

SCHEDULE OF RECORDS

Administrative	<ul style="list-style-type: none"> ▪ Governance structures and personal data of governance office-bearers ▪ Internal rules, regulations, and policies ▪ Employment equity data ▪ General correspondence (emails)
Corporate Affairs	<ul style="list-style-type: none"> ▪ Corporate Social Investment ▪ Public corporate records
Financial Records	<ul style="list-style-type: none"> ▪ Policies and procedures ▪ Accounting records ▪ Annual financial statements ▪ Audit reports ▪ Capital expenditure records ▪ Investment Records ▪ Invoices and statements ▪ Management reports ▪ Purchasing records ▪ Sale and supply records ▪ Tax records and returns ▪ Transactional records ▪ Asset Register ▪ Budgets ▪ Insurance records ▪ Expense claims ▪ Interim reports ▪ Tax Assessments ▪ Compensation fund documents
Human Resources	<ul style="list-style-type: none"> ▪ Employment Contracts ▪ Personnel Files ▪ Personnel records and correspondence ▪ Training records ▪ Records provided under the Conditions of Employment ▪ Employment Policies

	<ul style="list-style-type: none"> ▪ Internal evaluation and Performance Records ▪ Disciplinary Records ▪ Payroll Records
IT Operations	<ul style="list-style-type: none"> ▪ Information technology records ▪ Domain name registrations ▪ Website information ▪ Contracts ▪ Disaster recovery plans ▪ Policies and procedures ▪ Licenses ▪ Network diagrams ▪ Manuals
Legal	<ul style="list-style-type: none"> ▪ Rental Agreements ▪ Service Level Agreements with Suppliers ▪ Partnership agreements ▪ Power of Attorneys ▪ Material licenses, permits and authorisations
Marketing	<ul style="list-style-type: none"> ▪ Published Marketing and promotional material
Secretarial	<ul style="list-style-type: none"> ▪ Memorandum of Incorporation ▪ Statutory Records ▪ Company guidelines

8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

8.1. Datora may be in possession of records in terms of the following legislation as and when applicable:

- 8.1.1. Basic Conditions of Employment Act 75 of 1997
- 8.1.2. Close Corporation Act 69 of 1984 • Companies Act 71 of 2008
- 8.1.3. Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- 8.1.4. Consumer Protection Act 68 of 2008
- 8.1.5. Debt Collectors Act 114 of 1998 • Financial Intelligence Centre Act 38 of 2001
- 8.1.6. Income Tax Act 58 of 1962
- 8.1.7. Occupational Health and Safety Act 5 of 1993
- 8.1.8. Promotion of Access to Information Act 2 of 2000
- 8.1.9. Protection of Information Act 84 of 1982
- 8.1.10. Skills Development Levies Act 9 of 1999
- 8.1.11. Unemployment Contributions Act 4 of 2002
- 8.1.12. Unemployment Insurance Act 63 of 2001 \
- 8.1.13. Value Added Tax Act 89 of 1991

9. REQUEST PROCESS

- 9.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 9.2. The requester must complete **ANNEXURE B**, which is attached hereto and submit it to the Information Officer at the details specified above.
- 9.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 9.4. The prescribed form must be completed with enough particularity to enable the information officer to determine:
 - 9.4.1. The record(s) requested;
 - 9.4.2. The identity of the requestor;
 - 9.4.3. What form of access is required; and
 - 9.4.4. The Postal address or fax number of the requestor.
- 9.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.

- 9.6. The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
- 9.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at the head office of Datora and the information cannot be reasonably obtained within 30 days. The information officer will notify the requestor in writing should an extension be necessary.
- 9.8. The requestor will be informed in writing whether access to the records have been granted or denied. If the requestor requires a reason for the decision the request must be expressed in the prescribed form, the requestor must be further stated what particulars of the reasoning the requestor requires.
- 9.9. If a requestor has requested the records on another individual's behalf, the requestor must submit proof of the capacity the requestor submits the request in, to the satisfaction of the information officer.
- 9.10. Should the requestor have any difficulty with the form, or the process laid out herein, the requestor should contact the Information Officer for assistance.
- 9.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

10. GROUNDS FOR REFUSAL

10.1. The following are grounds upon which Datora may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:

- 10.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.

- 10.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
 - 10.1.2.1. Trade secrets of that third party;
 - 10.1.2.2. Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - 10.1.2.3. Information disclosed in confidence by a third party to Datora, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- 10.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 10.1.4. Mandatory protection of the safety of individuals and the protection of property;
- 10.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 10.1.6. Protection of the commercial information of Datora, which may include:
 - 10.1.6.1. Trade secrets;
 - 10.1.6.2. Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Datora;
 - 10.1.6.3. Information which, if disclosed, could put Datora at a disadvantage in contractual or other negotiations or prejudice Datora in commercial competition; and/or
 - 10.1.6.4. Computer programs which are owned by Datora, and which are protected by copyright and intellectual property laws;
- 10.1.7. Research information of Datora or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 10.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

11. REMEDIES SHOULD A REQUEST BE REFUSED

11.1. Datora does not have an internal appeal procedure in light of a denial of a request, decisions made by the information officer is final.

11.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

12. FEES

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

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

Copy of an audio on a compact disc (Compact disc to be provided by requestor)	R40.00
Copy of an audio on a compact disc (Compact disc to be provided by Datora)	R60.00
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R145.00
To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation (Cannot exceed total cost)	R435.00
Postage, email, or any other electronic transfer	Actual expense, if any.

13. POPI

13.1. Conditions for lawful processing:

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

- 13.1.1.1. Accountability
- 13.1.1.2. Processing limitation
- 13.1.1.3. Purpose specification
- 13.1.1.4. Further processing limitation
- 13.1.1.5. Information quality
- 13.1.1.6. Openness
- 13.1.1.7. Security safeguards
- 13.1.1.8. Data subject participation

13.1.2. Datora is involved in the following types of processing:

- 13.1.2.1. Collection
- 13.1.2.2. Recording
- 13.1.2.3. Organization
- 13.1.2.4. Structuring
- 13.1.2.5. Storage
- 13.1.2.6. adaptation or alteration

- 13.1.2.7. retrieval
- 13.1.2.8. consultation
- 13.1.2.9. use
- 13.1.2.10. disclosure by transmission
- 13.1.2.11. dissemination or otherwise making available
- 13.1.2.12. alignment or combination
- 13.1.2.13. restriction
- 13.1.2.14. erasure
- 13.1.2.15. destruction

13.1.3. Datora processes information for the following purposes:

- 13.1.3.1. to fulfil agreements in relation to its employees;
- 13.1.3.2. to provide services to its Clients in accordance with terms agreed to by the Clients;
- 13.1.3.3. to undertake activities related to the provision of services, such as:
 - 13.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements
 - 13.1.3.3.2. to verify the identity of client representatives who contact Datora or may be contacted by Datora;
 - 13.1.3.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - 13.1.3.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation, and fraud prevention purposes;
 - 13.1.3.3.5. to enforce or defend Datora
 - 13.1.3.3.6. to manage Datora relationship with its clients, which may include providing information to its clients and its clients affiliates about Datora products and services;
- 13.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law, or regulation;
- 13.1.3.5. any additional purposes expressly authorised by Datora client;
- 13.1.3.6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by Datora.

13.2. Datora processes personal information the following categories of Data Subjects:

- 13.2.1. Juristic persons –
 - 13.2.1.1. Corporate clients

- 13.2.1.2. Suppliers
- 13.2.2. Natural persons –
 - 13.2.2.1. Individuals
 - 13.2.2.2. Staff
 - 13.2.2.3. Clients
 - 13.2.2.4. Suppliers

13.3. Datora process the following categories personal information:

- 13.3.1. Client profile information;
- 13.3.2. Bank account details;
- 13.3.3. Payment information;
- 13.3.4. Client representatives;
- 13.3.5. Names;
- 13.3.6. Email Addresses;
- 13.3.7. Telephone numbers;
- 13.3.8. Facsimile numbers;
- 13.3.9. Physical addresses;
- 13.3.10. Tax numbers;
- 13.3.11. Identity Numbers;
- 13.3.12. Passport Numbers;

13.4. Recipients of Personal Information:

- 13.4.1. Datora, Datora associates, their respective representatives

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

13.6. The following Security measures are implemented by Datora:

13.7. Datora implements numerous security measures to protect personal information that is stored electronically and physically.

- 12.7.1 Datora ensures that appropriate security measures are taken and updates these measures on a regular basis.

- 12.7.2 Datora have also implemented various policies for additional security for personal information stored both physically and electronically.

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

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

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

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

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

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

13.11. Request for correction or deletion of personal information:

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

SIGNATURE OF INFORMATION OFFICER: _____

DATE: _____

ANNEXURE A

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

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

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

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

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

ANNEXURE B

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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE C

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) (Please provide detailed reasons for the objection)

ANNEXURE E

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

1. *If your request is granted –*
 - (a) *Amount of the deposit, if any, is payable before your request is processed; and 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

• **You requested:**

Personal inspection of information 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>) 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

- **You requested:**

Printed copies of the information <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 information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

1. **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 <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>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:



2. Fees payable with regards to your request:

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

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

Yes

No

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

35 Ballyclare Dr, Bryanston
Johannesburg, South-Africa, 2191
Tel +27 11 568 9616 Fax +27 86 260 8451
info@datorasa.com | www.DatoraSa.com

		<i>request)</i>	
--	--	-----------------	--

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